



## Virtual Delivery of Services

*Updated March 2026*

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DDS amended Appendix K of the DDS Home and Community Based Federal Waivers to allow for the use of virtual/telehealth services in certain cases. This document outlines services and activities that will be allowed to be delivered virtually effective November 12, 2023.

### **What Is Virtual Delivery of Services?**

Virtual service delivery (also known as Telehealth) refers to an electronic method of service delivery. Virtual delivery of services must be delivered using a live, real-time audio and/or visual connection that allows the staff member to both hear and/or see the participant. Emailing or text messaging does not constitute a virtual service. Allowable virtual services must meet the following standards:

- Services are delivered directly with and to the service recipient using a device, secure video conferencing platform, or apps that allow for customized, individual delivery of supports.
- Services are accessed by activating the connection via an electronic link or pressing a button, the individual has control over accepting or initiating activation and engagement in virtual/telehealth communication.
- Providers are required to have controls in place, through contracts and written policies, to ensure compliance with [DDS's Use of Technology Policy](#) and applicable state and federal laws relating to privacy, confidentiality, and information security.

DDS and the ID waivers recognize there is value to providing some direct support services virtually. Below is a listing of those services. Please note that for some services, there are limits in the activities or frequency of virtual delivery.

### **Service Planning Process:**

Individuals may choose to receive services through virtual service delivery based on their needs, preferences, and goals as determined during the person-centered planning process and reviewed by the Service Coordinator during each scheduled reassessment.

Virtual services may not be provided solely to due availability of staff at the provider agency or at the discretion of the provider agency without consultation with the individual through the service planning process.

In limited circumstances, individuals may choose to access services virtually due to circumstances that do not allow them access services in-person (ex. inclement weather).

**Services that can be delivered virtually up to 100% of the time:**

- Family Training (3709)
- Peer Support (3716)
- Individual Supported Employment (3168)
  - Includes Pre Employment, Initial Supports and Ongoing Supports

The methods and minimum frequency with which participants will receive face-to-face contact to ensure health and welfare should be considered and discussed with the team.

**Services that should be primarily delivered in person:**

- Individualized Day Supports (5704, 6704)
- Individualized Home Supports; In Home Supports (3798, 3703, 5703, 6703)
- Group Supported Employment (3181)
- Behavioral Supports and Consultation (3710, 5710, 5711, 5712)

Virtual services may be used to supplement the scheduled in-person service.

Other:

- Assistive Technology Evaluation and Training (3289): This service may be provided virtually based on the professional judgement of the evaluator and the needs, preferences, and goals of the participant as determined during the person-centered planning process and reviewed by the Service Coordinator/Area Office.
- Home Modifications and Adaptations (5731): The assessment and evaluation of the home safety modifications component of this service may be provided virtually based on the professional judgement of the evaluator and the needs, preferences, and goals of the participant as determined during the person-centered planning process and reviewed by the Service Coordinator/Area Office.

**Billing Process:**

All virtual services must be reported using appropriate attendance codes in the Enterprise Invoice Management (EIM) system. DDS maintains a configuration of separate attendance codes for in-person and virtual services, a summary of these codes is included in Appendix A.

When reporting attendance in EIM it is critical that providers select the correct attendance codes reflecting the type of service provided.

Services are reported in fifteen-minute increments and are based on the length of the activity or the length of staff time spent providing a specific service. DDS applies a mid-point methodology for billing services in fifteen-minute increments, i.e., at least 8 minutes of service must be delivered to report an additional fifteen-minute unit.

It should be noted that services that are meant to be provided as 1:1 should continue to be provided as such even in virtual/telehealth delivery.

**Appendix A: Billing for Virtual Services in EIM  
Attendance Status Code Matrix**

All services must be reported using appropriate attendance codes in EIM based on the modality of service delivery. In-person and virtual attendance status codes are always associated with the same service code; once you select the correct service code you will have the option to select either attendance status code.

Activity Code	Activity Name	Level	Service Code	In-Person Attendance Code	Virtual Attendance Code
3168	Individual Supported Employment	Pre-Employment	INDSUPPEMPP	XC	XP
3168	Individual Supported Employment	Initial Support	INDSUPPEMPA	XA	XM
3168	Individual Supported Employment	Ongoing Support	INDSUPPEMPB	XB	XN
3181	Group Supported Employment	Standard	GRPSUPEMP	XA	XM
3181	Group Supported Employment	High Intensity	GRPSUPEMPHI	XB	XN
3181	Group Supported Employment	1:1	GRPSUPEMP1TO1	XC	XO
3181	Group Supported Employment	1:3	GRPSUPEMP1TO3	XD	XP
3289	Assistive Technology	Eval & Training	ATET	XA	XM
3703	Individualized Home Supports	C	INDHOMESUPC	XC	XR
3703	Individualized Home Supports	F	INDHOMESUPF	XF	XR
3710	Behavioral Supports and Consultation	Bachelor's	BEHAVH	XA	XM
3710	Behavioral Supports and Consultation	Master's	BEHAVHMSTR	XB	XN
3710	Behavioral Supports and Consultation	PhD	BEHAVHPHD	XC	XO
3716	Peer Support	1:1	CRPEERH	XA	XM
3716	Peer Support	1:2	CRPEERHG2	XB	XN
3716	Peer Support	1:5	CRPEERJHG5	XC	XO
3798	In Home Supports	A	IHSA	XA	XM
3798	In Home Supports	B	IHSB	XB	XN
3798	In Home Supports	C	IHSC	XC	XO
3798	In Home Supports	D	IHSD	XD	XP
3798	In Home Supports	E	IHSE	XE	XQ
3798	In Home Supports	F	IHSF	XF	XR
3798	In Home Supports	G	IHSG	XG	XS
3798	In Home Supports	H	IHSH	XH	XT
3798	In Home Supports	I	IHSI	XI	XX
3798	In Home Supports	J	IHSJ	XJ	XU
3798	In Home Supports	K	IHSK	XK	XV