

Enabling Technology for Remote Supports

Iowa Medicaid Enabling Technology Town Hall

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Enabling Technology for Remote Supports

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Enabling Technology for Remote Supports Service Definition

Enabling technology” means:

- Technology that makes on demand remote supervision and support possible and includes a device, product system, or engineered solution whether acquired commercially, modified, or customized that addresses an individual’s needs and outcomes identified in his or her individual service plan.
- **The service is:**
 - For the direct benefit of the individual, and
 - To maintain or improve independence and functional capabilities.
 - Remote support and monitoring will assist the individual to fully integrate into the community, participate in community activities, and avoid isolation.



Enabling Technology for Remote Supports Definition

Enabling Technology for Remote Supports is not a service, but a service delivery option through the Home-Based Habilitation (HBH) or Supported Community Living (SCL) service to meet an individual's health, safety and other support needs as needed when it:

- Is chosen and preferred as a service delivery method by the person and their guardian (if applicable), and
- Appropriately meets the individual's assessed needs, and
- Is provided within the scope of the service being delivered, and
- Is delivered as specified in the individual's person-centered service plan.

In addition, it is important to keep in mind and document how:

- Remote supports are delivered in a way that respects the privacy of the individual, as well as others residing in the home, and
- The remote support will facilitate community integration, and
- The remote support will ensure the member's needs are met and health & welfare needs are addressed.

Privacy when Using Remote Supports

Remote Support Professionals must respect and always maintain the individual's privacy, including:

- When the member is in settings typically used by the public.
- When scheduled or intermittent/as-needed support includes responding to an individual's health, safety, and other support needs for personal cares.

Using cameras as remote supports:

- Cameras may only be used when the member's Interdisciplinary team (IDT) has identified a specific support need, the use is documented in the person-centered service plan (PCSP), and the member and their legal guardian or representative provide informed consent.
 - The use of cameras should be the exception, not the norm.
 - Use of cameras in bedroom and/or bathroom requires significant justification and approval by the Medical Director.

Agency and Remote Technology Provider Responsibility

The agency service provider responsible for responding to an individual's health, safety and other support needs through remote support must:

- Ensure the use of enabling technology complies with relevant requirements under the Health Insurance Portability and Accountability Act (HIPAA) such as authentication, authorization and encryption of data is limited to appropriate individuals outlined in the PCSP.
- Comply with data privacy laws, restrictions and guidelines.
 - Access is limited to authorized individuals identified in the member's PCSP.
- Ensure service documentation occurs during remote support delivery in accordance with 441 Iowa Administrative Code 79.3.



Informed Consent Defined

Definition

Informed Consent is the process by which an individual and their representative receives clear, accessible information and voluntarily agrees to the use of remote supports and enabling technology, with full understanding of purpose, risks, benefits, and data use.

The Informed Consent should include, at minimum:

- Clear explanation of what technology will be used (e.g. cameras, sensors, audio), how it works, and when it is active;
- Purpose and benefits, including the specific support need it addresses;
- Risks and limitations such as privacy considerations or potential system failures;
- Who has access to the data or live feeds and how information is stored and protected;
- Alternatives including the option to receive support without the technology;
- Right to refuse or withdraw consent at any time, without penalty.

Consent when Using Enabling Technology

Informed Consent must be obtained and clearly state the parameters in which the remote supports service would be used. This includes:

- All household members and interested parties must understand the benefits, risks, limitations, and operating parameters;
- Cannot restrict a member's choice of residence or housemates.

Informed Consent documentation requirements:

- Signed and dated by the individual (adult & youth), guardian, case manager, and provider agency (as applicable);
- A copy of the signed informed consent shall be maintained by the case manager, guardian and home file;
- Reviewed annually as part of the PCSP process.

Informed Consent must be obtained by:

- The member (adult or youth/child);
- Member's guardian;
- Other residents and their guardians.

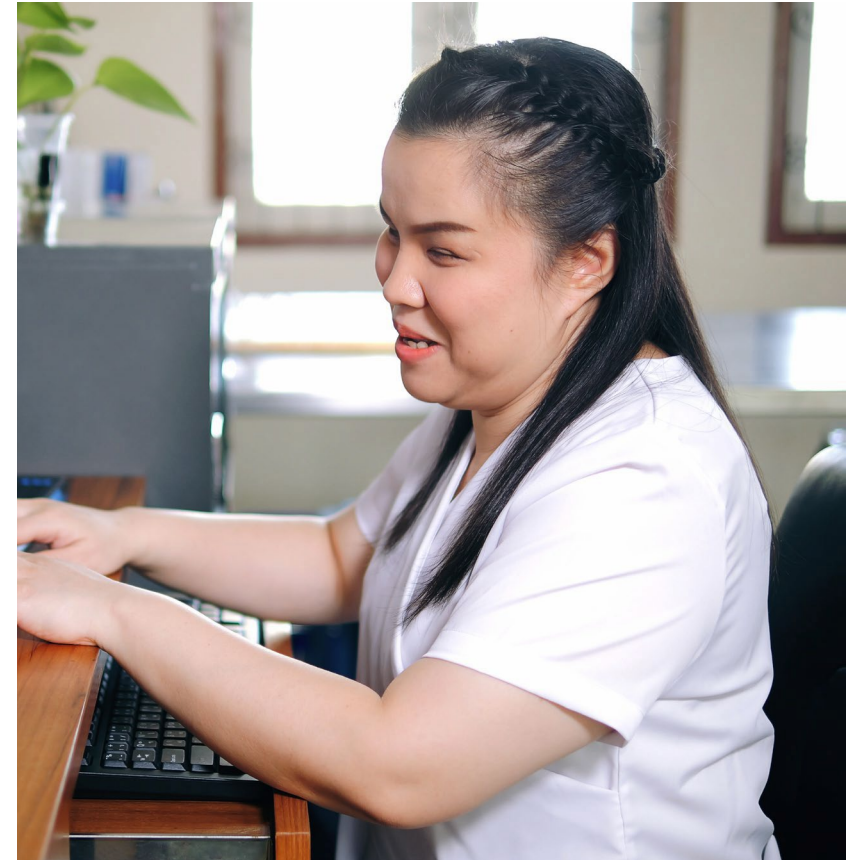
Withdrawing Consent:

- Member notifies their case manager;
- Team meets to determine and arrange alternative supports;
- All affected household members, their guardians and support teams are informed immediately.

Assessing Appropriateness for Enabling Technology for Remote Support

The assessment for enabling technology for remote support must meet the following requirements:

- An Enabling Technology screening tool is utilized to inform the person-centered planning process on the member's interest and readiness to use technology enabled support;
- The interview-based Enabling Technology assessment is completed to determine the appropriateness of remote support, member ability, and recommended types of technical supports needed;
- A new assessment should only be needed if a significant change to the member occurs.



Assessing Need for Enabling Technology

Assessing a member to use Enabling Technology with Remote Supports involves a systemic approach to which includes evaluating the member's needs, preferences, and compatibility to their current environment.

- Pre-screening assessment – Providers may complete a screening assessment to determine member's level of interest to use technology supports
- Formal Enabling Technology for Remote Supports Assessment – completed by a qualified

Key components of Enabling Technology with Remote Supports Assessment

- Assessing Needs and Preferences - Evaluate member's current support needs, preferences, and goals for using technology.
 - Includes level of independence, communication preferences, specific technology already used
- Compatibility Evaluation – Determine if technology being considered is compatible with the member's existing environment and their preferences.
 - Considers factors such as accessibility, ease of use, and privacy concerns
- Technology Selection – Recommendations for appropriate technology based on assessment and of needs and compatibility.
 - May include devices such as personal assistants, digital locks, or video conferencing tools

Enabling Technology Assessments

There are a variety of assessments tools to assess needs related to Enabling Technology. Sample Questions and Formats:

How do you like to learn about something new, like using new technology: (Check all that apply)

- read about it
- watch a video about it
- take a class in person
- take a class online
- have staff person show me**
- have family or friends show me**
- have my employer show me
- have my community support show me
- learn from someone using the same tech**
- be able to try it out myself

For reading, I do the following (select all that apply):

- read it myself
- have technology or an app read it to me**
- have someone read it to me
- Other
- use pictures/signs/symbols

I use this technology to assist with reading

For writing, I do the following (select all that apply):

- write it myself
- have someone write it for me
- use pictures/signs/symbols
- Click to write Choice 4
- have technology or an app write it for me**
- other

What is the current performance/level of assistance needed for microwave use?

- Independent: individual needs no assistance
- Supervision: support person gives verbal reminders or physical assistance as individual completes activity**
- Moderate Assistance: support person does less than half the effort
- Maximal Assistance: support person does more than half the effort
- Dependent: support person completes all of the tasks, individual does none of the tasks to complete the activity

Additional Notes

What is the current performance/level of assistance needed for oven use?

- Independent: individual needs no assistance
- Supervision: support person gives verbal reminders or physical assistance as individual completes activity
- Moderate Assistance: support person does less than half the effort
- Maximal Assistance: support person does more than half the effort
- Dependent: support person completes all of the tasks, individual does none of the tasks to complete the activity**

Provider Criteria for Assessing the Need for Enabling Technology

Providers assessing Enabling Technology needs must meet one of the following criteria:

- Be certified through the Rehabilitation Engineering and Assistive Technology Society, or
- Be certified through the California State University Northridge's Assistive Technology Program, or
- Be an occupational therapist currently registered by the American Occupational Therapy Association, or
- Physical therapist with a degree from a physical therapy program approved by both the Council on Medical Education of the American Medical Association and the American Physical Therapy Association or its equivalent in Iowa, or
- Be a speech-language pathologist with a certificate of clinical competence in speech-language pathologies from the American Speech-Language-Hearing Association, or
- Be qualified by training and/or experience to conduct enabling technology assessments as demonstrated through certification or evidence of training provided by an approved and qualified independent, appropriately trained, and credentialed Enabling Technology vendor.

Provider Criteria for Enabling Technology for Remote Support Services

Providers must meet one of the following criteria to deliver Enabling Technology services:

- Providers enrolled to deliver HCBS Brain Injury (BI) or Intellectual Disability (ID) waiver Supported Community Living (SCL) services, or
- Providers enrolled to deliver HCBS Habilitation Home-Based Habilitation (HBH) services, or
- Other providers qualified by training or experience to provide enabling technology.

To ensure safety and HIPAA compliance, the remote location should have:

- Appropriate, stable, and redundant connections;
- Include backup generators or battery;
- Multiple internet service connections.



Enabling Technology for Remote Supports Service Delivery Model

Remote Supports HBH and SCL Service Delivery Model

- Is available for members on the BI and ID waiver receiving SCL or member's receiving Home-Based Habilitation services;
- Provided by awake and alert remote support professionals in a remote location and engaged with member through enabling technology;
- Uses live two-way communication;
- Provided in addition to, or in place of, on-site staffing.
- The member's person-centered service plan (PCSP) specifies the expected outcomes by including how remote supports will meet the goals for independent living and assessed needs, including the member's health, safety & welfare needs.
- May be used with either paid or unpaid backup support as directed in the member's PCSP.
 - Paid backup support is provided on a paid basis when:
 - Provided by SCL or HBH provider is who is primary point of contact for the remote supports vendor and the entity to send paid staff on-site when needed.
- Unpaid backup support may be provided by one or more of the following:
 - Family member
 - Friend
 - Another person the member chooses

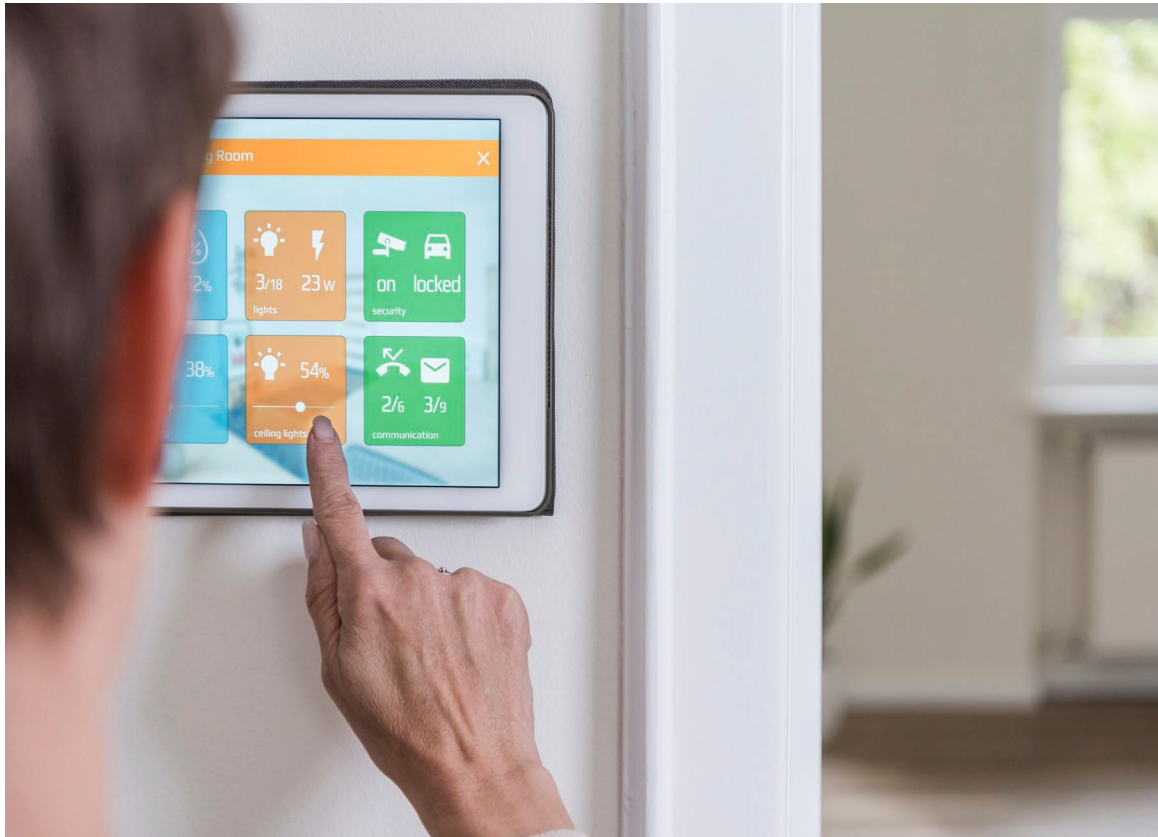
Enabling Technology for Remote Supports Service Delivery Model

Individuals who choose to receive a portion of their HBH or SCL services via remote support will be provided the necessary enabling to support service delivery.

Additional criteria for service implementation include:

- A pre-service evaluation is conducted to assess the member's needs and likelihood of successfully using enabling devices;
- The device is appropriate and cost-effective;
- The device is procured;
- Training and technical assistance to the member, caregiver & staff occurs;
- Appropriate evaluation methods are developed to ensure intended outcomes is achieved;
- Must provide a cost-effective, appropriate means to meet the members identified in the member's person-centered service plan; and
- All items shall meet applicable standards of manufacture, design and installation;
- Services are limited to additional services not otherwise covered under the state plan as a Medicaid benefit, including durable medical equipment and Early Periodic Screening Diagnosis and Treatment; and
- Must meet the objective of avoiding institutionalization.

Allowable Supports with Enabling Technology



Enabling Technology may cover:

The initial evaluation of the need for enabling technology and, if appropriate.

A device(s) needed to improve a member's ability to perform:

- Activities of daily living,
- Control or access his/her environment, and/or
- Communication,
- Equipment rental during a trial period, customization, and rental of equipment during periods of repair.

Allowable Supports with Enabling Technology

- Detectors (carbon monoxide, motion, light)
- Sensors (movement, fall/seizure detection, door/window, water, smoke, heat, freeze, peak flow meters)
- Reminders (check-in, medications)
- Wearable/Portable technology, Global Positioning System (GPS), smart watch
- Smart Appliances (thermostats, security cameras, washers/dryers, dishwashers, refrigerators, ovens/microwaves, tv, coffee maker)
- Tablets or laptops
- Applications that work with smart technology
- Hub – devices can be connected through one central point to trigger alerts and notifications.



Smart & Assistive Technology — Purchase Funding Overview

(Purchases only; excludes subscriptions)

Technology / Device Type	Primary Use	Potential Funding Pathways
Backup Battery / Generator (external) (non-ventilator)	Home safety	HVM; Enabling Tech
Bed Occupancy / Movement Mats	Individual safety	Enabling Tech
Blood Pressure Cuff / Oximeter / Scale	Individual health monitoring	DME; Pharmacy
Cameras – Indoor / Doorbell / Sync	Home safety / Remote Support	Enabling Tech
Cameras – Outdoor / Floodlight	Property	Not waiver funded
Chimes / Vibro Shakers	Individual alerts	Enabling Tech; HVM
Communication Hub (cellular + battery)	Remote Support infrastructure	Enabling Tech
Door Locks (internal/external)	Home safety	HVM; Enabling Tech
Emergency Button / Response System	Emergency safety	PERS-PLS; Enabling Tech
Fall / Seizure Detection (incl. wearables)	Individual safety	Enabling Tech
Fire / Flood / Heat / Water Sensors	Home safety	Enabling Tech; HVM
Motion-Activated Lighting	Home safety	Enabling Tech; HVM
Medication Machines / Dispensers	Individual health	SME; Enabling Tech - DME
Smart Appliances (stove, fridge, etc.)	Independent living	Enabling Tech
Smart Speakers / Displays / Tablets	Communication & RS	Enabling Tech
Smart Wearables (watch, ring, cane)	Safety / location	Enabling Tech
Smart Thermostat / Switches	Environmental control	Enabling Tech
Smoke / CO Detectors (smart)	Home safety	Enabling Tech; HVM
Pull-Down Cabinets / Shelving	Accessibility	HVM
Z-Stick / Range Extender	Connectivity	Enabling Tech

Service Authorization and Limits

- Enabling Technology Assessment
 - \$442.43 per assessment
 - Additional assessment complete when significant change in member's health status
 - Authorized with code & modifier = T2029 UA
- Enabling Technology Equipment:
 - Annual limit of \$4,500 per member per year
 - Pays for the cost of the enabling technology equipment
 - Does not allow costs of service subscriptions
 - Cannot replace a service available as a state plan Medicaid benefit
 - Ex: Durable medical equipment or Early Periodic Screening Diagnosis and Treatment
 - Authorized with code & modifier = T2029 UB

Frequently Asked Questions

Question	Answer
Can Enabling Technology with Remote Supports pay for service subscriptions for the technology?	No, the cost-of-service subscriptions is included in the daily SCL or HBH daily rate.
Can enabling technology be leased?	Yes, however the cost of the item must be within the annual benefit, and the total amount of the lease cannot exceed the cost of the item, if purchased.
If more than one person in the home uses the same device, who pays for the device?	The cost of the technology should be assessed to one member. If a member moves, the technology or device should go with the member who purchased it.
What happens to the technology if a member moves?	Technology purchased through state plan or HCBS funds should go with the member whose benefit paid for the device.
What if a household member receives services through Enabling Technology and I do not. Do I have to move?	No. The use of Enabling Technology is best on assessed need and willingness to receive the service. No one should feel pressured to use a service.
Can Enabling Technology be used as a back-up support?	No. Enabling Technology is a benefit to the member to develop their independence and should not be used for staff convenience or a replacement for on-site staff, if needed.
Can Enabling Technology pay for automated medication dispensing devices?	No, automated medication dispensers have been available as a state plan benefit since 2011.

Additional Resources and Information

Iowa Health and Human Services (HHS) Enabling Technology with Remote Supports Guidance: [Enabling Technology - HCBS Supported Community Living \(SCL\) delivered through the Remote Support Modality](#)

IA HHS Informational Letter announcement: [Informational Letter 2588-MC-FFS Changes to the HCBS 1915\(c\) Waivers](#)

IA HHS HCBS Enabling Technology Town Hall information: [HCBS Enabling Technology Town Hall](#)

Technology has the power to level the playing field and make the world a more inclusive place for people with different abilities.

