

# Home-Enabling Supports (HES) Overview

## SERVICE PLANNING & AUTHORIZATION

1. **Person-Centered Planning (PCP) Process - Person and Care Manager (CM) identify:**
  - Goals that can be met through HES
  - Opportunity for safely increasing independence
  - Eligibility
2. **Formal Request for Home-Enabling Supports**
  - CM submits a request for Service Authorization (RSA) or a Service Authorization Request Tool (SART)
3. **Via review of the SART and Life Plan the DDRFO establishes:**
  - Person lives in a non-certified residence
  - Reasonable expectation to increase, maintain, or improve the person's safety, independence, health outcomes, and/or meaningful participation in the community with less reliance on or the deferral of paid staff for supervision and/or assistance
  - Life Plan alignment- Person has identified a Life Plan goal that can be met through HES
4. **DDRO Issues Notice Of Decision (NOD)**
5. **Identification of HES Provider and Home-Enabling Supports in the Person's Life Plan**
  - CM documents person's selected HES Provider, HES service, and goal(s) to be met through HES
6. **HES Provider completes enrollment**



## HES PROVIDER RESPONSIBILITIES\*

1. Assessment to determine HES to be acquired: **a) Assistive Devices**; and/or **b) Remote Supports (+VENDOR)**; and/or **c) Health Assessment Coordination Service (HACS) (+VENDOR)**
2. Develop and distribution of HES Plan
3. Acquisition and Installation
4. Train and Troubleshoot
5. Report



## ANNUAL REVIEW

- The person's HES must have a person-centered review no later than one-year from the acquisition of the HES
- The review must be facilitated by the CM as part of the semi-annual or annual Life Plan review process
- This review must assess:
  - If the person is using the acquired technology; and
  - If the technology is supporting a relevant valued outcome
- Review data must be provided by the HES Provider and uploaded to CHOICES for the Care Manager to access

\* See HES provider responsibilities flow on next page.

**I. ASSESSMENT**

**HES PROVIDER performs assessment within 30 days to:**

- Identify areas where personal safety and/or goals of increased independence can be addressed by HES
- Flag potential rights issues
- Determine HES to be acquired a) **Devices**; and/or b) **Remote Supports (RS)**; and/or c) **HACS**



**II. HES PLAN DEVELOPMENT**

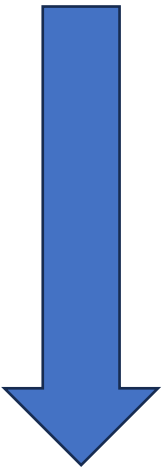
**HES PROVIDER develops HES Plan, in accordance with person-centered planning regulations, with person, care planning team, and vendor (if applicable) based on assessment which includes:**

- Basic service information
- Identification of the person’s valued outcome(s) or goal(s) that will be supported with HES
- If receiving RS, identification of at least one additional valued outcome related to RS service
- Privacy, health, and safety assurance
- Informed consent
- Vendor and vendor information if person receiving RS and/or HACS
- If receiving RS, an addendum that addresses plan for RS delivery

**HES Provider**

- Provides a copy of HES Plan to person and CM within 10 business days of their assessment claim
- Submits one time assessment claim to E-MedNY

**ASSISTIVE DEVICES**



**HACS**



**REMOTE SUPPORTS**



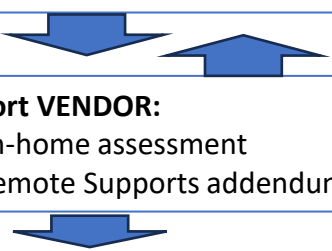
**HES PROVIDER :**

- Identifies and contracts with VENDOR
- Updates HES Plan with Vendor and Vendor information
- Supervises VENDOR for compliance for following phases



**Remote Support VENDOR:**

- Performs in-home assessment
- Develops Remote Supports addendum



**III. ACQUISITION**

**HES PROVIDER and/or VENDOR to:**

- Purchase, lease, or otherwise provide for the acquisition of devices from online or other sources
- Install, assemble, and set up device/equipment

**HES PROVIDER:**

- Submits Acquisitions claim for purchase/acquisition of qualifying allowable items to E-MedNY



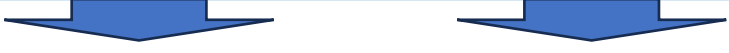
**IV. TRAINING**

**HES PROVIDER and/or VENDOR :**

- Trains and provides technical assistance for person and any informal or formal support persons who will be assisting the person in using the device
- Includes up to 3 months of troubleshooting

**HES PROVIDER:**

- Upon completion of training submits one time start up/Set up/Fostering Tech use claim to E-MedNY
- Submits monthly troubleshooting and support claims once per month for up to 3 months to E-MedNY



**HES PROVIDER for HACS/Remote Supports:**

- Submits ongoing subscription service claim monthly to E-MedNY
- Submit ongoing management, as needed, after troubleshooting period, claim monthly to E-MedNY



**V. REPORTING**

**VENDOR:**

- Provides service reports to HES PROVIDER