# The UPDATE

## News and Information for Massachusetts EI Providers

## November 2017

## Important Dates...Mark your Calendar!

**November 28, 2017: Monthly EI Webinar:** IFSP Resources related to Procedural Safeguards Please submit any questions that you would like addressed on the webinar, related to procedural safeguards within the IFSP process, to your Regional Specialist by **November 24, 2017**.

**CANCELLED** December 26, 2017: Monthly EI Webinar

## DPH Updates

### DPH Early Intervention Dropbox

As you know, DPH has set up a Dropbox so that you have access to forms and materials from current initiatives. We will be adding to it over the coming months. It has been set up so you need to have just this main link:

www.dropbox.com/sh/cpewylr7bcoefyv/AAA89_dDxWMwa0mb7Jj7gZ3fa?dl=0

When you click on this link, it will bring you to this screen for the MA Early Intervention folder and you will have access to all of the folders inside.

MA Early Intervention

Sorted by name

BDI-2 Fidelity     IFSP 2017 Documents     Program Director Sessi...er 2017
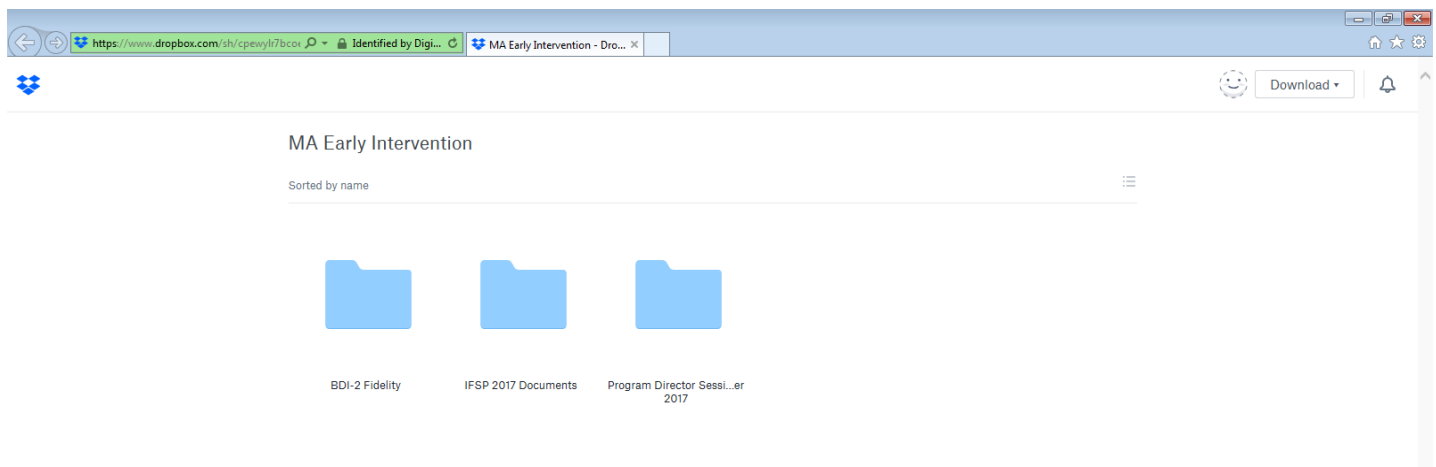
**Please NOTE**: If you have a Dropbox account and you 'upload' the folder to your hard drive, you will NOT get updates to the folder when we add new materials. It is best to follow this link to access these resources.

# Web-Based System (EIIS/EIFS) Update

Thank you for completing the EDI readiness survey! We will be analyzing the responses and following up with agencies in the coming weeks. This information will help us to learn about your current processes and your plans for the future with regard to HIPAA claims submission. Our new Web-Based System (EIIS/EIFS) will require agencies to have the following capabilities:

- Electronic eligibility verification capabilities using 270/271 formats

- Electronic claims submission and remittance capabilities using 837/835 formats

The EIFS component of the new Web-Based System will be replacing DPH's existing fiscal system with an electronic, highly efficient, end-to-end claims processing system. The new fiscal system will be linked at the State level with the new EIIS component, allowing for seamless integration of client, service and billing data into a single client record.

1. **What are the benefits of the new EI fiscal system?**

The new fiscal system will allow:
- Earlier payment of DPH claims
- Less paperwork, fewer pended claims
- Earlier detection of billing errors
- Lower administrative and handling cost.

2. **Will the new fiscal system replace current EI billing systems?**

No, DPH is NOT replacing the program specific billing systems that you use currently. EI programs will still be responsible for having a billing system to submit claims to all insurers and DPH.

3. **How will EI programs submit their claims to DPH?**

Following EI claims submission to all insurers, EI programs will submit electronic claims and state required eligibility verifications through their billing systems to DPH via the new EI fiscal system.

4. **Will EI billing systems still need to send a Service Delivery Report (SDR) to DPH?**

No, the electronic claims transactions will replace current SDR based submission and remittance process.

# EIIS—Service Pack 20

As stated on the October Monthly Webinar, the Department will be releasing updates to the EIIS system. There are no functionality changes to the application. The following revisions are being made to the EIIS paper forms:

- Added two additional questions to the Referral form

    - Capture parent's preferred language for written and verbal information

    - Homelessness – Are you currently homeless?; Have you been in the last 12 months? Homelessness is a priority area of the DPH and EI is engaged in Bureau wide data collection

- Added new disciplines – Music Therapist & Nutritionist

- Added question regarding notification of the referral outcome to the medical home/pediatrician

- Removed Family Contacts Information (not being completed consistently)

- Removed Support Systems (Trach, Oxygen, etc.)

- Removed Other Community Services (AFDC, WIC, etc.)

Linda Mosesso from DPH, will contact individual programs to schedule a convenient time for implementation of the new EIIS application. The instructions document and forms will be sent to the field shortly.

## State Systemic Improvement Plan (SSIP)

*BDI-2 Video Submission Information (FY18):*

**Videos due: May 31, 2018** Submission is rolling. Early submissions are welcomed and appreciated!

All EI programs are required to submit one video of the BDI-2 being administered to a child either referred to, or enrolled in, their Early Intervention program and recorded **after September 30, 2017**. This requirement is part of the ongoing implementation of the State Systemic Improvement Plan (SSIP) to evaluate our Data Quality strand in our action plan. If programs are producing BDI-2 videos for other reasons (part of a technical assistance plan, etc.) during this time period, then that video may be used for this requirement. At this time, the BDI-2 must be administered in English for this requirement.

The video will focus on the examiner(s) and not the parent or child; however, it is likely, due to the nature of the activity, that the parent or child will be visible in the video. This video will be solely used for General Supervision to the EI program. This means it will be reviewed by appropriate staff at the Department of Public Health/Early Intervention. Once this process is completed, the video will be destroyed.

BDI-2 video submission materials have been added to the DPH EI Dropbox for easier access to the information.

Currently available:

- BDI-2 video submission instructions and checklist
- EITC Photo-Video Release form
- Program Fidelity Checklist
- SSIP BDI-2 video review PowerPoint

   www.dropbox.com/sh/cpewylr7bcoefyv/AAA89_dDxWMwa0mb7Jj7gZ3fa?dl=0

## PIWI Triadic Strategies in Action

Maria walks slowly to the grocery store pushing Jessie in the stroller. She is worried. Jessie is so unpredictable, sometimes she is happy and content to walk through the store looking around and babbling to Maria, but without warning, she will start crying and wiggling out of the carriage. She never knows what to do when this happens, she wants to run out of the store, but then she doesn't have the food that she needs for the week.
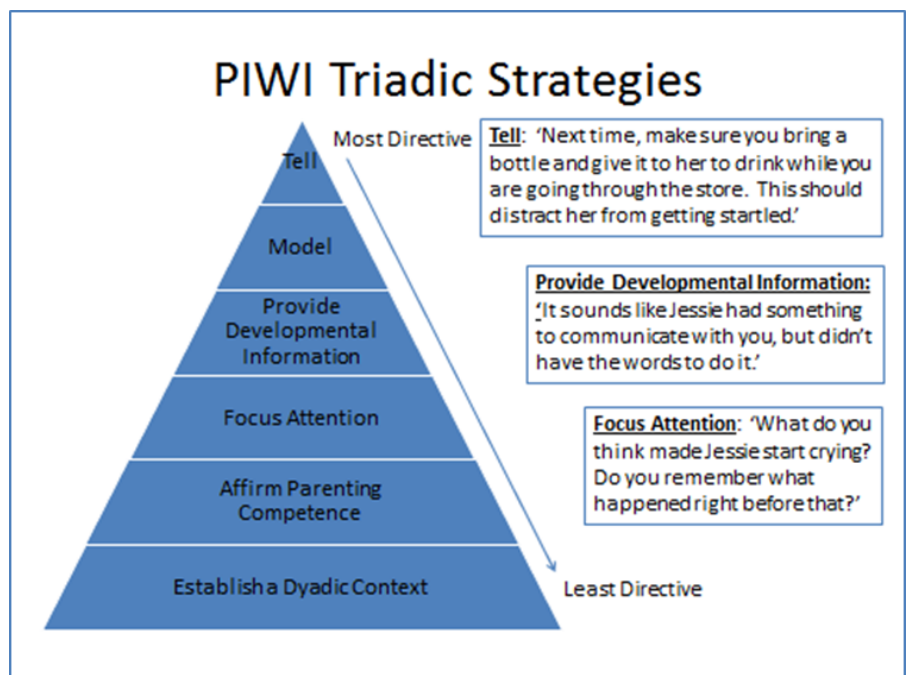
They arrive at the store, Maria puts Jessie in the carriage, and she seems happy. It starts out well, but as they turn to aisle 3, Jessie seems to startle and immediately starts screaming and crying and throwing herself backwards in the grocery cart.

PIWI gives us strategies that can address this challenge with Maria in a manner that supports her to build a stronger relationship with Jessie.

Imagine if you are Maria and in this situation…take a minute and think about how you would feel if this was happening to you.

PIWI guides us to decide what strategy can be used that will be effective and support the parent-child dyad.

Each of these strategies will support Maria in dealing with this situation. However, each has a different level of impact on her confidence, competence, and mutual enjoyment with Jessie.



PIWI Triadic Strategies

Most Directive

**Tell**: 'Next time, make sure you bring a bottle and give it to her to drink while you are going through the store. This should distract her from getting startled.'

**Provide Developmental Information:** 'It sounds like Jessie had something to communicate with you, but didn't have the words to do it.'

**Focus Attention**: 'What do you think made Jessie start crying? Do you remember what happened right before that?'

Least Directive

**Request for Billing Reimbursement (Waivers)**

Please be sure to share the latest version of the Billing Reimbursement Request Form (v3) discussed and distributed at the August 2017 webinar, with any member of your program submitting requests on your behalf. The old version of the form can no longer be read by the system. If you are unsure of the version you are using, please check that the footer has a v3 and not v1.

## Forms & Materials

DPH Dropbox www.dropbox.com/sh/cpewylr7bcoefyv/AAA89_dDxWMwa0mb7Jj7gZ3fa?dl=0

MA Clearing House  www.mass.gov/maclearinghouse

## EITC Update

EITC Update/s will be posted here if there are any.

## Specialty Services Update

Specialty Services Update/s will be posted here if there are any.

## Policy & Clarifications

Policies and clarifications will be posted here if there are any.

## Data Manager Update

Data Manager Update/s will be posted here if there are any.

## Resources

**DCF Resource**

Please share the attached DCF Medical Social Worker Contact List with staff in your program.

**Research Article: Beliefs Regarding Development and Early Intervention Among Low-Income African American and Hispanic Mothers**

## Institute for Health & Recovery (IHR)—Parents Helping Parents



IHR would like to remind you of a tried and true resource for the inevitable stresses of parenting.

Parents Helping Parents
108 Water Street
Watertown, MA 02472
Phone: 617-926-5008
Website: www.parentshelpingparents.org

As always, please contact karenwelling@healthrecovery.org or karengould@healthrecovery.org for any training and technical assistance needs, and to get your hand-delivered (brief training included) Trauma-Informed Tip sheets.

## Zika Care Connect: Massachusetts Resource Page

The MA Zika Care Connect website has gone live and has information on EI and CYSHN at the following link www.zikacareconnect.org/patients-and-family/state-and-local-resources/massachusetts/. Please share with appropriate staff and families.

## MassHealth Application Process for Hurricane Evacuees

Please visit this link for **IMPORTANT** information regarding Hurricane Evacuees who have come to reside in Massachusetts, and wish to apply for MassHealth!

This website includes full details on the processes for people to use to apply for MassHealth coverage, important attachments, outlines policy clarifications and how impacted individuals can receive application assistance.

Of Special Note**: MASSHEALTH HAS ESTABLISHED A DEDICATED CUSTOMER SERVICE NUMBER:  1-844-748-3928 (TTY: 1-800-497-4648** for people who are deaf, hard of hearing, or speech disabled) (THIS NUMBER IS TO BE USED ONLY FOR HURRICANE-RELATED MATTERS)

**MASSHEALTH WILL EXPEDITE PROCESSING OF MASSHEALTH APPLICATIONS FOR HURRICANE EVACU-EES.**

# *Events*

Events will be posted here when there are any.

**Comments, contributions or feedback, please contact:**
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