The UPDATE

News and Information for Massachusetts EI Providers

November 2016

*Important Dates...*Mark your Calendar!

November 10, 2016; 9:30am—1pm: ICC Meeting, Best Western Royal Plaza Hotel, 181 Boston Post Road West, Marlborough, MA

November 22, 2016; 10am—11am: EI Monthly Webinar: Tere Ramos, Language Access Attorney, Massachusetts Law Reform Institute, Overview of Title VI of the Civil Rights Act of 1964 related to language access.

November 30, 2016; 10am—3pm: EI Program Director Session, Sturbridge Host
Topic: Bringing Meaning to SSIP Activities & Integration into the MA EI System
Note: Programs may bring multiple staff such as Supervisors and/or Team Leaders to the training. To register for this session: www.cvent.com/events/eitc-270-program-director-session-ma-ei-system-linkages-to-the-ssip-sturbridge-host-hotel-sturbridge/event-summary-a11a2b7f84ea473e8db19ccc91251fc6.aspx

DPH Updates

Family Rights Notices
Request for Family Rights notices should now be made by email to Cindy Wallace (cynthia.wallace@state.ma.us) and Alanna Sheils (alanna.sheils@state.ma.us). Please add these staff to your address book.

DPH NAS Pilot Project
The Department of Public Health, through funding from the Bureau of Substance Abuse Services, has been funding 17 Early Intervention pilot sites throughout the state to support a part-time Early Intervention professional. This professional works in coordination with level III neonatal intensive care or community birthing hospital staff, to reach out to parents of children born with substance exposure (SEN) or a diagnosis of NAS prior to discharge. The EI program will establish and/or strengthen relationships with hospital staff to educate them on early intervention and become part of the discharge planning team to support and engage the family in receiving early intervention services..

Early Intervention pilot programs are representing early intervention with the goal of having the family engage in services. When there are multiple Early Intervention Programs represented in the catchment area, the pilot EIP informs the family of their choices and provides a list of early intervention programs and contact information for them to choose. We look forward to sharing data related to "engagement" in EI through this important project in the near future.

Universal IFSP
The IFSP Task Group of the ICC have been meeting since October 2012 to revise the current IFSP to reflect federal regulations, state standards, and the IFSP process which is the ongoing development, implementation, assessment and review to determine the effectiveness of the IFSP in addressing high quality child and family outcomes. Another goal of the Task Group was to develop an IFSP that can be used as a tool with families to develop a greater understanding of their children's specific needs and the importance of the document to drive the outcomes and services to enhance their child's development.

Vision Statement
"The MA Universal IFSP is a consistent tool that incorporates information collected into a plan that is team developed with each individual family."

The Universal IFSP was approved by the ICC and the DPH would like to start formally piloting the revised IFSP document with several EIPs to inform the technical assistance and support needs of the system prior to requiring universal implementation. Parameters are being developed for the pilot process including data collection activities to inform DPH of outstanding questions, clarifications and flow of the document to program practice. An established timeline for the initiation of the pilot is scheduled for January 2017 for all new children determined eligible for EI. The DPH is partnering with the IFSP Task Group in the development of a toolkit, guidance document, training modules, etc. The criteria for the pilot process will be coming shortly. Please consider piloting to inform DPH of the implementation needs of the system.

IHR Reminder

As we enter the busy, sometimes way-too-busy, holiday season, the Institute for Health and Recovery wants to remind us all of that what we do is truly important and life-changing. "The more healthy relationships a child has, the more likely he will be to recover from trauma and thrive. Relationships are the agents of change and the most powerful therapy is human love." (Bruce D. Perry MD, PhD, *The Boy Who Was Raised As a Dog"*) We also want to remind you to take care of yourselves as you take care of others during the holidays. As always, please contact karengould@healthrecovery.org or karenwelling@healthrecovery.org for any training and technical assistance needs.

Where is YOUR ASQ:SE—2?

In June, all of the programs received an ASQ:SE-2 box with all of the revised and updated materials. Where is yours? Is it on a shelf waiting to be opened? Have you copied the new forms and started using them? Or has someone gone through all of the materials and reviewed and then shared the changes? Wherever you are, we'd like to go over what is included in your box, what's new and what are some of the enhancements.

- **Your box:** Includes separate reproducible paper masters of each age level; masters for "What is ASQ:SE—2?" handout, parent conference sheet, and child monitoring sheet; users guide book; heavy duty Quick Start Guide; CDROM with forms, 9 optional item response sheets, SE developmental guides and activities; Product Overview with photocopying release and End User License Agreement, FAQs including some information on use with electronic records, scoring and materials information; Key code for (optional) online system (on box flap) and information on its use (in overview).

- **General Changes:** Screening from one month to 72 months; new data and cutoffs; identification of children close to cutoff; new behavior and communication items designed to elicit parent concerns that may point to ASD or communication issues; new family materials including handout, conference sheet and updated activities.

Policy & Clarifications

Moving forward this is the section where you will find Policies and clarifications when there are any!

Data Manager Updates

EI Billing System Approval Process

The Department of Public Health-Early Intervention (EI) has had multiple requests from EI agencies to migrate to a new billing or electronic health record (EHR) system for EI services. EI agencies that have moved to a new billing system over the past year have faced multiple challenges in reporting accurate information according to DPH requirements. This has resulted in significant delays in DPH reimbursements. In response, DPH has developed a set of procedures to ensure thorough testing and compliancy of reported claims and service delivery information.

Currently there are three approved billing systems for MA Early Intervention and DPH EI has processes in place with EI agencies/programs using these systems to ensure that all compliancy steps, including code and processing changes, are met in order to adjudicate claims.

The DPH approved EI billing systems are:

- Credible *currently in the approval process
- ARPlus
- Thom Biller

Given the complexity of the process for complete submission of accurate transactions, claims management reporting, and adjudication, programs who seek to switch billing systems for EI services must meet 100% success in all steps outlined below prior to being approved by DPH as a compliant EI billing system. EI agencies will be held responsible for meeting these requirements, responding to validation reports, and DPH compliancy reports during each step of the approval process.

To become an approved billing system for MA EI, there is a 5-step process with each step requiring 100% accuracy and completeness.

- Attestation of understanding of the MA EI billing process
- File & Record Level Compliancy
- Enrollment Compliancy
- Service Level Compliancy
- Fiscal Compliancy

If you would like the full process document, please contact:

Jean Shimer, EI Data Manager
jean.shimer@state.ma.us

NOTE: DPH is in the process of procuring an updated client and fiscal claims system that will change the current transaction-based reporting of services to a HIPAA standard claims-based process. This system is estimated to be implemented in calendar year 2018.

EITC Updates

Massachusetts Early Intervention Training Center

Foundations of MA EI, Part I: Partnering with Families throughout the IFSP Process (MA EI, part I)

Since resuming the orientation workshops for staff new to Early Intervention, the EI Training Center (EITC) staff and facilitators have been receiving very positive feedback from participants. We have noticed one trend in the evaluations. There have been a larger than expected number of people attending MA EI, part I who have either completed the *Embedding the Key Principles into the IFSP Process* that was completed at each local EI program from January 2016—June 2016 OR *Building a Community, part I* prior to January 2016.

REMINDER: EI specialists who have participated in either *Embedding the Key Principles into the IFSP Process* OR *Building a Community, part I* do **NOT** need to attend MA EI, part I to fulfill the DPH orientation requirement.

NOTE: The ideal time-frame for new staff to participate in MA EI part I, is around 3-6 months after starting to work at an EI program. Much of the day, participants reflect on families that they are working with and it is a richer experience when participants have had some experience in EI.

Certification for Early Intervention Directors (CEID)

Congratulations to our first cohort of Certified EI Directors under the 2015 process. On Thursday, November 3, 2016, the EITC hosted the first CEID Leadership Day which is the final activity of the 2015 CEID process. **Thank you** to our CEID pilot group who helped to finalize the process through their participation and feedback.

More detailed information about the CEID 2015 process is **COMING SOON**!

Pyramid Framework Overview On-line Module

This on-line module is the pre-requisite to the PIWI trainings. Currently Cohort 1 has been accessing the module. There have been a significant amount of calls to the Training on Demand Help Desk regarding this module. We apologize for the challenges with accessing this module. Here are a couple of tips that may help when registering:

1. Registration happens two times for the on-line module. We understand that this is a frustrating process. There are 2 systems that we use for on-line modules.

a. CVENT: the link that is on the EITC website:

www.cvent.com/EVENTS/Calendar/Calendar.aspx? cal=989eaea2-9183-43ca-9654-50e460d66645

This is the service that the EITC uses for registration of ALL of the EITC trainings, including on-line modules. This registration is used to generate Certificates of Completion and to award EI competencies. It is our system of record.

b. TRAINING ON DEMAND (TOD): the vendor that hosts all of our on-line modules

In order to have access to any of the on-line modules, you must first set-up an account on TOD. After that, it works similarly to on-line shopping, where you can place modules in your "cart" for viewing. If you have set up an account in the past, you should be able to log into your account and not have to register again.

We have looked at the alternatives for hosting our on-line modules, but have not been able to identify a suitable re-placement. We appreciate your patience with this cumbersome process.

2. There is a required self-assessment that must be completed PRIOR to viewing the on-line module. Please follow the instructions carefully on the final page of the self-assessment survey to ensure that you can access the on-line module. A password is given at the end and you NEED it to view the module.

If staff are having on-going problems with the module, please notify Noah Feldman at noah.feldman@state.ma.us with a summary of the challenges. We are working closely with TOD to improve this process for users.

Specialty Services Updates

No new Specialty Services Updates

Forms & Materials

Moving forward this is the section where you will find forms and materials when there are any!