



Administrative Payments for Day Programs Summary Guidelines and Approved Remote Service Delivery

Administrative Payment Background

- Available for day providers that ***continue offering care coordination and remote services to individuals.***
- Will be 80% of the average previous three completed months of billing (Nov, Dec, Jan).
- Applies to Community-Based Day Supports (CBDS), Individual/Group Supported Employment, and Day Habilitation Supplemental services.¹
- We anticipate the first Administrative payments to be released in April.

Remote Service Delivery

As a condition of receiving Administrative Payments, and in the interest of individuals requiring services and supports, providers must demonstrate, plan, and/or deliver remote services to receive Administrative Payments.

Providers must first submit an attestation form to DDS Central Office at DDSPoSProcurement@Mass.gov affirming what services they will deliver in accordance with these guidelines, and will identify providers scheduled to receive Administrative Payments. The attestation form accompanies this guidance or may be obtained through your DDS regional representative. Upon receipt of the attestation, providers will be eligible to receive 80% Administrative Payments for all applicable contracts. Payments are calculated at 80% of average monthly billing for services rendered in November, December, and January. To ensure fidelity and consistency in remote service delivery, providers must also submit progress updates to their regional representative who may confirm remote service delivery.

In addition to the Administrative Payment, providers may submit normal monthly billing for remote services. Remote services will be reported in 15-minute increments using unique remote services attendance status codes in EIM. In addition to the rate information below, further guidance regarding billing processes will be released the week of April 13. Please note, the combined total of Administrative Payments and billing for remote services *may not exceed the Estimated Expenditure Amount listed on the Service Summary Form.*

Rate Information:

Rates for remote service delivery will extend through the period of the public health emergency and are developed in accordance of Executive Order 20, signed by Governor Baker on March 30, 2020.

- CBDS (3163) – All services paid at Level D: \$3.65 per 15 minutes (\$14.60 hourly)
- Individual Supported Employment (3168): Services paid at current contract rate
- Group Supported Employment (3181): All services paid at Standard Rate: \$3.75 per 15 minutes (\$15.00 hourly)

Implementation Considerations for Providers and DDS

- What are the individual participant's and provider's access to technology and equipment?

¹ DDS will follow MassHealth guidance on Day Habilitation services for Day Habilitation Supplemental.

- Costs may be reimbursable dependent on provider or individual need. For individuals, resources may be available at Family Support Centers or other means.
- What support will be provided to individuals, parents/guardians, and/or relevant staff to set-up and provide training as needed in use of technologies?
- What documentation, record-keeping, and reporting structures are in place for the provider or employer?
- How frequent is the communication with DDS Service Coordinators?

DDS Community Based Day Supports (CBDS) (3163) – Remote Service Delivery

Approved activities will typically involve small groups connected using group communication technology. These activities may vary based on how providers have organized or previously delivered their CBDS program services and schedules in community settings. The importance and benefits of establishing and maintaining regular communication with individuals for moral support, interactions with friends, and continuity of skills is recognized in any remote or virtual setting. Virtual services may be arranged using remote communication tools, including Skype, Zoom, Apple FaceTime, Facebook Portal or related streaming service.

There may also be situations where a group of CBDS program participants live together in a group residence operated by the same provider and direct support staff may deliver CBDS activities within the residence in person. This is allowed if there is coordination and oversight of program activities by CBDS managers. These activities will be billed as remote service delivery and can be billed up to 5 hours per day maximum.

Remote CBDS activities may include:

- Group Daily Meetings/Virtual Meet-ups
- Group Enrichment Activities
 - Yoga
 - Zumba/Dance
 - Meditation/Relaxation for stress relief
 - Art Classes
 - Music
 - Reading/Book Clubs
- Group Skill-Building Activities
 - Staying safe and healthy- eating properly; physical activity
 - Social skills
 - Money management and financial literacy
 - Self-advocacy
 - Online travel instruction
 - Being an effective volunteer
 - Staying safe on-line
 - Practice using technology- different apps, etc.
- Virtual Tours
 - Museums
 - Local Landmarks
 - Places of Interest
- Special Projects
- Exploration of Career Interests: Provide exposure and opportunities to learn or discuss different types of jobs, job tasks, and work settings available in the community. Online programs may be a resource.

DDS Individual Supported Employment (3168) – Remote Service Delivery

Individual Supported Employment provides flexibility in delivering services where staff may not be present with individuals. During this period, providers are encouraged to use virtual meetings and remote supports while modifying activities to enable continuity of needed supports. Virtual services may be arranged using remote communication methods, including Skype, Zoom, Apple FaceTime, Facebook Portal or related streaming service.

Remote Individual Supported Employment activities may include:

Career Planning:

- **Discovery Interviews:** A process of interviews and discussion with the individual and family members or others who know the person well to identify interests, hobbies, preferred activities, skills, likes/dislikes, attributes, and types of support needed in different environments. This can lead to the development of a positive personal employment profile or employment plan
- **Career Exploration:** Provide exposure and opportunities to learn or discuss different types of jobs, job tasks, and work settings available in the community. Online programs may be a resource

Job Development:

- Development of a resume or other alternatives, including virtual resumes or portfolios
- Development and support of interview skills
- Development of “soft skills” including positive work habits and behaviors, teamwork, problem-solving, etc.
- Instructional learning (i.e. computer skills)
- Completing job applications and outreach to prospective employers

Job Coaching and Ongoing Supports:

- There may be people continuing to work in businesses that are deemed essential (i.e. grocery stores, markets). If the person would most benefit from “in-person” supports, this could continue depending on the policy of the business and the provider
 - To provide job coaching or supports, it is preferred these are delivered remotely for the individual as well as their supervisor/employer. This can be done by a phone call or other technology
 - If the person would most benefit from “in-person” supports, this could continue depending on the policy of the business and the provider, although remote delivery is preferred and recommended

Public Benefit Education and Support:

- Provide resources, information, and dispel myths about public benefits, including assistance in reporting income to Social Security Administration or navigating questions/issues that may arise. For individuals who are no longer working:
 - If employment is interrupted (layoff, furlough) the job coach could assist the individual to apply for unemployment insurance, if applicable
 - The individual and their team should assess and determine if another employment situation is needed and should be pursued, which could lead to career planning, updating their resume, and job development

DDS Group Supported Employment (3181) – Remote Service Delivery

Approved activities will typically involve small groups connected using group communication technology. Providers are encouraged to use virtual meetings and remote supports while modifying activities to enable continuity of needed supports. Virtual services may be arranged using remote communication methods, including Skype, Zoom, Apple FaceTime, Facebook Portal or related streaming service.

Remote Group Supported Employment activities may include:

Career Planning:

- Career Exploration: Provide exposure and opportunities to learn or discuss different types of jobs, job tasks, and work settings available in the community. Online programs may be a resource
- Discussion and interactive exercises to identify people’s interests, hobbies, preferred activities, skills, likes/dislikes and preferred environments, to help identify job interests and goals. This could lead to the development of a positive personal employment profile

Employment Planning and Job Seeking Skills Development:

- Development of a resume or other alternatives, including virtual resumes or portfolios
- Development and support of interview skills
- Development of “soft skills” including positive work habits and behaviors, teamwork, and problem-solving, etc.
- Specific skill development

Public Benefit Education and Support:

- Provide resources, information, and dispel myths about public benefits, including assistance in reporting income to Social Security Administration or navigating questions/issues that may arise.

If you have questions about approved remote service delivery or 80% Administrative Payments, please contact DDS Central Office at DDSPSPProcurement@Mass.gov or your regional contract representative.

For other information, guidance, and updates to providers on the DDS response to COVID-19, please see the landing page for additional resources: <https://www.mass.gov/lists/coronavirus-resources-for-dds-providers>

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