Service Delivery

Provides monthly implementation of the service and monitoring of the technology equipment and individuals as necessary.

The remote support provider will provide education and training that aids an individual in the use of technology equipment as well as training for the individual's family members, guardian, staff, or other persons who provide natural or paid support services.

Remote Support Services are available in the following Home and Community-Based Services Waivers:

- Family Support Waiver (FSW)
- Developmental Disabilities Adult Day (DDAD) Waiver
- Comprehensive Developmental Disabilities (CDD) Waiver



Remote Support Service information is in Nebraska Administrative Code

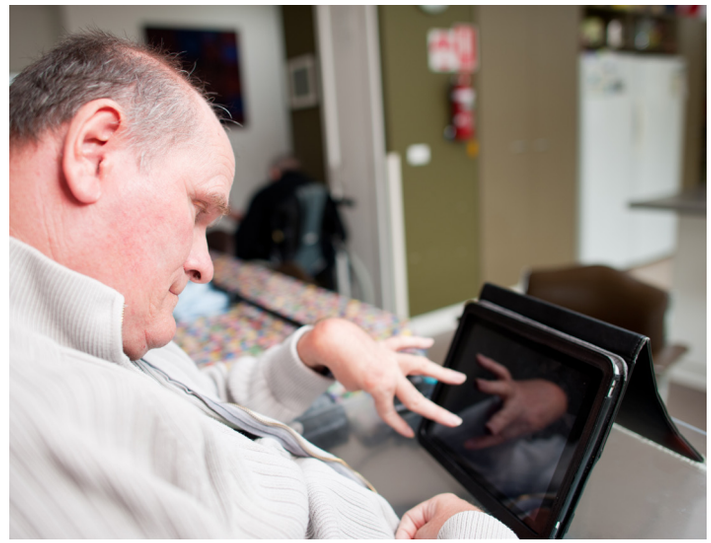
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For more information visit:
https://dhhs.ne.gov/

Nebraska Department of
Health and Human Services
Division of Disability and Aging

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Remote Supports Service



DDA-PAM-11 8/2026

Helping people live better lives

Definition

Remote Supports is a service that uses technology to provide real-time assistance, monitoring, and communication without the need for in-person staff. Remote supports are offered in the participant's private home and community, not in a setting owned or leased, operated, or controlled by a provider. It allows individuals to maintain their independence while staying connected to support professionals when needed.

Remote supports are not used for continuous supervision of an individual.

Who Benefits

- Individuals transitioning to independent living
- Those who want more privacy while maintaining support
- Families seeking additional assistance for their loved ones



Benefits of Remote Support

- **Increased Independence**
  - Individuals can live more autonomously with the reassurance that help is available when needed
- **Enhanced Safety and Security**
  - Technology ensures prompt responses to emergencies or potential risks
- **Cost-Effective**
  - Reduces the need for 24/7 in-person staff while maintaining high-quality support
- **Flexibility**
  - Services can be adjusted based on changing needs and levels of independence
- **Peace of Mind**
  - Individuals and loved ones can feel confident knowing that support is just a phone call away

Remote Supports Includes

- **Consultation:** Individuals must be assessed by their provider, with input from the PCP team. This will ensure an informed choice about what equipment will meet the individual's needs
- **Equipment:** The type of equipment and where it will be placed depends upon the needs and wishes of the individual and their guardian (if applicable)

Equipment Options

Equipment used to meet this requirement must include one or more of the following systems:

- Motion sensing system
- Radio frequency identification
- Live video feed
- Live audio feed
- GPS tracking
- Web-based monitoring system
- A device that otherwise meets the requirement for two-way communication

How it Works

- **Two-Way Communication:** Service video or audio connections allow individuals to interact with support staff
- **Safety Alerts & Monitoring:** Sensors and smart technology detect falls, medication reminders, and other essential functions
- **Scheduled & On-Demand Support:** Assistance is available during planned times or in response to specific needs
- **Personalized Care Plans:** Services are customized based on the individual's goals, preferences, and daily routine