StationMD

Telemedicine for Individuals with Intellectual & Developmental Disabilities

Home – Enabling Supports (HES) Waiver

NYS OPWDD Waiver – StationMD

Approved Providers for HES

Region	HES Provider	Services Provided	Approx. Individuals Served*	Main Contact	Title	Engagement
Region 1 Western NY	**Arc Chemung-Schuyler**	Community, Day Services, Residential	~ 1200	Salvatore Garozzo	CEO	✓
Region 2 Central/Southern NY	**Exceptional Family Resources**	Community Services	~ 1200	Dan Kelley	CEO	✓
Region 3 Hudson Valley/Taconic	**Human Care Services**	Community and Residential Services	~ 800	Chaim Geller	Clinical Director	✓
Region 3 Hudson Valley/Taconic	**Braverhood**	Community, Day Hab, After-school program	~ 4,000	Chaya Rennert	COO	✓
Region 4 New York City	**ADAPT Community Network**	Community, Day Hab, Residential Services	~12,000	Ronak Parikh	SVP	✓
Region 4 & 5 New York City Long Island / Downstate	**Center for Family Support**	Community and Residential Services	~1,000	Alicia McGrath	CEO	✓
Region 4 New York City	**Person Centered Care Services**	Community and Residential Services	TBD	Alexa Donnelly	Deputy Executive Director	Pending Meeting
Region 5 Long Island / Downstate	**AHRC Nassau**	Community and Residential Services	~2,200	Stanfort Perry	CEO	SPG pending collaboration - SPG to contact

*subject to change

Eligibility, Coverage & Financial Design

Target Population:

- Enrolled in HCBS waiver
- Live at home/ not in certified residences

Funding Structure

- Up to $5,000/year for eligible services
  - Admin/setup billing excluded

Covered Supports

- Services include
  - Assistive tech
  - Remote monitoring
  - Telehealth (HACS)

Billable Items (HACS)

Telehealth Clinical Services

Pricing TBD

- 24/7 urgent care for waiver participants
- Counts towards $5k cap

Tech Setup / Uptake Fee

$315 one-time fee

- For device configuration, onboarding, and training
- Counts towards $5k cap

Troubleshooting & Support

$63/month

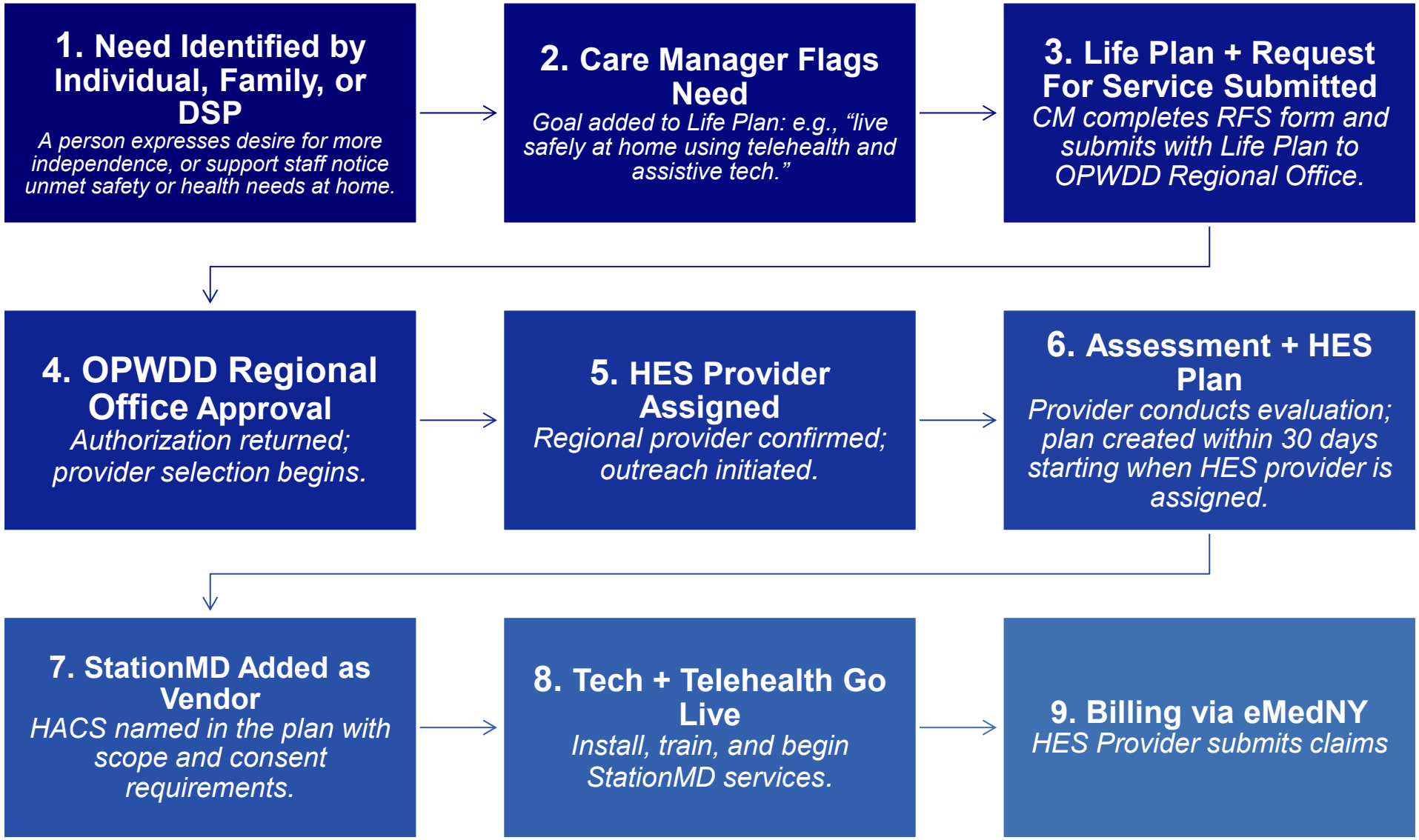
- Can be billed for up to 3 months
- For tech assistance and training
- Counts towards $5k cap

Fostering Technology

Devices

- Must be in Life Plan and approved via RFS/SAR
- Counts towards $5k cap

HES Implementation



Strategic Initiatives

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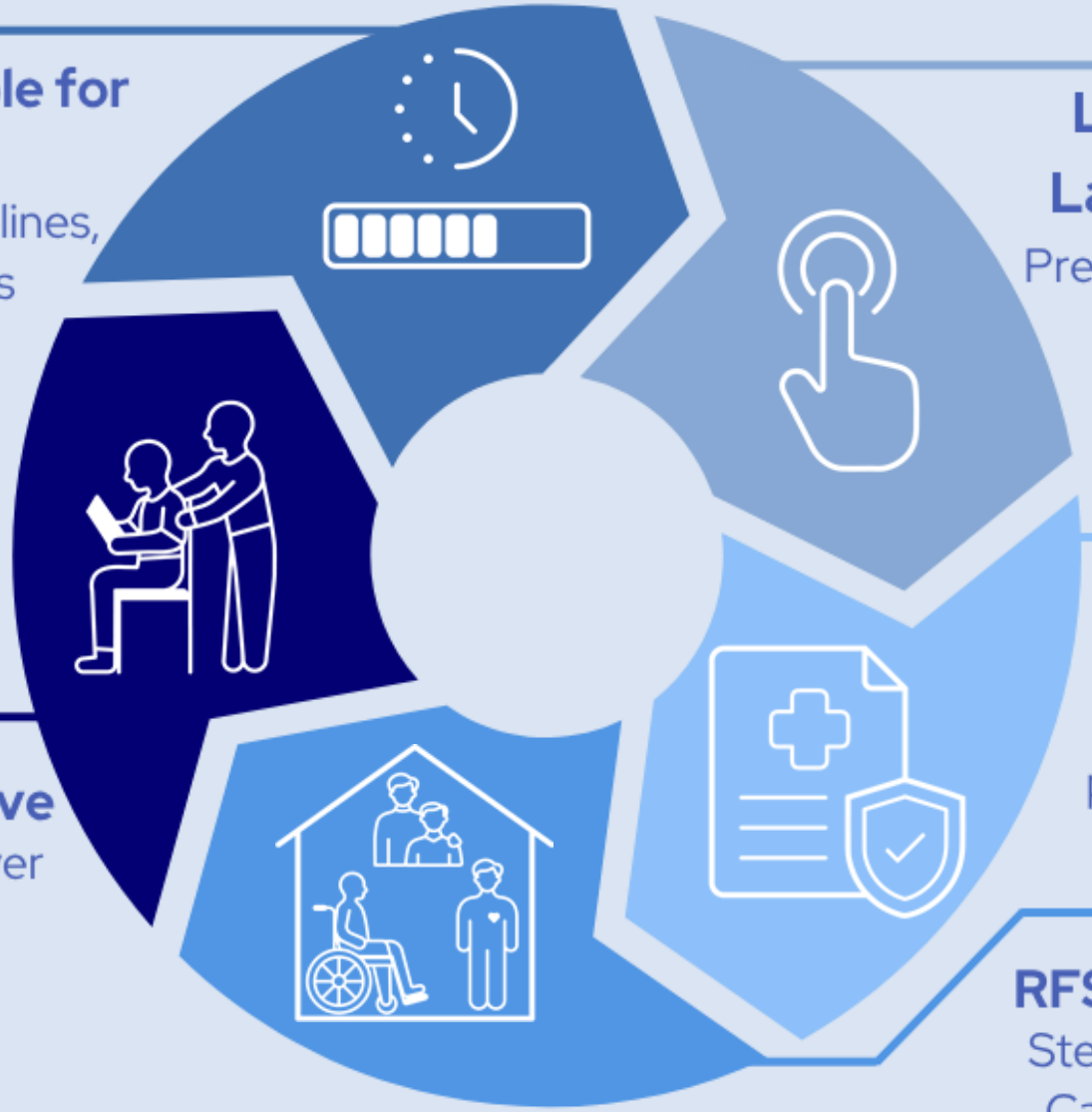
Solidifying SMD role for HES provider
Formalize roles, timelines, and expectations

Life Plan Goal Language Bank
Pre-written HACS goals for easy copy-paste.



Sample HES Plan Inserts
Template language to plug into provider plans.

Create a Shared Drive
Centralized HES waiver tracking system

RFS Companion Guide
Step-by-step support for Care Manager requests.

OPWDD: Life Plan

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The Life Plan

- An official OPWDD document that outlines an individual's services, supports, and personal goals.
- It is created/updated by the Care Manager with input from the person, family, and providers.
- Updated at least once a year or whenever needs change.

Section V: Waiver Services Requested

- This section of the Life Plan should specify 'Waiver Services Requested' and explicitly include Home-Enabling Supports (HES), with goal language aligned to independence and safety.

CQL Personal Outcome Measures (POMs)

- OPWDD requires that Life Plan goals connect to the Council on Quality and Leadership's (CQL) 21 Personal Outcome Measures
- This ensures every Life Plan is person-centered.

Common Reasons To Use StationMD

24/7 Coverage	• Nights, weekends, holidays
Avoid ER/UC Visits	• Care delivered on-site, less stress
Medication Support	• Refills & treatment guidance
Immediate Guidance	• Real-time support for individuals, loved-ones, and/or staff.

The Council on Quality and Leadership

Connecting Everyday Needs to Life Plan Outcomes

- OPWDD uses CQL's 21 Personal Outcome Measures (POMs) to ensure Life Plans are truly person-centered.
- POMs reflect what matters most to people: health, safety, community, relationships, choices, and goals.
- Outcomes = the test of whether goals are helping individuals live the life they choose.

Life Plan Section V: Language Bank Examples

My Human Security

"John will reduce stressful hospital transfers, which often disrupt his sleep and increase anxiety, by using StationMD for urgent medical concerns directly at home." (High needs)

"Jane will manage sudden health issues with StationMD, preventing gaps in her routine that cause her to miss meals and medication on time." (Moderate needs)

"Alex will maintain peace of mind while living alone, knowing StationMD is available anytime to ensure his safety without relying on family or emergency services." (Independent/stable)

My Community

"Maria will participate in local outings with her support staff, knowing StationMD can guide them if a health issue arises during community trips, preventing premature returns home." (High needs)

"Chris will avoid missing his day program, which connects him to friends and volunteer activities, by resolving minor health issues through StationMD instead of waiting for a clinic visit." (Moderate needs)

"Sam will confidently join fitness classes and community events, supported by the reassurance that StationMD can be reached from anywhere if needed." (Independent/stable)

My Relationships

"Sophia will spend uninterrupted weekends with her family because minor health issues can be addressed by StationMD without cutting visits short." (High needs)

"Michael will maintain friendships at his community center by addressing sudden health concerns with StationMD instead of skipping weekly group meetups." (Moderate needs)

"Olivia will sustain her routine video calls with her out-of-state relatives by managing unexpected health concerns promptly with StationMD support." (Independent/stable)

Life Plan Section V: Language Bank Examples

My Choices

"David will exercise control in his care by choosing to call StationMD first when he feels unwell, reducing reliance on others to make urgent health decisions for him." (High needs)

"Taylor will decide when to seek medical guidance through StationMD, strengthening her independence in making everyday health decisions." (Moderate needs)

"Ethan will build confidence in self-management by independently choosing to use StationMD when he has health concerns, reinforcing his autonomy." (Independent/stable)

My Goals

"Ella will pursue her dream of attending community college courses, knowing StationMD is available to manage health issues that might otherwise limit her participation." (High needs)

"Liam will continue volunteering at his local library which is part of his long-term goal of working with children, by using StationMD for timely health support that prevents absences." (Moderate needs)

"Jordan will maintain his long-term goal of independent living, supported by StationMD as a safety net that ensures health concerns don't derail his progress." (Independent/stable)

Providing the highest quality of medical care for individuals with IDD, fostering independence, & improving quality of life

For additional resources on how to use StationMD:

- View these training videos: https://stationmd.com/for-clients/ (password: *smdeducation*)

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Appendix

NYS OPWDD Waiver – StationMD

Introducing the HES Waiver: Policy & Purpose

What is it ?

The HES Waiver is a new OPWDD-funded benefit under the HCBS waiver, aimed at supporting individuals with I/DD to live safely and independently at home.

Purpose

Its goal is to:

- reduce reliance on direct care staffing
- prevent unnecessary ER visits
- respect individual autonomy through use of smart tech and telehealth.

HES Waiver Development Timeline

October 1, 2023:

- HES was formally added to OPWDD's 1915(c) HCBS waiver

Late 2023 – 2024:

- A **Request for Services (RFS)** was issued on Dec 18, 2024 for provider agencies interested in delivering HES statewide

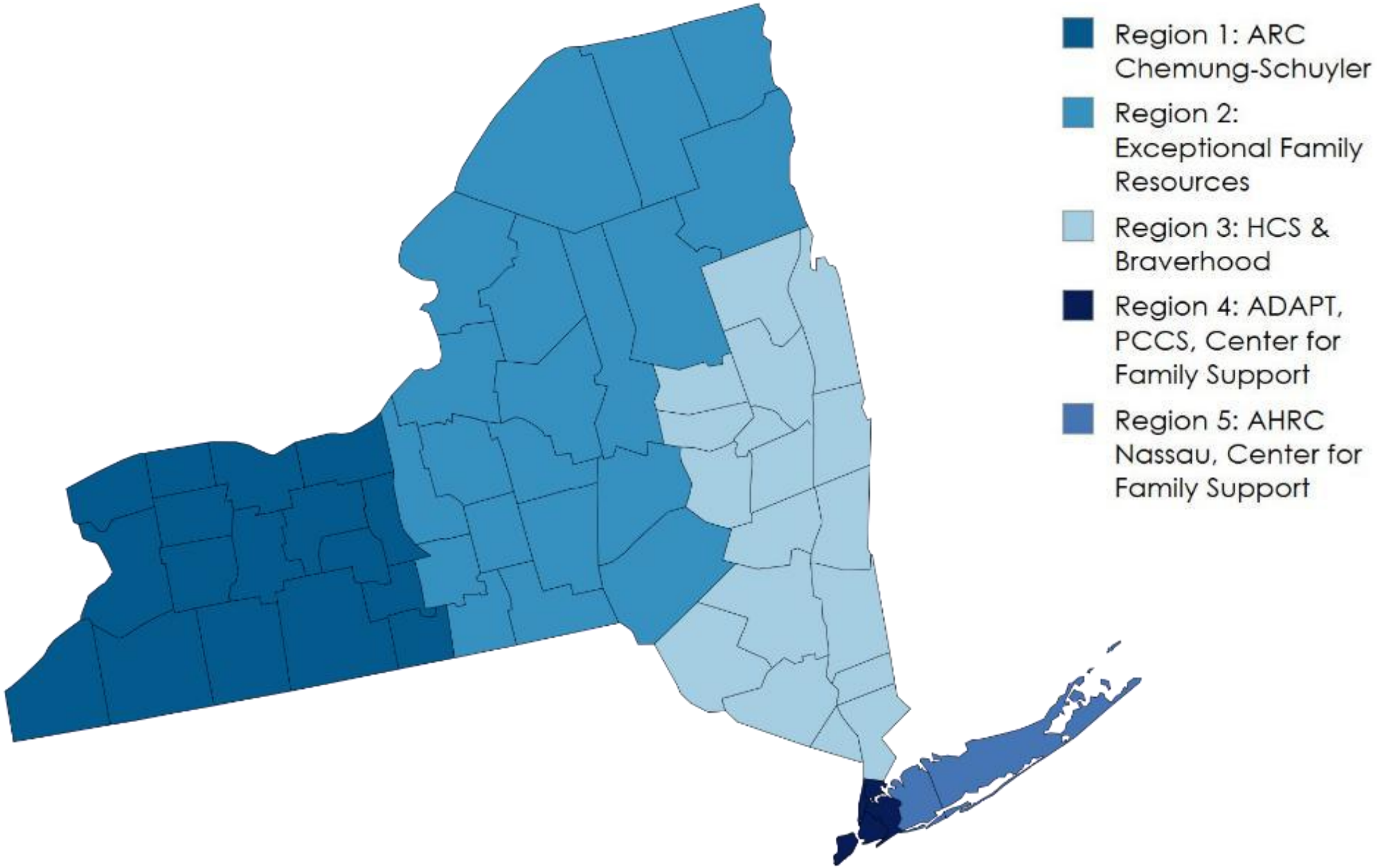
April 15, 2025:

- **8 HES provider awards announced**
- Services slated to **roll out in early Summer/Fall 2025** following staff training

Summer 2025: Launch of HES Services.

- Individuals can begin accessing HES
- OPWDD and providers are conducting training

HES Provider Territories



Key Forms and Documentation

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Life Plan Section V

- This section of the Life Plan should specify ‘Waiver Services Requested’ and explicitly include Home-Enabling Supports (HES), with goal language aligned to independence and safety.

Service Authorization Request (SAR)

- The SAR or RFS (Request for Service) must accompany the updated Life Plan to secure DDRO approval. It should name the HES provider and the requested services.

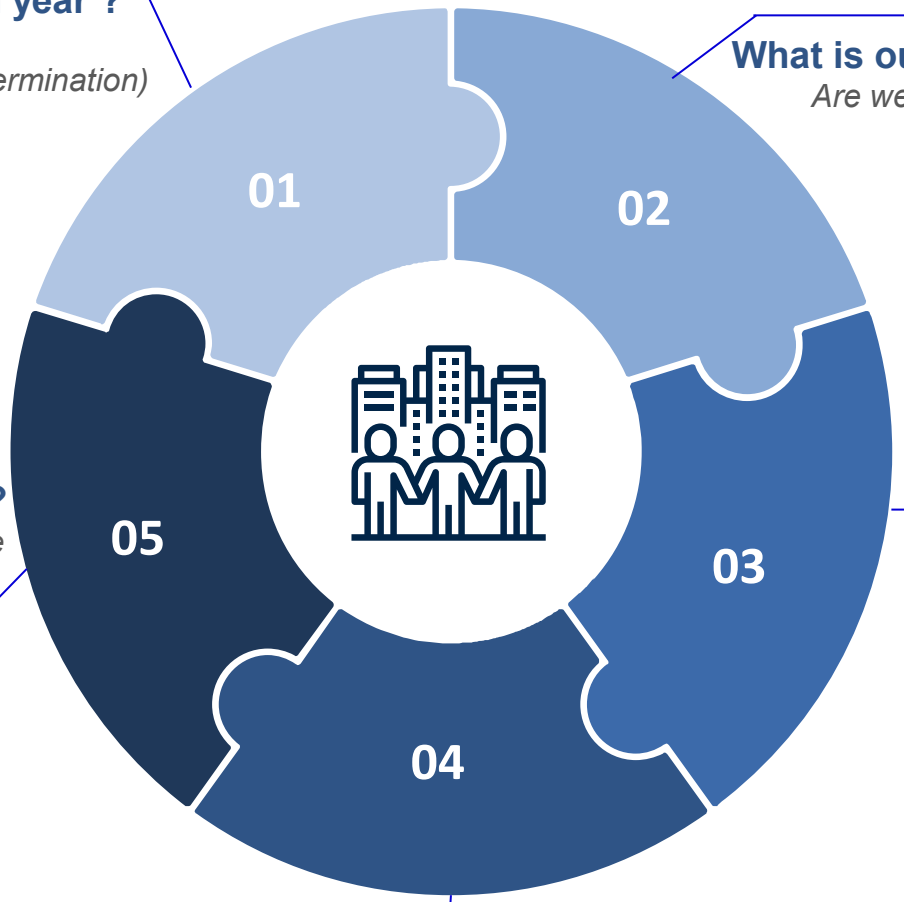
Other documentation to include

- HES Plan (Provider developed)

Key Strategic Questions

Will the enrollment process repeat each year ?
OPWDD hasn't specified
(HCBS typically requires annual level-of-care redetermination)

What is our role during re-enrollment/re-determination?
Are we tracking HES waiver units or annual review dates ?



Who provides and supports the technology ?
Will HES providers supply and install; they choose the tech delivery model and subcontract HACS ?

Will agencies need to sign an MOU ?
Is some sort of agreement required before a contract for services ?

How will our technology integrate with assistive devices?
Are we going to coordinate with remote support systems already in place ?

References

1. OPWDD Waiver Amendment Approval – 1915(c) HCBS. [Online] 2023. https://www.medicaid.gov/medicaid/section-1115-demo/demonstration-and-waiver-list/90791.

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