



JB Pritzker, Governor

Grace B. Hou, Secretary

823 East Monroe • Springfield, Illinois 62701
401 S. Clinton Avenue • Chicago, IL 60607

To: Child and Family Connections (CFC) Managers; CFC Assistive Technology Coordinators and Assistive Technology/Durable Medical Equipment Vendors

From: Ann M. Freiburg, Chief
Bureau of Early Intervention

Date: March 19, 2020

Subject: Early Intervention COVID-19 Policy/Procedures - Assistive Technology Requests

As part of our response to the COVID-19 Pandemic to eliminate all face-to-face contact, the Bureau of Early Intervention (EI) has determined that all Assistive Technology (AT)/Durable Medical Equipment approval and delivery will be placed on hold until further notice.

For **Vendors** this means that there should not be any types of equipment delivered to families, as you are unable to fit/train/install as needed. Please note that all vendors will be held harmless for the work already completed. Once the crisis period has passed, all previously approved authorizations will be reviewed to determine the potential of delivery or if any additional evaluations are required prior to the delivery of the approved items.

For **CFC Managers and AT Coordinators**, please note that AT requests that are underway or updates to existing requests can continue to be submitted to the Bureau via CBO Web Mail. These requests will be reviewed and processed as soon as possible once we are able to resume normal operations. For requests previously submitted that have not been approved, know that approvals are on hold until the COVID_19 crisis has passed. Bureau staff will continue to monitor CBO Web Mail to track all submitted requests, but no approval memorandums will be sent, as authorizations for AT have been placed on hold. If you have any updated information to send for a pending AT request, please forward the requested update via CBO Web Mail.

As we are unsure how long these emergency measures will be in effect, we may not be able to adhere to the customary time frames for AT requests. This matches the federal guidance of not penalizing EI programs for going over the time-frames for any EI services during the COVID-19 crisis. If you have a request and the child has a birth date within the next six months, you should discuss and advise the family that the request might not be approved in time for equipment delivery through the EI Program. As part of our continuing updates, we will provide guidance for families on options to access AT after their child reaches the age of three. As we expect there to be additional questions, we are in the process of creating a Q & A document specific to AT. Please send any questions to Heather Hofferkamp at Heather.Hofferkamp@Illinois.gov for research. Remember to never send PII through unsecure e-mail systems.

We recognize that this is a stressful time for everyone and the continued cancellation/suspension in service delivery adds to the tension. We share your concerns for the children and their families. These procedures were our best option to support the new measures in place to slow/halt the spread of COVID-19. We appreciate your continued vigilance as we move forward with caution during this predicament.