



ANNOUNCEMENT: EI-09 #11
OFFICE OF CHILD DEVELOPMENT AND EARLY LEARNING
BUREAU OF EARLY INTERVENTION SERVICES

ISSUE DATE: August 14, 2009
EFFECTIVE DATE: August 14, 2009
SUNSET DATE: On-Going

SUBJECT:	Infant/ Toddler Early Intervention Service Coordination
TO:	Infant/Toddler Program Leadership
FROM:	Harriet Dichter Deputy Secretary, Office of Child Development and Early Learning

A handwritten signature in black ink that reads "Harriet Dichter".

PURPOSE:

The purpose of this announcement is to issue updated guidelines regarding Service Coordination for infants/toddlers, and their families who are referred to and/or are receiving Early Intervention services.

BACKGROUND:

Service Coordinators are responsible for assisting infants, toddlers and their families in accessing needed Early Intervention services, as well as coordinating and monitoring the provision of such services.

The Early Intervention program assigns a Service Coordinator to each child and family, as soon as possible after referral. The Service Coordinator is responsible for serving as the single point of contact in assisting the family to obtain the services and assistance needed.

Service Coordinators shall demonstrate knowledge and understanding about the following:

- Infants/toddlers who have or are at risk of having developmental delays/disabilities
- Individuals with Disabilities Education Act and Act 212- The Early Intervention Services System Act
- Chapter 4226, Early Intervention Services

All Service Coordination entities must be enrolled in the Medical Assistance (MA) Program. To enroll, Service Coordination entities must complete and submit a provider enrollment base application that can be obtained on the Office of Medical Assistance Programs' web-site:

www.dpw.state.pa.us/omap. All completed forms are to be mailed to the address listed below.

Department of Public Welfare
Office of Child Development & Early Learning
Early Intervention/Medical Assistance Program
333 Market Street, 6th Floor
Harrisburg, PA 17126

Questions about enrollment can be directed to the Office of Child Development and Early Learning at ra-ocdintervention@state.pa.us.

A Service Coordinator shall meet the qualifications and requirements described in Chapter §§4226 of the Pennsylvania Code including the pre-service and annual training requirements specified in 4226.29-30. State approved training on Service Coordination is available through Early Intervention Training and Technical Assistance (EITA). A Service Coordinator shall also meet the qualifications and requirements described in the Office of Medical Assistance Programs' (OMAP) PA PROMISE 837 Provider Handbook.

DISCUSSION:

Service Coordination is an ongoing set of activities, further described in Chapter 4226.52 that assists an infant/toddler and their family/caregiver with gaining access to services and supports appropriate to their needs. These activities shall be directly related to the management of services/supports for the eligible infant/toddler and their family/caregiver. Activities not directly associated with a specific infant/toddler and their family/caregiver, such as, general public awareness or childfind activities or service coordination supervision and/or training are not billable service coordination activities.

Service Coordinators shall provide families with unbiased information on child development, methodologies, community activities, services and resources on an ongoing basis.

The initial home visit can be an overwhelming experience for families; therefore, Service Coordinators must be mindful of the questions they ask and the amount of material they give to families at the first meeting. It is recommended that Service Coordinators review and provide copies of the following:

- Early Intervention Service Coordination Support Plan
- A Family's Guide to Early Intervention
- Parent to Parent brochure
- Blank copy of the Evaluation Report (ER) and Individualized Family Service Plan (IFSP) forms
- Problem-Solving in EI brochure

Service Coordinators shall complete an Early Intervention Service Coordination Support Plan (see attached) for each family. This plan describes the roles and responsibilities of the Service Coordinator as well as types of activities or services they can help the family access. The Early Intervention Service Coordination Support Plan shall be reviewed at least every 90 days and shall be updated and reissued if the infant/toddler's Service Coordinator changes. The 90-day review, discussion and individualized follow-up activities, if any, shall be documented in the Service Coordinator's service notes and any needed changes shall be made to the infant/toddler's ER, IFSP and/or At-Risk Tracking Plan.

Service notes provide verification of meetings and other contacts a Service Coordinator has with an infant/toddler and their family/caregiver, evaluation and/or IFSP team. It is important that service notes be written so that others can understand what is being documented. It can be very useful to record what the Service Coordinator observes during a meeting or contact. Service notes should be written in people first language, be specific and to the point, including only fact (not opinions). Service Coordinators should strive to create service notes that give a professional, accurate, unbiased and objective picture. Service notes become part of the agency's records and may be used in legal disputes.

MEDICAL ASSISTANCE PAYMENT FOR SERVICE COORDINATION ACTIVITIES

Service Coordination is a Medical Assistance (MA) billable service for infants and toddlers who are eligible for both Early Intervention and MA. Service Coordination is billed and paid in units of service. For each service location, billable minutes should be totaled and divided by 15 at the end of each calendar day.

Billing must be submitted within 180 days from the date of service. If billing is denied, a service coordination entity has up to 365 days from the date of service provision to correct the claim.

MA BILLABLE & NON-BILLABLE ACTIVITIES OF THE SERVICE COORDINATOR

MA Billable Activities

- Screening, referring and tracking activities for infants and toddlers who meet “at-risk” criteria.
- Informing the family of their rights and procedural safeguards in EI.
- Assessing the infant/toddler and family’s service and support needs.
- Meeting with family/caregiver and infant/toddler to develop and implement the IFSP.
- Creating the ER and IFSP in PELICAN-EI
- Identifying potential providers of all necessary services and supports, including available community resources, activities and services.
- Linking the family/caregiver and infant/toddler to potential providers on the statewide provider list, disseminating information about the type of services offered by each provider and allowing the family/caregiver to choose.
- Coordinating services provided to the infant/toddler through on-going information sharing through participation in interagency meetings, telephone calls and/or face-to-face contacts.
- Facilitating the family/caregiver and infant/toddler’s access to health care, community resources, services and funding sources that will enhance the capacity of the family to meet the needs of their infant/toddler with disabilities.
- Assisting the family/caregiver and infant/toddler in obtaining transportation to community resources and activities, if necessary.
- Monitoring the effectiveness of formal and informal supports and services and community resources provided to the infant/toddler and/or the family/caregiver.
- Monitoring the timely delivery and effectiveness of Early Intervention services via billing records, telephone contacts and face-to-face visits with the family/caregiver, infant/toddler and provider.
- Problem solving and conflict resolution with the family/caregiver and the provider of service.
- Reassessing service and support needs with the family/caregiver and team on an ongoing basis and making changes as appropriate.
- Discharge planning regarding Early Intervention services that are provided within 30 days of discharge from a hospital or other residential setting. Discharge planning provided by a Service Coordinator must not duplicate discharge planning provided by the hospital or other residential settings.
- Developing transition plans and coordination of services.

MA Non-Billable Activities (not an all inclusive list)

- Duplication of Service Coordination (Case Management) that is or can be billed under local, state or federal programs.
- Any clerical functions, such as, setting up a file, filing, copying, data entry, general office telephone coverage, budget preparation, completion of invoices and application forms and actual billing.
- Data-entry of ER and IFSP into PELICAN-EI by clerical staff.
- Providing direct hands-on services such as counseling, teaching, delivering goods to the infant/toddler and family/caregiver or transporting the infant/toddler and family/caregiver to purchase/obtain these services.
- Missed appointments with the infant/toddler and family/caregiver or service provider.
- Eligible Service Coordination activities delivered to infants/toddlers who are hospitalized or in residential placements more than 30 days prior to discharge.

NEXT STEPS:

1. Infant/Toddler EI programs should distribute this announcement to Service Coordination units for immediate implementation.
2. EI-07 # 02, titled: Service Coordination, and EI-07 # 07, titled Early Intervention Service Support Plan are obsolete with issuance of this announcement.

Attachment

Comments and Questions Regarding this Announcement Should be Directed to the Office of Child/Infant/toddler Development and Early Learning, Bureau of Early Intervention Services at 717-346-9320 or