THE WORK YOU DO **MATTERS**

# PROVIDER QUARTERLY MEETING

APRIL 1, 2022

# *AGENDA*

WELCOME
MEETING PROTOCOL
UPDATES
PROVIDER CONNECTIONS
QUESTION AND ANSWER

# MEETING PROTOCOL

- Treat everyone and every discipline with respect.
- Participants should mute their microphones when not speaking.
- Don't interrupt other people or attempt to speak over them.
- Table all out-of-scope discussions.

# HANDBOOK UPDATES
# EI DATA MANAGEMENT SYSTEM
# COMMUNICATION UPDATES

# PARTNERS' PART

- ***Provider Connections***
- Central Billing Office
- Clearinghouse
- Monitoring
- Training

# Q & A

# GENERAL QUESTIONS

- Paperwork flow with Service Coordinators working remotely is a concern.

- CFCs are operating per their specific agency rules and the Bureau does not determine if they are working remotely or in the office. If you are having issues with a specific CFC, please contact the Program Manager first and then let us know if you continue to have issues. Then, we will work with them to be sure that there are no unnecessary delays occurring.

# GENERAL QUESTIONS

- Questions regarding Discipline Roles

- Each individual team member, including the parents/caregivers, has their own set of expertise that they bring to the EI team. The make-up of the evaluation/assessment team **must** be based upon the child/family strengths, needs and priorities identified through the referral and intake process and should never be based on a pre-determined group of evaluators/ assessors. Developmental Therapy is an EI service that focuses on supporting caregiver-child interactions and supporting caregivers in learning new strategies they can use to enhance the child's development across a variety of developmental areas, including but not limited to cognition, and social and emotional AND support participation in the daily routines and activities across a variety of natural environments. Every child's health must always be considered when making determination as to how many early intervention team members are involved, in the home with the child and family and as a team, must always reduce risk to the extent that we can.

# GENERAL QUESTIONS

- Asking questions or sharing information anonymously.

- The Bureau has received several anonymous complaints and informative letters in the past. We can get them through the USPS, from anonymous OIG complaints and even in voice mail messages. Jenni follows up on all complaints as she is able. The problem with anonymous information is that we might not receive enough information to research the matter fully. It is always better if we are able to follow up on the information directly so that we can address anything we find.

# GENERAL QUESTIONS

- Why does the Early Intervention 502 fund sometimes have a balance of millions of dollars for several days?

- If there is a time that you see the EI 502 revolving fund with a several million-dollar balance, there more likely than not are other payments awaiting to be authorized for payment. These payments require multiple levels of approval by IDHS fiscal. These payments could include:
  - Administrative payments for IDHS contracts, like EI Training, CFCs, or the Central Billing Office.
  - Family Fee Refunds
  - Physician Payments
  - Administrative Costs related to the EI Program
- By making payments on these contracts, this allows the EI Program to access additional funds, such as Medicaid-matching funds and Part C funds.
- Please know that our Fiscal Manager, Kim Doyle, is working behind the scenes to access funds and make payments as quickly as possible.

# CONSULTATION QUESTION

- Consultation Hours

- The activities for this requirement are 240 hours (120 hours for low-incidence services) of billable service to infants, toddlers with special needs, and their families. Billable service includes hands-on service provision in the specific discipline for which you are/want to be credentialed along with IFSP Development.
- 18-month temporary period begins on the date the credential was issued, not the first date of service and this breaks down to 3.333 hours of service per week.
- Q & A on this requirement at https://providerconnections.org/consultative-experience-faq/

# HANDBOOK ISSUES

- LVV Training
- Medical Services
- Medical Diagnostic
- Developmental Pediatric Consultants

- LVV training will be required to engage in LVV services.
- We have been working with our Federal Partners to help us clarify this language.
- We are in the process of reviewing the Medical Diagnostic Process and we will have language to define, clarify and outline the how, what, where and when soon.
- Developmental Pediatric Consultants (DPC) are one of the four Child and Family Connections Support Services funded by the CFCs. Policy and procedure for this position are defined within Chapter 4 of the *Child and Family Connections Procedure Manual*. Developmental Pediatric Consultants ensure quality assurance activities such as participation in periodic IFSP meetings, consultation on requests for IFSP service changes, Service Coordinator training tailored to any needs identified pursuant to reviews or by the CFC Program Manager, technical assistance and training to EI Providers to address local and system needs, assist CFCs with Child Find with the medical community and by request by the CFC or through periodic involvement, review medical records, which may provide an explanation for a child's issues and thus avoid unnecessary medical diagnostic evaluations.

# DISCIPLINE SPECIFIC NEEDS

- Let's plan to have some ***Discipline Specific*** meetings to allow for a deeper discussion and more focused review of questions/issues.
- If the ***Association Leaders*** could reach out to me, we can set up some routine meetings for discussion.

# HOLD ON