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supports and services  
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## PROVIDER BULLETIN

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### Provider Virtual Capabilities Policy

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- The Division of Developmental Disabilities established policy regarding contracted service providers having virtual capabilities.

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Effective September 1, 2020, all contracted service providers must have virtual capabilities for all state monitoring activities. The equipment may be in each service location or may travel from service location to service location.

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.

Providers may invoice equipment purchases through their allocation for CARES.

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.