

Remote Monitoring from the Provider's Perspective

Back-Up, what is it and what does it require of the agency?

Back-up is the person or agency who agrees to respond in person should the person need in-person support during remote monitoring hours. The Back-Up would not be expected to respond in emergencies; while you will be notified, the remote monitoring vendor will contact emergency personnel in the event of an emergency. The team will discuss the time-frame for arriving in person that makes most sense for the person. Many agencies find that their back-up can be done by the party already on-call at the time. Larger agencies with multiple sites using remote monitoring will regionalize their "on-call" so that there is an on-call person within a certain distance from the various regions utilizing Remote Monitoring. If you have enough sites using remote monitoring, it might even make sense to staff a person nearby to respond if needed. Close by back-up is a huge incentive for families who are on the fence with whether or not to give it a try.

What certification do I need, and how do I get it?

In order to bill for back-up, you must be certified in Remote Monitoring Service & Response with the state. Get this certification as you do any other at dodd.ohio.gov.

Do I bill the waiver for back-up or does the vendor?

The vendor will bill the waiver for the monthly equipment rental. If you are doing paid back-up, you will bill the waiver for the hours you are on record as having back-up available. So if Remote Monitoring is active 9pm-11am, those are the hours you are billing for Remote Monitoring Service & Response. The vendor will then bill you directly for the monitoring fee.

How much is the reimbursement rate for remote monitoring paid back-up?

The reimbursement rate for paid back-up is \$9.83/hour. Most vendors will charge you \$6.47/hour for doing the monitoring. This leaves you with \$3.36/hour. If you are ever needed to respond in person, you would then bill HPC upon arrival.

How would doing Remote Monitoring paid back-up benefit my agency?

For every hour that a person is monitored remotely and paid back-up is not needed, the agency will net \$3.36/hour. Many agencies struggle to find staff to work the overnight, on-site on-call shifts, and often end up losing money paying overtime for these shifts. Many agencies find that their on-call rotation is able to also serve as back-up for those being monitored remotely, thereby eliminating the need to pay for an additional, designated staff person to be available for back-up. Check out this spreadsheet to review the RM/[OSOC cost comparison](#). Interested in learning more? Contact Allison Leedy to arrange an info session individualized for your agency.