



Technical Assistance Bulletin

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

FROM: WV Birth to Three State Office

DATE: February 15, 2022
(Replaces previous TA Bulletins released January 8, 2007, and April 28, 2008)

ISSUE: Service Coordination Non-Face-to-Face Service

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

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 as part of assisting the family in accessing WV Birth to Three services. These activities include: assisting the family in the selection of team members; the planning and scheduling of IFSP team meetings and reviews (which includes the transition conference); sending meeting notices to team members; sending signed written consents to the RAU for the release of records or sending signed written consents, as appropriate, to obtain records; completing Assistive Technology Request forms (when not completed as part of an IFSP meeting or review); and the completion of required data entry forms.

WV Birth to Three recognizes that by virtue of the service itself, service coordinators may at times conduct other activities for families beyond typical coordination of WV Birth to Three services as required under Part C of IDEA. ***The Non-Face-to-Face Service Coordination Code is a supplemental code that is reimbursable as one (1) unit of service during any given month in situations when the family is requesting assistance with accessing other community services. A service coordinator may also bill this code when completing the Service Authorization Request process to assist a family in accessing hearing or vision evaluations. Any non-face-to-face service must be documented on the Correspondence/Phone Contact Log and submitted to the RAU prior to billing.***

This code is not to be routinely billed for every child. Sending calendars, informational materials, or other items to all families on the service coordinator's caseload is not billable under this code.

WV Birth to Three Service Definitions and Billing Manual requires that source documents are submitted to the child's record *prior to billing* for any service. If the service coordinator bills for a non-face-to-face service coordination code and there is no documentation that the family requested assistance, the service coordinator will be responsible for reimbursement of the amount paid.