

Live Video Visit (LVV) Compilation Document

This document is being provided to be a one-stop document to assist EI providers who will be providing LVV to families.

EI Providers are required to take LVV training called, [Using Live Video Visits in EI \(During COVID-19\)](#).

There are also several documents that should be reviewed thoroughly prior to beginning the delivery of service via LVV.

For EI Providers

- [Guidance for the Illinois Part C Early Intervention Live Video Visits \(i.e. EI Teletherapy\) during COVID-19 Pandemic - 04/06/20](#)
- [Frequently Asked Questions and Answers – Early Intervention COVID-19 Live Video Visits \(Teletherapy\) – 04/10/20 \(revised 04/13/20\)](#)
- [Preparing for Telehealth Checklist – 04/2020](#)
- [Early Intervention Evaluation Process using Live Video Visits – N05/26/20](#)
- [Provider Information Notice – Discontinuation of Required Consent for Live Video Visits – 01/25/22](#)
- [Early Intervention Live Video Visit Authorizations – 04/21/22](#)
- [Additional Resources for LVV from EI Training](#)

For Families

FAQs for Families about Live Video Visits

- [What are Live Video Visits?](#)
- [What Technology do I Need for Live Video Visits?](#)
- [What if I do not have the needed technology and/or internet capabilities?](#)
- [What can I expect during the Live Video Visit?](#)
- [How do I choose whether Live Video Visits are right for my family?](#)

Family Stories

- [A Family's Story: Virtual Home Visits with Zander's Family](#) – making the most of your provider's expertise
- [A Family's Story: Virtual Home Visits with Grayson's Family](#) – live video visit demonstration
- [A Family's Story: Virtual Home Visits with Ares' Family](#) – another demonstration of a live video visit
- [A Family's Story: Virtual Home Visits with Liam's Family](#) – a family's perspective of the benefits of live video visits
- [A Family's Story: Virtual Home Visits with Sam's Family](#) – a family's perspective of the benefits of live video visits

Additional Frequently Asked Questions...

Q: I am moving to Florida, can I still provide EI services via LVV?

A: At this time, as long as a provider maintains licensure in their resident state and in Illinois and maintains all requirements of the EI Credential, this is allowable. However, the EI Program is making strides that if a family requests to have services in person, the EI provider should be able to provide services in person. As a reminder, EI providers must provide a 30-day written notice to the Service Coordinator and family prior to terminating services.

Q: Will services like Evaluations for initial eligibility and Medical Diagnostic be appropriate to be done via LVV?

A: This will be the choice of the family if they wish to participate in LVV for these types of services. Other circumstances could also come into place also that would require in person services, like a physical of the child for medical diagnostic evaluations.

Q: Can I provide LVV while I'm in the car?

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A: Providing services while in a parked car is not best practice, however, there may be some situations where there is no alternative. However, it is inappropriate to be driving and attempting to provide LVV services. This is not only a hazard to the driver, but a disservice to the family with not being able to pay complete attention to the family and child.

Q: As an EI Provider, may I provide services with my family in the room with me?

A: LVV should be provided in a secure and private area, so that only the EI Provider has the ability to view the family/child from their service location. The family may have others in their location if that is their choice.

Q: Can a family terminate my services last minute, if the family has wanted in person services all along, but LVV was just temporary, then in person services are found?

A: Families may terminate services with EI Providers at any time and for any reason, without notice.

Q: I have a last-minute conflict and cannot make a LVV session with a family, can I send another equaling qualifying provider in my place?

A: Yes, this is appropriate as long as the family is in agreement. Open communication for this type of issue is best and ensures understanding.