

## Local Early Intervention System (LEIS) Meeting

**Location(s):** Greenville

**Date:** August 27, 2024

### **Agenda:**

#### **Welcome and Introductions**

#### **Members Present:**

Meeting Milestones	Aging with Flair	Heaton Pediatric Therapy
Tiny Feet Early Intervention	Easterseals	Carolina Therapeutics
Play Works	Great Kids & Awesome Adults	Greenville County School District
I Shine, LLC	Brilliant Beginnings	Family Connections
Ahead Start	Above & Beyond EI	Team for Early Childhood Solutions (TECS)
SCSDB	Mountain View Therapy	Greenville BabyNet Eligibility Office
About Play	PACE Pediatric Therapy	

**Carry-Over from Previous Meeting:** NA

#### **Standing Agenda Items:**

#### ***EISP Updates***

- **CEU Courses-** BabyNet is offering professional development opportunities for OT, PT and ST Providers! Theratools will be offering courses for OT and PT providers and the Haneen Centre will be offering courses for SLP's. The trainings will be centered around implementing coaching models, in the home with families. Therapy providers can obtain up to 6 CEU's when completing the courses. If you have any questions, please contact Robin Morris or Laura Tsuboi.
- **Rate Increase-**There was a rate increase for therapy providers on July 1, 2024. If your remits do not reflect the rate increase for services after July 1<sup>st</sup>, please give it a few weeks to reprocess. Service logs do not have to be deleted and re-entered for claims to reprocess. Once claims have reprocessed on its own, the rate increase will be reflected on future remits. If you have any questions with this, please contact [babynet@scdhhs.gov](mailto:babynet@scdhhs.gov).
- **Billing/MCO -**Therapy providers must confirm a child's MCO status (if applicable) before accepting a referral. BabyNet cannot reimburse providers who accept children enrolled in an MCO, with which they are not credentialed. While the service coordinator usually supplies the MCO information at the time of the referral, therapy providers must be sure to verify this information before initiating treatment. Service coordinators, please be sure to check the Financial Support screen in BRIDGES, at least once a month.
- **Admin/Agency Account in BRIDGES-**When entering User Information for your Agency/Admin Account in BRIDGES, please do not select option #15 "Available for Referral?", as this will cause your information to appear incorrectly on planned services. If the service coordinator can't verify the correct account, it may result in denied claims. Additionally, "Available for referral?", should only be selected for your regular service provider account.

#### ***BabyNet State Office Updates***

- **Summer Summits** – All Summer Summits (located in Columbia, Spartanburg and Conway) have been completed statewide. The purpose of the training was to review policy and procedures and ensure all service coordinators received training statewide. BabyNet State office will plan to have additional training for service coordinators and will begin implementing trainings to therapy providers within the next few months. The details of those trainings will be announced once plans are finalized.
  - Family Assessment Form (Formerly Known)The state office would like to thank all service coordinators for working in collaboration to make revisions/suggestions/edits to the form that (formerly known) Family Assessment. We received a lot of great feedback and are sorting through the suggestions. The state office will review the feedback, make edits, and release the revised form within the next few weeks. Please note, that if the family declines the Routines Based Interview (RBI), the revised form will have to be signed and completed.
  - FAQ's

Questions and answers that were discussed during the Summer Summits, are being revised and will be released in the fall. In addition, questions/trends we've received in the help desk from service coordinators, will be included in the FAQ. Once the FAQ is released, please be sure you are going over the questions and answers with your staff.

- **Billing Tips**

A Tip Sheet for billing processes and questions will be sent out in the fall, for service coordinators and therapy providers. The document will provide guidance related to payor sources, clean-ups, deleting/re-entering service logs, etc.

- **Evaluation/Feedback**

Thank you to all service coordinators that completed the Summer Summit evaluations. The State Office is in the process of review all comments, questions and concerns. The evaluations will be helpful with planning future trainings and providing clarification on topics.

- **BabyNet Email**

The BabyNet email ([BabyNet@scdhhs.gov](mailto:BabyNet@scdhhs.gov)) is a ticketing system, meaning, many emails of various topics are sent to one person. The designated person is responsible for sorting these emails by topic and then assigning them to the appropriate staff. If you send an email to [BabyNet@scdhhs.gov](mailto:BabyNet@scdhhs.gov) and receive a reply, please know that this is just a confirmation. The confirmation means that the email has been assigned to someone in a specific department that can help with the issue or request. Please do not respond to the confirmation email, as this will create another ticket. A tip sheet will be released, to help you all determine which requests/issues go to the BabyNet email.

- **Remits**

If providers have questions about remits, please send an email to [BabyNet@scdhhs.gov](mailto:BabyNet@scdhhs.gov), so that the assigned department can assist and provide further guidance.

- **Medicaid and BabyNet services**

Reminder- Families are still being told they cannot have Medicaid and BabyNet services at the same time, or the reason their child's Medicaid coverage has ended, is due to BabyNet services. Please be aware that this is incorrect information and children can have Medicaid and BabyNet services. If families are having issues with Medicaid coverage, due to being in BabyNet, please email your assigned regional coordinator the following information: Child's Name, DOB, Medicaid ID #, Parent's name and BRIDGES ID.

### ***BabyNet Eligibility Updates***

- **Service Coordination Provider List**

Service coordinators can now access the [Service Coordination Provider](#) list from the BabyNet website. Please be sure to update the list by sending the following information to [babynet@scdhhs.gov](mailto:babynet@scdhhs.gov): Agency's name, counties served, zip codes served and each designated contact person's name, email and phone number. BabyNet eligibility is no longer responsible for providing updated Service Coordination Provider lists.

- **Assigning OSC in Records**

- Please DO NOT re-assign records to BabyNet Eligibility/SPOE after you've already accepted a record.
- Transfer – If a referral was accepted by an agency who is no longer able to provide services for the family, the service coordinator is responsible for finding another provider to accept the transferred record. Please [see policy and procedures](#) for record transfers, located on the BabyNet website.
- Re-referrals – When a child is re-referred to BabyNet, CRT must re-open a previously closed record, so they can process the referral. The record will automatically open in the last assigned Service Coordinator's name. Once an Intake Appointment is scheduled, the record will be removed from the last assigned Service Coordinators name. Please do not re-assign the record to BabyNet eligibility or call a family.

- **Eligibility Office Updates- Melissa Curtis**

Service coordination agencies can also add their websites to the SC Provider list.

### ***General Supervision and Monitoring***

- **BabyNet State Office and General Supervision**

BabyNet State Offices provides general supervision to ensure compliance of the Part C State Performance Plan indicators 1 (timely services), 7 (45-day timeline) and 8C (timely transition conferences). Please see the timeline below for General Supervision:

- Sept 1-Data Pull: If providers receive any information from Stephanie Donald, regarding missing data, please make the necessary corrections/updates.
- Oct. 31-Issue Findings. The State Office will determine noncompliance and attribute fault.
- Jan 15- The State Office will pull subsequent data to see if the events/activities eventually occurred or if the findings have continued. If the findings continued, agencies will be put on a Corrective Action Plan.

- **Indicator 8C - Missing Data**

- Stephanie Donald sent the Transition Data report August 6, 2024. The report shows all missing transition data from July 1, 2023 – June 30, 2024. If you received the email, please be sure to do the following.
- If the event occurred, please update BRIDGES with the correct dates and documentation.
- If family declined the transition process – Please be sure to select “Family Refuses Participation in the Transition Process”.
- Send an update to Stephanie Donald at [Stephanie.Donald@scdhhs.gov](mailto:Stephanie.Donald@scdhhs.gov)

### ***Transition and LEA Updates/Feedback***

- **Transition Notification**

- Team for Early Childhood Solutions (TECS) sends the Transition Notification to all SEA's and LEA's, for active/eligible BabyNet children who are at least 24 months old. Directory information is sent to the LEA, to notify them of children who are potentially eligible for Part B services. Parental Consent is not needed for the Transition Notification but is required for the transition process.
- The LEA reports are sent based off the information the Service coordinator enters in BRIDGES; therefore, service coordinators must ensure this information is updated at all times. Please be sure to do the following:
  - Make sure “Current LEA” on section #10 of BRIDGES Demographics is correct. Service coordinators are able to make the correction themselves.
  - If a family moves, send the updated address to [BabyNet@scdhhs.gov](mailto:BabyNet@scdhhs.gov), and then update the LEA (section 10) on the demographic screen. If the child is 24 months or older, you will need to contact the LEA of the old address and the LEA of the new address to let them know that the family has moved.

- **LEA's receive incorrect information on the LEA Report, please email the Regional Coordinator.**

Once updates/corrections have been made, the correct information should be on the Transition Notification report the following month. LEA's and Service Coordinators can still coordinate prior to the update in BRIDGES and updated Transition Notification, to make the process seamless for everyone.

- **Family Declines Transition Process**

- Transition Referral form
- Families have the right to decline the transition process. If a family declines the process, the Service Coordinator will need to:
  - Explain the process/next steps to the family
  - Complete [Transition Referral](#), section 5, [Consents and Signatures], and check “no” for sections 5A, 5B, and 5C.
  - Ensure the family signs the Transition Referral form, indicating they consented to section 5.
  - Provide the family with the contact information of the LEA

- Send the timely transition referral the school district
  - Select “family refuses participation in transition process” in BRIDGES and proceed with thoroughly documenting.
- **Part C to Part B Resources**  
BabyNet State Office and the Department of Educations, recently sent out an [“IDEA Part C to Part B Transition Requirements” Guide](#). The Guide is located on the BabyNet website and please be sure to review this with your staff.
  - **LEA Contact List**  
Service Coordinators can find current LEA’s by accessing the “*District Child Find Contact List*” on the [State Department of Education website](#). Please be sure to contact the LEA and confirm.
    - **Sarah Cruz, Greenville County School District:** If you send a transition referral to GCSD, please make sure you receive a confirmation email.
    - **Amy Lawton, Spartanburg 3 School District:** Please make sure you are sending transition referrals to children located in Spartanburg 3 School District to Amy Lawton [alawton@spartanburg3.org](mailto:alawton@spartanburg3.org) and Molly O’Dell [modell@spartanburg3.org](mailto:modell@spartanburg3.org).

### **Other**

NA

### **Community Outreach, Events, Resources, Updates**

- Service Provider Updates
- Service Coordination Agency Updates
- DDSN Updates
- Local Partnering Agencies

**Next LEIS Meeting:** November 2024