



Technical Assistance Bulletin

TO: WV Birth to Three Practitioners and Service Coordinators
WV Birth to Three Regional Administrative Units

FROM: Mel Woodcock, Policy Coordinator
WV Birth to Three

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ISSUE: **Documentation of Service Components Not Provided Face-to-Face**

The purpose of this Technical Assistance Bulletin is a reminder of the documentation requirements and definitions for WV Birth to Three service activities provided non-face-to-face. Each child's early intervention record must include documentation specific to the services and supports provided on behalf of the child and family as per the WV Birth to Three Service Definitions and Procedures. WV Birth to Three face-to-face reimbursement rates were designed to cover the costs of typical administrative activities which are incurred in the provision of face-to-face services, such as photocopying materials and forms, filing, sending copies of evaluations, assessments, IFSP or other pertinent information to team members and the family, and/or calling the family or other team members to reschedule a missed or cancelled visit; or receiving a call from the family to reschedule or cancel a scheduled visit .

Direct Service Practitioners – Documentation and Billing of Non-Face-to-Face Activity

In accordance with WV Birth to Three service definitions and billing instructions, providing occasional non-face-to-face activity is considered to be a component of the face-to-face activity and is not reimbursable as a separate activity for direct service practitioners. Examples of non-face-to-face activities include: (a) with the family's permission, calling the child's physician to discuss how the child's diagnosis may impact decisions about interventions; (b) providing verbal or written updates to other team members about a child or family's concerns and/or progress; (c) writing an assessment summary for the annual IFSP or for transition meeting; and (d) communicating with the family and other team members to record and/or reschedule missed appointments. Activities completed non-face-to-face should be documented on the Correspondence/Contact Log and submitted to the Regional Administrative Unit (RAU) for entry in the child's record. The Correspondence/Contact Logs provide a chronological record of all activities to assist in the provision of early intervention services to the child and family including documentation of missed or cancelled visits.

Service Coordinators – Documentation and Billing of Non-Face-to-Face Activity

As with direct service practitioners, the service coordination face-to-face reimbursement rates were calculated to include some of the non-face-to-face activities that service coordinators complete. However, WV Birth to Three recognizes that by virtue of the service itself, service coordinators typically conduct proportionately more non-face-to-face activities than direct service practitioners do. In accordance with the WV Birth to Three Service Definitions, the Non-Face-to-Face Service Coordination Code is a supplemental code that is reimbursable up to one time monthly only if the service coordinator has provided a linkage or referral service during the month.

Allowable linkage and referral activities for billing of the Non-Face-to-Face Service Coordination Code are defined as: processing of consents to release or obtain information; calling to provide linkage or referral to needed services and supports; calling team members to coordinate scheduling of upcoming meetings; calling to obtain team member updates on child and family progress in order to plan for face-to-face meetings; or sending letters of invitation to pertinent eligibility, IFSP or transition planning meetings. The Non-Face-to-Face Service Coordination linkage or referral service must be documented on the Correspondence/Contact log and submitted to the RAU for entry in the child's record. WV Birth to Three Service Definitions require that source documents are submitted to the child's record prior to billing. If a service coordinator bills for the Non-Face-to-Face Service Coordination code, and there is no documentation of a linkage or referral activity as described above, the service coordinator will be responsible for reimbursement of the amount paid.

Questions regarding this TA Bulletin may be forwarded to your Regional Technical Assistance Specialist or Mel Woodcock at melwoodcock@wvdhhr.org.