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, or phone toll free at 1-800-642-9704
to reach the Birth to Three office for contact information.

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