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To: All Early Intervention Payees and Providers
Child and Family Connections Service Coordinators and Staff

From: Heather Hofferkamp, Interim Chief *HHM*
Bureau of Early Intervention

Date: January 25, 2022

Re: Discontinuation of Required Consent for Live Video Visits

The Bureau of Early Intervention (EI) has determined that it is no longer necessary to obtain a written signature on the ***Illinois Part C COVID-19 Early Intervention Live Video Visit (EI Teletherapy) Services Consent form***.

This consent form was created and required as part of the emergency implementation of Live Video Visits (LVV) in 2020. As we have reviewed this process and determined that LVV is a viable service delivery method for EI, we have updated our service delivery documentation and are asking that families are made aware of the service delivery options available by reviewing the ***Illinois Part C Early Intervention Service Delivery Information Notice***, attached below.

Service Coordinators and EI providers should continue partnering with families using a coaching approach and providing services in natural environments to the maximum extent appropriate through the following modalities: **in-person visits, Live Video Visits (LVV), phone consultation, or a combination of these modalities.**

In-person visits are defined as EI services provided with the parent/caregiver, and an early interventionist working together, physically present in the same location, within a home or community setting.

Live Video Visits (LVV) are defined as EI services provided using a HIPAA/FERPA compliant virtual platform to connect with the parent/caregiver and child through the internet using video and audio features in real time. Early interventionists who choose to deliver EI services through LVV are required to participate in training on LVV.

Phone Consultation is defined as family/caregiver support and consultation provided by early interventionist in real time, by phone, with no video features. If the preferred service delivery method is in-person, and concerns associated with in-person services arise during the pandemic period, the family and early interventionist may choose to use phone consultation for EI services. Phone consultation services are not considered direct services and families and EI providers will be made aware when this is no longer an option.

Families work in partnership with their EI team (i.e., service coordinator, EI providers) to make informed decisions about the outcomes, services and service delivery modalities appropriate for their child and family. As COVID-19, and the numerous variants of the virus continue to be a threat to the health and wellbeing of many, families and/or EI providers may decide that it is in the best interest of all involved to move from In-Person to LVV or access both options in a hybrid approach.

ILLINOIS PART C EARLY INTERVENTION SERVICE DELIVERY INFORMATION NOTICE

The primary goal of Early Intervention (EI) is to build caregiver capacity by supporting their ability to promote their child's optimal development and to facilitate their child's participation in family and community activities. Illinois' EI Program achieves this by providing services in Natural Environments through the following: in-person services in home and community locations, virtually through Live Video Visits (LVV), in emergency situations through phone consultation, or a combination of these methods. Families will work with their EI team to make informed decisions about the outcomes, services and methods of service delivery appropriate for their child and family.

In-person and community services are defined as services performed in locations where the EI provider, caregiver and child are present while service is delivered.

LVV are EI services are provided through an internet platform that uses video and audio features connecting the EI direct service provider or Service Coordinator and family/child in real time. This option was implemented to address an emergency need during the COVID-19 Pandemic and has been met with much success. The Bureau of EI has determined, through research and review of stakeholder feedback, that services performed through LVV are a viable and permanently approved service delivery option for families. Please note that families and EI providers are responsible for the costs related to any internet, technology and/or data plans needed to access these services. Most technology utilizes wi-fi capabilities and families are not responsible for any cost related to the provider's LVV platform itself, only the internet/technology to access the platform. The EI Clearinghouse has several loaner iPads with and without data plans and hotspots (internet connections) available to support families in accessing Live Video Visits. If needed, please visit <https://eiclearinghouse.org/resources/techloan/> to request the use of these items.

Phone consultation is defined as contact between the caregiver and EI provider over the telephone, without any video contact. Please note that, at this time, EI direct service providers are not required to utilize LVV as part of their practice. If your EI provider does not utilize this service delivery method, and there are health concerns associated with an In-Person visit, the EI provider has the option to provide support via phone during the pandemic period.

As COVID-19, and the numerous variants of the virus continue to be a threat to the health and wellbeing of many, you and/or your EI providers may decide that it is in the best interest of all involved to move from In-Person to LVV or access both options in a hybrid approach.

Families are encouraged to contact their Service Coordinator with any questions or concerns regarding service delivery. Families should also notify their Service Coordinator if they would like to change their current service delivery method. EI providers should contact families and the Service Coordinator if they are moving from In-Person to LVV due to health concerns with the pandemic. EI providers are required to receive LVV training prior to service delivery. Once we have safely moved past the concerns related to the pandemic, service delivery method changes will need to be discussed and approved as part of the Individual Family Service Plan (IFSP).

Service delivery through LVV or In-person will meet the goal of the EI services outlined in your family's IFSP, and are subject to fees, if applicable. Phone consultation is not considered a direct service and families and EI providers will be made aware when this is no longer an option. EI providers will only bill for the length of time used for each visit.

When a family engages in LVV, they and the EI provider are accepting responsibility for maintaining confidentiality during every visit. EI providers should ensure that visits adhere to all HIPAA/FERPA guidelines.