

Purpose: To maintain consistent monitoring services when in person meetings are not possible as stated in DMH Provider Bulletin 27.

Effective September 1, 2020, all contracted service providers must have virtual capabilities for all state monitoring activities.

Woodhaven has computers in each home with video chat capabilities. Home Coordinators in each home also must carry a laptop with the same video capabilities that can be used as backup if the computers are not available. All virtual monitoring can be regularly planned and carried out through these devices.

If there is a delay in providing virtual capabilities, then an in-person monitoring visit must occur until this requirement is met, even in counties listed on the Division's Remote Monitoring posting.

Virtual capabilities and equipment support telehealth approaches to service monitoring. Telehealth involves providing service via telephone, tele-monitoring, or non-public facing remote communication methods. Examples of non-public facing products include Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, or Skype. It is important to note that Facebook Live, Twitch, TikTok, and similar video communication applications are public facing and should not be used in the provision of telehealth. It is important to note, service definitions and staff qualifications did not change as defined in the Medicaid waiver applications.

Approved by: _____

Director of Residential & Community Services

Date: _____