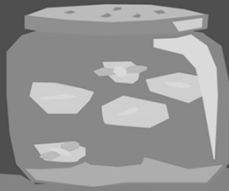



First Steps


Service Coordination Orientation Training (SC101)




Module Three – Service Coordination

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First Steps

Supplemental Materials


Participant Material	
PowerPoint Slides	
3-ring binder	

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First Steps

What is Service Coordination


	Supporting families
	Assisting families
	Strengthening and empowering families

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Indiana's definition of service coordination



Single
Point of
Contact

Indiana's
definition –
page 4 of
Participant
Materials

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Service Coordination –
Integral part of First Steps



"We were overwhelmed at first, but overall our experience with First Steps has been wonderful. We've been in control of the process and of what we want or need. Our service coordinator is great about making sure something isn't too much or that it fits within our means. If we need help with anything, she's right there!"

Sarah O'Brien

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Enrolling in First Steps






Service coordinators must enroll in First Steps

**Who is responsible for completing enrollment forms?
Each cluster has own policy
Ask your supervisor**

Can enroll after successful completion of SC101


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First Steps

Referral to First Steps


Service Points of Entry



**Within 2 business days
from date child was
identified**

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First Steps

Referral Phone Call


- Ask for demographic information
- Discuss reasons for referral
**Mention to families that records
proving income levels and private
insurance will be needed.**
- Discuss concerns family has for child
**Family will be contacted within 2
business days of referral phone call
to schedule an intake meeting.**
- Give an overview of First Steps
- Discuss Cost Participation

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First Steps

Referral Form




Documents information gathered
at intake meeting

Begins the child's early
intervention record

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First Steps

First Steps is voluntary

- Referral does not commit family to participate
- If family chooses not participate, SC must explain rights to family
- SC must let family know how to contact First Steps in the future


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First Steps

If family chooses to proceed:

Service Coordinator	Schedules a meeting with the family to begin intake process Reminds them of documents needed at intake
Timelines	Intake process from referral to IFSP development must happen with 45 calendar days
Exception	If 45-day timeline cannot be met (in rare instances) Service coordinator must contact supervisor


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First Steps

Intake and Planning Meeting

- Discuss reasons
- Offer information
- Assist in understanding
- Discuss the philosophy

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First Steps

Building Trust

Just learned of child's delay


Limited or no information about child's delay or EI services

At intake meeting:

- Provide information and discuss concerns
- Answer questions

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First Steps

Inform parents of transition

Transition: movement from one environment to another
 Into Within From


Intake meeting is initial transition

At intake meeting:

- Introduce concept of transition to parents
- Explain importance of focusing on transition
- Encourage families to discuss transition needs


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First Steps

Inform Parents of Rights

 "Families Always Have Rights"

 Oral and written notice required:

- Initial contact with the System
- Initial evaluation for eligibility
- Eligibility determination
- IFSP development or review
- Change in services, placement, or eligibility is proposed or refused

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Explaining Rights

During conversation: "Next month we will be reviewing Joe's IFSP. Remember, you can invite a friend or professional to join us for the review."

Assuring the Family's Role on the Early Intervention Team: Explaining Rights and Safeguards www.nectac.org

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Inform Parents of Procedural Safeguards

- **A Family's Guide through Procedural Safeguards** – copy must be left with family at intake meeting
- Rights will apply at different points in their journey
- Encourage parents to ask questions about these safeguards

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Early Intervention Record

- Kept on every child in First Steps
- Paper and electronic format
- Legal record of all First Steps activities
- Original documentation, forms and signatures kept at SPOE

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Indiana's Unified Training System

Early Intervention Record Documents

- Eligibility determination statement
- All consent forms
- First Steps enrollment forms
- All cost participation and insurance forms
- Documents supporting development of the IFSP
- Direct service provider progress notes
- Service coordinator logs
- All documents supporting transition
- Any other documents that support the child's evolution in the First Steps System

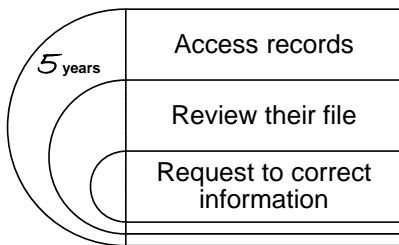
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Early Intervention Record Criteria


- The SPOE personnel maintain the record.
- The **service coordinator** is responsible for assuring all appropriate documentation is in the file.
- Service coordinators are to review the files **quarterly**.
- Each record must have an Access Log.

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FERPA Rights




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Obtain written consent to proceed

Parental consent	Consent given after parent has been fully informed
Informed, written consent	Refers to the need for family to sign a release form prior to initiation of an action or activity


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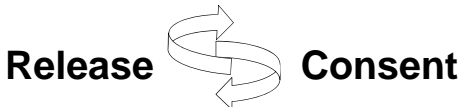
Parental Consent Forms

- Written and communicated in parent's native language
- By signing, parent understands and agrees to activities for which consent is sought
- Consent form describes activities and lists records that will be released and to whom
- Parental consent is voluntary; may be revoked at any time


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Release and Consent



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First Steps


Forms

**First Steps Early Intervention System
Documentation of Receipt of
Rights/Consent to Proceed/Permission
to Assess** – provides written documentation that families were informed of their rights and agreed to proceed with evaluation and/or assessment process; valid only for activities described on form; if in future other activities needed, new consent form must be signed

Consent granted for 12 months
State Form 51842

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First Steps


Forms

**Provider Reciprocal Consent to Release
and Share Information** – provides written documentation that the families agree to allow First Steps direct service providers to have access to their children's information and to share this information with other First Steps personnel to those on a need to know basis

Consent granted for 12 months
State Form 47960

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First Steps


Forms

**General Reciprocal Consent to Release
and Share Information** – provides written proof that the families have agreed to allow designated individuals or agencies who have information about their children to share that information with First Steps personnel to determine eligibility and to plan and provide necessary services as determined through a multidisciplinary team; families are also granting permission for information gathered during intake to be share with other First Steps personnel involved in the care of their child

Consent granted for 12 months
State Form 51675

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First Steps


Forms

CRO 1 (Electronic Database Collection Systems Authorization for the Collection of Information) – parents are granting permission to the First Steps System to collect demographic and service information about them and their children and to store it electronically in the Indiana State Department of Health and/or Family and Social Services Administration database system.

**Consent granted for 12 months
State Form 49006**

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First Steps



First Steps is Voluntary

- Parents can choose not to participate
- Families will decide if they want to proceed with eligibility
- Consent forms must be signed if they do decide to proceed
- Each original consent is filed in the child's EI record

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PROPERTIES

On passing, 'Finish' button:	Goes to Next Slide	 Properties...	 Edit in Quizmaker
On failing, 'Finish' button:	Goes to Next Slide		
Allow user to leave quiz:	At any time		
User may view slides after quiz:	At any time		



Intake Meeting

- Complete First Steps Enrollment Form to enroll family in First Steps System
 - Gather family demographics
 - Gather basic information on child's development
 - Gather income and health insurance information

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Intake Meeting

- Collect medical information from primary care physician
- Physician's Health Summary Sheet
State Form 51929
- If child does not have primary care physician, intake coordinator must work with family to locate one

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Applying for additional funding

- Hoosier Healthwise (Medicaid).....1-800-889-9949
- Waiver Program.....1-317-232-7770
- Children's Special Health Care Services.....1-800-475-1355
- Maternal and Child Health Programs.....1-800-433-0746

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Helping families with funding

“When the twins were babies, we had a lot of interaction with many different professionals. We talked with our service coordinator about our family’s strengths and needs and about the areas that we needed help with – things like equipment, home nursing, early intervention services, and various therapies. I guess we seemed like we know just what we wanted. No one ever told us that we could share our need for financial assistance, so we never said anything about it. It was six months later that we discovered we had been eligible for some financial assistance all along.”

(NECTAS and ACCH, 1999).

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Explain Cost Participation

2002

Eligibility	Cost Participation	Exempt
No income requirements	Share the cost for services	Assistive Technology Transportation Interpreting Services Service Coordination

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Explain Cost Participation


Service coordinators are mandated to explain to family

Complete First Steps Enrollment form during the intake meeting

Family Information Update at annual review of IFSP

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First Steps

Cost Participation

<p><u>At Referral:</u></p> <ol style="list-style-type: none"> 1. Each SPOE responsible for ensuring cost participation is explained to families during the referral phone call 2. Family should be informed how participation levels are determined 3. Family should be informed that income/insurance verification needed 	<p><u>At Intake Meeting:</u></p> <ol style="list-style-type: none"> 1. Family to provide income/insurance verification (3 current, consecutive paystubs) 2. If both parents work, documentation needed for both 3. Use this information to complete cost participation forms <p>Reviewed every 3 months</p>
--	--


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First Steps

Cost Participation Process

<p>Service coordinator calculates gross income and determines family size</p>	<p>Family size established by counting the dependent child, the child's parents, and child's siblings with whom the dependent child lives</p>	<p>Details: First Steps Cost Participation Procedures www.in.gov/fssa/files/CPFVer08.pdf</p>
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First Steps

Cost Participation Process

<p>If family makes over 250% of Federal Poverty Level, family will have a co-pay for each unit of service up to maximum monthly amount</p>	<p>This is an estimate. The CP information will be entered into the SPOE database, and a computer-generated co-pay verification form will be created; family signature required</p>
---	--


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 First Steps

Cost Participation Special Circumstances

Stepparents are not counted when determining family size or gross income	Children who are wards of the state or in foster care are considered a family of one; no income verification required
---	--

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 First Steps

First Steps Cost Participation Expenses Worksheet

Family can reduce co-pay amount by deducting out-of-pocket medical/personal care expenses from past year for entire family	Copies of receipts must be kept in child's early intervention record
---	---


Service coordinator must review this form with all families who have a co-pay and document that these families understand the form.

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 First Steps


Family Declines Medical Expense Review or Has No Expenses

Family will be required to initial the First Steps Expense Worksheet to document their decision



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Web Object Placeholder
 Address: http://www.in.gov/fssa/files/First_Steps_Cost_Participation_Sliding_fee_Schedule.pdf
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First Steps

Cost Participation


<p>Family CP information reviewed with family at a minimum of every 3 months</p>	<p>If changes occur before review of IFSP is scheduled, service coordinator has 30 days from date family notifies of change to complete necessary forms</p>	<p>Forms must be submitted to SPOE within 2 business days of completion</p>
---	--	--

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First Steps

<p>If a family disagrees with calculation: Review Information with service coordinator</p>	<p>If family can't participate because of cost share: Submit waiver request in writing to BCDS to request an administrative review</p>	<p>Service Coordinator must have completed First Steps Cost Participation Expense Worksheet</p>
--	--	---

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First Steps

Suspension of Services


	Pertains to families who have co-pay balance equal to or greater than 60 days
	State creates monthly suspension list and sends to SPOES
	State sends suspension letter to family

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First Steps

Service Coordinator

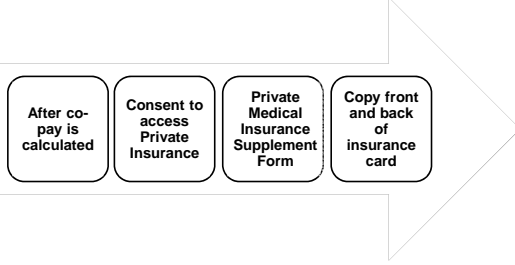
	Contact the family to confirm family received letter. CRO must have payment posted on or before due date in letter
	Payment is preferred. If family cannot pay, SC works with family to create a payment plan. Plan must be approved by State.
	If services are suspended, SC must inform families that services may not continue with same provider; services will be suspended day following due date

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First Steps

Private Insurance



```

graph LR
    A[After co-pay is calculated] --> B[Consent to access Private Insurance]
    B --> C[Private Medical Insurance Supplement Form]
    C --> D[Copy front and back of insurance card]
  
```

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Insurance Basics



Service coordinators must understand the basics so they can explain them to the families.

Self-funded (ERISA):

- Employer collects premiums
- Premiums invested by company and used to pay claims
- Employer assumes risk of claim amounts being larger than premiums collected

Fully-funded (non-ERISA):

- Employer collects premiums
- Premiums sent to insurance company and used to pay claims
- Insurance company assumes risk of claim amounts being larger than premiums collected

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Self-Funded (ERISA) Plans



Almost always overseen by federal government under Employee Retirement Income Security Act (ERISA)

Self-funded Employer:

- Contracts with 3rd party to process claims and get discounts
- Insurance cards are issued to employees
- Insurance cards have insurance company's name on them

"X Company provides administrative claims payment services only and does not assume any financial risk or obligation with respect to claims."

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Fully-funded (non-ERISA) Plans




**Governed by the States
Plans sold in Indiana governed by the Indiana State Department of Insurance**

Fully-funded Employer:


- Contracts with insurance company for a set of benefits
- Employer has no financial risk
- Employer determines how much employees will contribute to the cost of plan through premiums

"X Insurance Company is the trade name of XYZ Insurance Companies, Inc. an independent licensee of the XXO Association."


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Exempt Plans

	<p>Plans offered to State employees and State-funded university employees</p>
	<p>Click on Attachments in upper right corner to view and print a list of state-funded universities and colleges.</p>
	<p>Indiana law states that these plans will participate in capitated rate and payments made for FS services will not apply to coverage limits</p>


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Why is this important?

	<p>New rules regarding insurance coverage and coverage limits were enacted by the General Assembly.</p>
	<p>-Non-ERISA and Exempt plans are billed a monthly bundled (capitation) rate -Amounts paid for EI services do not go against annual or lifetime coverage limits</p>
	<p>Neither plan denies payment of the capitated rate for ERISA or exempt plan with the monthly capitated rate insurance company</p>

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What happens to families with ERISA insurance?

	<ul style="list-style-type: none"> • Very little will change • CRO will bill the family's insurance • DT is never billed to insurance • Families must pay for DT at their co-pay rate
	<ul style="list-style-type: none"> • Families receive statement from First Steps • If insurance rejects or denies the claim, family must pay established co-pay • Family should file an appeal • If appeal is successful, family will receive co-pay credit • Payments for FS services likely will apply to child's annual or lifetime coverage limit

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Why is a capitated rate?



Rate set by the State

Participating insurance companies opt to accept this rate for First Steps services

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Consent to Access



Families must give consent to allow First Steps to access their private insurance

First Steps Private Medical Insurance Consent – State Form 51308

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Refusal to Access



Families can deny FS access to private insurance

- IFSP Development**
- Evaluation and Assessment**
- Service Coordination**
- Procedural Safeguards**
- Child Find Activities**


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 First Steps



FAQ about Cost Participation

Question	Answer
When does the first bill arrive?	4 months after the service is provided Statement includes co-pay amounts due Families should never pay providers any co-pay amounts
To whom is payment made?	To the billing contractor on the monthly statement Never send payment to the First Steps office.
Can families wait to see what insurance pays?	Families must pay co-pay when it is due. If the insurance then pays for the service after family has paid the co-pay, the families will receive a co-pay credit.
What about more than one child in First Steps?	All siblings are linked in the database. Families should receive only one monthly statement.


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 First Steps


Explain Developmental Evaluation

-  **Explain process**
 - What is involved
 - How it is arranged
 - Who will be participating
 - Where it will be held
 - The family's rights relating to eligibility determination process
-  **Select two most appropriate disciplines**

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 First Steps

First Steps is Voluntary



Families can refuse eligibility evaluation


Can contact First Steps later

Service coordinator must give FS contact information

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First Steps

Eligibility Evaluation



- Service Coordinator contacts ED Team
- Sends referral information

- ED Team sets evaluation date
- Ask your supervisor about details of this process
- 10-day notice sent to families to inform them of meeting

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First Steps

ED Teams and Ongoing Service Providers


ED Teams	Providers assigned by the SPOE who come to child's natural environment to perform the evaluation
Ongoing Service Providers	Providers who come to the child's natural environment to provide therapy services

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First Steps

Explain how to use First Steps web site



<http://www.firststeps.in.gov>



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PROPERTIES

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On failing, 'Finish' button:	Goes to Next Slide		
Allow user to leave quiz:	At anytime		
User may view slides after quiz:	At anytime		


First Steps

Safety and Home Visiting




Follow the four "A's"


Awareness	Learn about the neighborhood
Assessment	Trust your instincts and perceptions
Attitude	Look like you belong
Aptitude	Use common sense

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First Steps

Law Enforcement Suggestions



Read Law Enforcement Tips on page 26 and 27 of your Participant Materials

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First Steps


Barriers and Challenges

Page 27 in Participant Materials

What Works

Service Coordinator Supervisors are available to discuss any of the challenges.

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First Steps

Summary

What is service coordination?

Roles and responsibilities of service coordinators

Pathways to Early Intervention – Referral and Intake

Challenges and barriers faced by service coordinators

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First Steps

Goodbye

This is the end of Module Three of the Service Coordination Orientation Training (SC101).

Thank you for participating. Complete the Application Station Exercises that are located at the end of Module 3 Participant Materials. Instructions are in the Participant Materials.

Next 4 modules: Evaluation and Assessment, IFSP Development, Ongoing Service Coordination, and Transition

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