



## Technical Assistance Bulletin

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

**FROM:** Pamela S. Roush, Director  
WV Birth to Three

**DATE:** September 13, 2004

**ISSUE:** Reports from Families and Practitioners of Inappropriate Recommendations and/or Comments Regarding Payee Agencies and/or Practitioners

**As identified in WV Birth to Three Payee Agreements and Riders, no enrolled payee or practitioner (including service coordinators), should recommend a specific practitioner or payee agency to a family.** Practitioners may assist families in identifying important qualities to look for in a service provider/service coordinator. However, they cannot recommend specific individuals or payee agencies by name. Practitioners also may not make negative comments regarding a specific individual or payee agency. These requirements are components of the agreement signed when enrolling in WV Birth to Three and of professional codes of conduct for most every discipline and specialty area. Breach of these requirements could result in disenrollment.

As a reminder, the practitioner selection process must be facilitated through interim or ongoing service coordinators. Practitioners are selected only after an appropriate Individualized Family Service Plan (IFSP) process has been completed and the expertise/service needs have been identified. Service coordinators must provide the family with information on all available individuals serving their area who can meet the identified IFSP need. The service coordinator must also provide the family with their rights regarding the selection of practitioner(s) for IFSP services.

Concerns related to the breach of this procedure can be directed to one of the WV Birth to Three Regional Technical Assistance (TA) Specialists as a system concern or to the WV Birth to Three State Office as a written, formal complaint.

Please retain this TA Bulletin in your records. If you have questions about the document, please contact your Regional TA Specialist. Regional TA Specialists are listed on the website at: [www.wvdhhr.org/birth23](http://www.wvdhhr.org/birth23), or phone toll free at 1-800-642-9704 to reach the Birth to Three office for contact information.

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