

## **What is Follow-Along Support Virtual Delivery?**

The **Follow-Along Support Virtual Delivery** service is determined once an individual has stabilized on the job and is able to complete the job tasks at their highest independence level. This service usually occurs after the **Initial Job Supports and Job Stabilization** phase. However, an individual may have required the **Extended Job Support** Service for a period of time prior to beginning the **Follow-Along Support Virtual Delivery** service.

This service provides a regularly scheduled check-in on-the-job to ensure that the individual is continuing to meet the job requirements and the employer is still satisfied with their job performance. The need for a **Follow-Along Support Virtual Delivery** service is determined during a team meeting at the end of the **Job Stabilization** phase or **Extended Job Support** phase.

The use of **Follow-Along Support Virtual Delivery** is an option if the following criteria is met:

- In all circumstances where virtual delivery will be used, the employer/supervisor and the individual must be in agreement with a virtual visit.
- The individual and employer must have a means to conduct a virtual visit using a format where everyone can be seen.
- If the individual needs a way to conduct the virtual visit, the employer/supervisor may offer assistance in doing a virtual visit.
- The visit should be coordinated with the employer/supervisor, the individual, and employment specialist.
- Providers will ensure that the individual understands the guidelines for participation in a virtual service delivery, HIPAA, and the use of the technology. Written instructions and guidelines will be provided to the individual.
- When using virtual delivery, providers are expected to follow these guidelines:
  - Confidentiality still applies for services delivered through virtual delivery. The session must not be recorded without consent from the individual.
  - Develop a back-up plan (e.g., phone number where individual can be reached) to restart the session or to reschedule it in the event of technical problems.
  - Verify the individual's identity.
  - Providers need the consent of the individual prior to initiating a telehealth service with the individual.
  - The individual must be informed of everyone present and the role of each person.
  - The individual may refuse services delivered through telehealth.
  - It is important for the provider, the individual, and the employer to be in a quiet, private space that is free of distractions during the session.
- The individual and employer will be instructed on the following:
  - How to locate a space that allows for privacy while participating in the virtual delivery of the service.
  - How to turn off the camera and mute the session if the individual leaves the room while participating in the session, or if someone who is not part of the session enters the location.

- How to make sure the individual has access to the technology that is required to participate in the virtual delivery of this service, including setting up and using the specific format. The provider will also provide written instructions to the individual and employer.
- How to schedule a meeting with the employment specialist.

An individual may request to change their **Follow-Along Support** to an in-person visit at any time and this service can be added to the plan of care (POC).

### **What is the goal of Follow-Along Support Virtual Delivery?**

**Follow-Along Support Virtual Delivery** is a regularly occurring on-the-job visit that is delivered in a virtual format, such as Zoom or Microsoft Teams, and can be completed as requested by the individual/employer or the employment specialist. The employment specialist virtually meets with the individual and/or employer to ensure the individual is continuing to satisfactorily complete the job duties, meet the job requirements, and make sure the individual is not in need of additional supports. The employment specialist should also be available for both the individual and employer should additional supports, questions, or concerns arise. At the time of the **Follow-Along Support** on the job visit, the employment specialist should complete the **Follow-Along Support Service Log** and provide a copy to the support coordinator (SC) and the local governing entity (LGE).

### **Who can receive this service?**

- Anyone who receives the NOW, ROW, and Supports Wavier and is currently working in an individual job and has requested virtual delivery of this service.

### **Requirements for Follow-Along Support Virtual Delivery:**

- The employment specialist should complete the **Follow-Along Support Service Log** when they complete an on-the-job visit and send a copy to the SC and the LGE.
- There should be a discussion during the individual's quarterly team meeting around this service.
- Employment specialist who has completed an approved 40-hour SE training is required to provide this service.
- Transportation is not allowed during this visit.
- Transportation may be billed for an individual when the provider transports them to their job even if a SE service is not provided on the same day. Follow-Along Support must be on the POC as well as the transportation code.

**Facts for Follow-Along Support Virtual Delivery:**

- **Billing code:** H2026 GT U1
- **Ratio:** 1:1
- **Service limits:** 240 units
- **Billing unit:** 15-minute increments
- **Rate:** \$13.63/per unit

**What are the provider requirements to provide this service?**

- Provider agency must be licensed for individual supported employment or have an ADC license with a provider type 98 module.
- The specialist who provides the service must have a certificate from an approved supported employment 40-hour core training and maintain the annual training requirements of 15 hours of employment-related training.