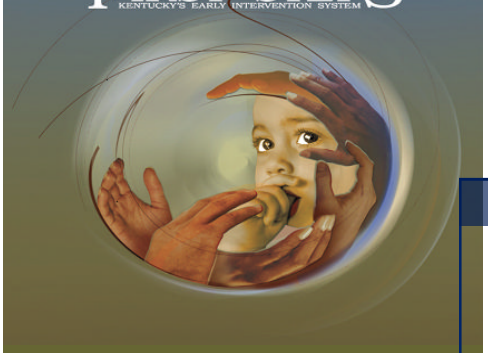
COMMONWEALTH OF KENTUCKY

FIRST STEPS
KENTUCKY'S EARLY INTERVENTION SYSTEM



WEEKLY UPDATE

December 5, 2008

Highlights …

- Take note of upcoming cut-off dates and review billing information in the article that starts on this page.
- Bid a fond farewell for Kimberly Joseph. Today's her last day. See the article on page 3.
- Welcome Colleen Meszaros to Central Office and Tiffany Stoner to U of L. See page 3.
- Clear up your mismatches and old unpaid claims **now**. Call Central Office for customer support at 877-41STEPS.
- If you attended TOTS training and do not remember or did not receive a username and/or password, contact Central Office at 877-41STEPS.
- If you have not attended a TOTS training, contact your regional Technical Assistance Team ASAP.

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TOTS UPDATE:
10 DAYS AND COUNTING

We're 10 days from full statewide TOTS implementation. Service coordinators have been working diligently to enter active cases and new referrals into TOTS and we're seeing those numbers increase every few minutes.

Several providers have contacted Central Office seeking clarification regarding the remaining CBIS cut-off dates. Here's the scoop:

- December 3rd at 3:00 pm EST was the cut-off for faxed claims to be included in the payment file that runs on December 11th.
- December 3rd at 11:59 pm EST was the cut-off for electronic files to be uploaded to CBIS for inclusion in the December 11th payment file.
- December 9th at 5:00 pm EST is the cut-off for claims to be entered in CIMS to be included in the December 11th payment file.

All services provided on or before December 14th must be billed to CBIS. CBIS is the only entity responsible for paying claims for services provided on or before December 14th.

TOTS will be responsible for creating the payment file for services provided on or after December 15th. **HOWEVER** … TOTS and CBIS/CIMS must run concurrently for a period of time in order to ensure data integrity and verify the provider payment files. Therefore, it will be necessary for providers to continue to bill CBIS/CIMS as they always have **IN ADDITION TO** billing TOTS for services provided on or after December 15, 2008. This dual process will continue until providers are notified by Central Office to discontinue billing CBIS/CIMS and to bill TOTS exclusively.

Because providers will be billing CBIS/CIMS exclusively for dates of service on or before December 14th

(Continued on Page 2)

TOTS
Technology-assisted Observation and Teaming Support system

(Continued from Page 1)

and will continue to bill CBIS/CIMS for services provided on or after December 15th while the systems run concurrently, the following cut-off dates continue to apply:

- December 23, 2008 at 3:00 pm EST is the cut-off for faxed claims to be included in the payment file that will run on January 8, 2009.
- December 23, 2008 at 11:59 pm EST is the cut-off for electronic files to be uploaded to CBIS in order to be included in the January 8, 2009 payment file.
- January 6, 2009 at 5:00 pm EST is the cut-off for claims to be entered in CIMS to be included in the January 8th payment file.

The final scheduled CBIS cut-offs are as follows:

- January 21, 2009 at 3:00 pm EST for faxed claims to be included in the payment file that will run on January 29, 2009.
- January 21, 2009 at 11:59 pm EST is the cut-off for electronic files to be uploaded to CBIS in order to be included in the payment file that will run on January 29, 2009.
- January 27, 2009 at 5:00 pm EST is the cut-off for claims to be entered in CIMS to be included in the January 29th payment file.

Here are some additional tips and considerations that will assist you in making billing decisions during this time of transition:

- Some providers elect to hand deliver claims to CBIS on the cut-off date. It is highly likely that there will be no one at CBIS on either December 23rd or January 21st to accept any hand delivered claims. Please do not rely on this method of claims transmission for the remaining payment cycles. If you do not submit electronic payment files, your primary method of claims submission to CBIS should be through CIMS.
- If you choose to fax claims, which is a very unreliable method of claims transmission, fax your claims to 502/564-8003 or 502/564-0329 and Central Office will take responsibility for data entry.
- If you choose to upload an electronic file (spreadsheet) to CBIS, make sure you are uploading the correct file. CBIS has already reported 5 providers who uploaded their 01/23/2008 file rather than their 12/03/2008 file. CBIS is no longer able to take the time to correct these provider errors. Electronic files that contain problems like this in the remaining CBIS payment cycles will not be processed.

Federal Data Verification Visit Concludes

The U.S. Department of Education, Office of Special Education Programs conducted an onsite Data Verification visit this week. The visit began on Monday and an exit conference was convened on Thursday morning.

The purpose of the Data Verification visit was to review Kentucky's system of General Supervision, Data Collection and Fiscal Accountability. A thorough review of program regulations, policies and procedures was conducted, records were reviewed and program staff and system stakeholders were interviewed.

A formal report summarizing OSEP's findings is to be issued within 80 days of the visit. At that time we can share with you any findings of noncompliance they make.

OSEP did share their satisfaction with the progress Kentucky has demonstrated in the last two years. They are pleased with the program's renewed focus on accountability and are excited about TOTS and the possibilities it is going to offer the program.

CBIS Update

Providers who didn't know Kimberly Joseph before news of the TOTS transition most certainly know her now. She has been a guiding light and consistent provider advocate at CBIS for more than 5 years.

Kimberly has taken another position at the University of Louisville. Today is Kimberly's last day at CBIS and we wanted to take this opportunity to extend to her a most sincere "thank you" for her dedication to the program over these many years, but also for her invaluable assistance during this time of transition. We wish her nothing but the best in her new job and in her continued work toward her MBA.

Central Office Update

We have a new face in Central Office. Colleen Meszaros has joined the Central Office team as a part time Administrative Assistant. Right now Colleen is doing a little bit of everything, but look for her to help you with TOTS issues and TRAIN issues in the near future.

We'd also like to welcome Tiffany Stoner to the University of Louisville Technical Assistance Team. Tiffany is joining the team as a Program Consultant. Her e-mail is t.stoner@louisville.edu .

Upcoming Events

12.10.08 HELP Training in London—1015046

12.15.08 TOTS goes live state wide!

12.17.08 HELP Training in West Liberty—1014975

Register for all First Steps trainings on TRAIN at www.train.org.

Visit the First Steps website at

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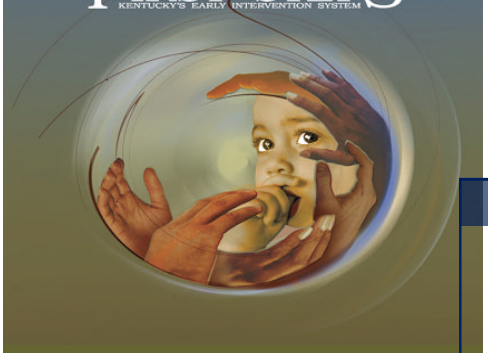

WEEKLY UPDATE

December 12, 2008

Highlights …

- What if I can't complete my initial case entry? See the TOTS Update on this page.
- Nan Slaughter takes on special assignment. See page 2.
- New TOTS Online Module available on TRAIN. See page 2.
- Clear up your mismatches and old unpaid claims **now**. Call Central Office for customer support at 877-41STEPS.
- If you attended TOTS training and do not remember or did not receive a username and/or password, contact Central Office at 877-41STEPS.
- If you have not attended a TOTS training, contact your regional Technical Assistance Team ASAP.

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TOTS UPDATE:

DATA ENTRY CONTINUES IN PREPARATION FOR STATEWIDE IMPLEMENTATION MONDAY

POE staff, Initial Service Coordinators and Primary Service Coordinators have been working tirelessly to enter their caseloads into TOTS. By close of business today, we will likely top close to 5000 child records entered.

Despite the effort put forth by the POE staff, ISCs and PSCs, it is likely that a small group of records may not be able to be entered by Monday, December 15th.

If you're a PSC and you will be unable to complete your initial case entry by Monday, first review the cases you have left to enter and prioritize their entry. For example, if you know that a child is typically seen for services on Monday or Tuesday, you would want to enter the case record early next week. If a child is seen later in the week, data entry can be postponed until later in the week.

If you are unable to enter a record before a service is provided, please contact the provider(s) of service to notify them that:

1. The record has not been entered yet; and
2. The record will be entered by _____ (date).

This will prevent the provider from looking for the record in vain and will give the provider assurance that it will be available by a specific date. Providers will not be able to document or bill for services until the child's record has been entered into TOTS and the provider has been authorized to provide services via the Planned Services page.

Kudos to our POE staff, ISCs and PSCs for the tremendous effort put forth over the last 3 weeks. Great job!

TOTS
Technology-assisted Observation and Teaming Support system

NEW RESOURCE FOR TOTS TECHNICAL ASSISTANCE

Effective Monday, December 15, 2008, Nan Slaughter will begin a special assignment with Central Office providing general management and oversight of the TOTS system and providing TOTS-related technical assistance and support.

Nan is currently the Program Evaluator on the Western Kentucky University Technical Assistance Team and was formerly a Primary Service coordinator

Nan was closely involved in the TOTS pilot in the Barren River District and has been consulting with Central Office on TOTS-related procedures.

We're so very excited that Nan has accepted this new assignment. Look to hear from her in the coming weeks via the newsletter and providing support and TA.

YIKES, WHERE ARE MY KIDS?

We've had a number of calls from independent providers and agency administrators in varying states of panic because they are unable to find the kids on their (or their staff's) caseload. Don't panic … yet. Follow these simple steps and see if it remedies the situation:

1. On the top right corner of the agency Homepage there is a drop down list of service providers. This list defaults to ALL. Click to open the drop down list.
2. Select the name of the provider you are looking for. (Independent providers will see only their name).
3. The system should reset and the selected provider's caseload should be accessible from the Total Active Caseload drop down list.

TOTS ONLINE MODULE AVAILABLE

A TOTS online module has been developed to give providers who previously attended training an opportunity to refresh their memory and to give those who did not attend training an opportunity for training prior to using the system.

The TOTS online module walks users through the system from initial referral through transition. The module outlines data entry and billing processes.

The TOTS online module is available on TRAIN (www.train.org). The evaluation and certificate features are not available at this time.

TOTS TIPS

As we've been working with PSCs on initial case entry this week, we've noticed some things that we wanted to alert users to:

- The data that you enter is likely to populate other fields in TOTS or to print on a report. Be sure to appropriately capitalize names, streets, cities, etc.

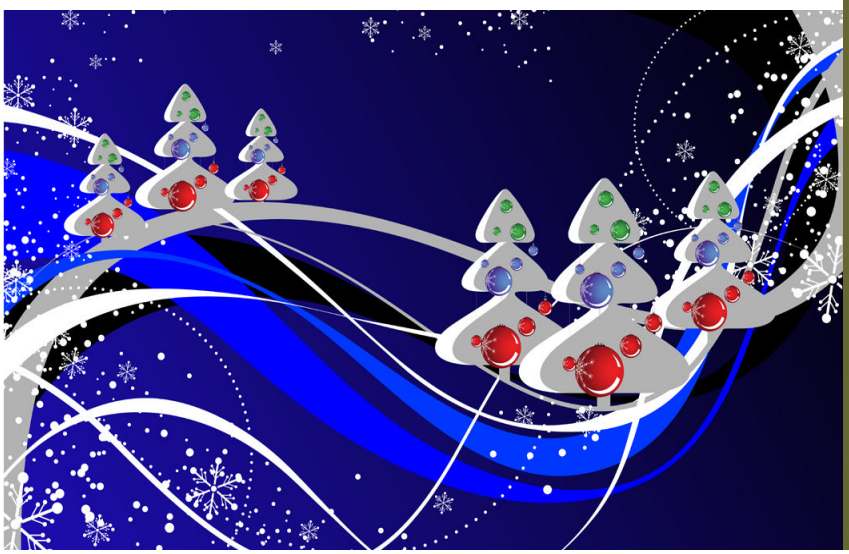
- Remember to check the "ACCEPT SERVICE" button on the Planned Services Page. This indicates that the parent/guardian has agreed to accept the service. If this button is not checked, the provider may not be able to bill for the service.

- When pre-populating your next IFSP, it will be necessary to edit or delete the Planned Services that come with it in order to avoid exceeding your authorized units.

- Don't forget to authorize service coordination. Every IFSP should include an authorization for Initial Service Coordination 1 time biannually for 10 hours and Primary Service Coordination 1 time biannually for 10 hours.

- When you get ready to submit your claims, be sure you are billing on the correct IFSP. The Accounts Payable page will ask you to select the IFSP you want to bill against.

- The short cuts, like "see hardcopy file" are only temporary—to facilitate initial case entry. Beginning 12/15/08, the electronic record *is* the child's record. The Evaluation/Assessment page, Outcome page, IFSP page or any other page should not say "see hardcopy record", but should include specific information.



Upcoming Events

12.15.08 TOTS goes live state wide!

12.17.08 HELP Training in West Liberty—1014975

Register for all First Steps trainings on TRAIN at www.train.org.

Visit the First Steps website at

fs.chfs.ky.gov

COMMONWEALTH OF KENTUCKY

WEEKLY UPDATE SPECIAL EDITION

December 15, 2008

Highlights …

- TOTS TA is available. Contact your regional TA Team first. Nan Slaughter is also available to assist. E-mail her at nan.slaughter@wku.edu . You can also access TA via the SUPPORT button on the TOTS Homepage.
- TOTS website is: https://kytots.org/tots
- Online TOTS Module Course ID# is 1015494. See page 2.
- Clear up your mismatches and old unpaid claims **now**. Call Central Office for customer support at 877-41STEPS.

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TOTS GOES LIVE TODAY!

On April 11th the Cabinet announced efforts to rebuild the First Steps claims processing and data management system. Eight short months later we're here—Implementation Day!

Today's "special edition" of the First Steps Newsletter will give you some information and tips from Nan Slaughter, who survived the TOTS pilot and has lived to share her thoughts with you.

Thank you to the First Steps TA Teams, POEs, PSCs and providers who have made this journey with us. Your participation, work and support has been instrumental in the successful implementation of the TOTS system today. Please know how deeply you are appreciated.

NOTES FROM NAN …

Let's all take a collective breath and realize that today, December 15, 2008, is the first day of our full implementation of TOTS! I think I can speak for every TA Team in the state and for Central Office when I say THANK YOU to all of you who have worked so hard to get our children's files entered. As you move forward this week, please consider:

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- Beginning today, log on to TOTS to be sure your logons and passwords are working and that the children you serve appear on your caseload. If you need help with logon or password, send me an email nan.slaughter@wku.edu and I can look up your logon and reset your password.

Notes from Nan (Cont'd)

If you are missing a child, contact the PSC and ask him/her to check to be sure you are authorized on planned services for that child.

- Beginning today, enter all staff notes, assessments, and progress reports, discharge summaries, communications and billing on TOTS. You are not required to write these on paper for your charts unless you want to, except for copies of anything you give to the family. It is still necessary to give a written copy of your progress reports and assessment reports to the family. You may complete reports in WORD, and cut and paste from that document into TOTS, and vice versa.
- Beginning today, when you receive a referral from the POE or a PSC, you will receive a phone call or a fax telling you of the referral, and you will be authorized to view the child's record on TOTS. No more voluminous faxes! You have immediate access to all the information currently available on the child, and can act accordingly if you need to schedule an evaluation, assessment, etc.
- Beginning today, when you attend an IFSP, you will be able to view the new plan as soon as it is finalized by the service coordinator. Again, no more multipage faxes!
- All services provided today or after must be documented in and billed through TOTS. You should continue to bill CBIS/CIMS as a back-up until you are notified to do otherwise.
- When entering staff notes be very careful to verify and enter the date, time in and out, and location before you save the entry. You have the option to "edit" a staff note, but only the body of it. Other corrections can only be done by asking to have the note deleted. Email me at nan.slaughter@wku.edu if this happens, and tell me the child's TOTS ID number, initials and the number of the staff note to be deleted. You will then re-enter the note correctly

Please email me at nan.slaughter@wku.edu with any questions, or call my office number (270) 745-2591. During the holidays, which at WKU this year are 12/15-1/5, please leave a message and I will return it within 24 hours.

Online TOTS Module Course ID

The online TOTS module course ID is 1015494. It is available on TRAIN (www.train.org). This is not a required training module, but is available to First Steps providers and others who would like initial training on the TOTS system or a short refresher. It covers system activities from referral to transition, including documenting and billing for service provision.

Upcoming Events

12.15.08	TOTS goes live state wide!
12.17.08	HELP Training in West Liberty—1014975
12.31.08	District Performance Enhancement Plans due
02.02.09	Kentucky Annual Performance Report due

Register for all First Steps trainings on TRAIN at www.train.org.

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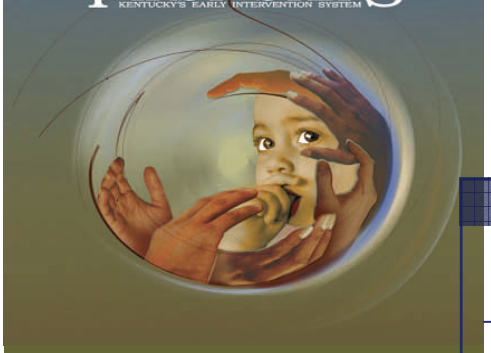

WEEKLY UPDATE

December 12, 2008

Highlights …

- Bill TOTS and TOTS only for service dates of December 15th and after. See article on this page for more information.
- TOTS Tips on pages 2 and 3.
- Clear up your mismatches and old unpaid claims **now**. Call Central Office for customer support at 877-41STEPS.

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TOTS UPDATE

Okay—let's get straight to it. **Do not bill CBIS/CIMS for dates of service on or after December 15, 2008**. You've probably already tried—given that you were instructed to as early as last week—and received a bright red message telling you to bill TOTS. Hopefully you did.

CBIS/CIMS is unable to function in the capacity of a back-up system and thankfully it does not need to. A payment file was successfully run yesterday for all claims *approved* for payment in TOTS on or before December 17, 2008. This includes claims for Initial Case Entry that have been submitted and approved for payment as well as claims for any service provided on or after December 15, 2008 that was submitted and approved.

The data was cleaned prior to running the payment file to remove bad data (i.e. duplicate claims, claims for services provided before December 15th that were not initial case entry claims). Please take a moment to review the TOTS Account Payable Page for children for whom you have submitted a claim for service in order to assess the status of the claim. If the status is approved and the date of approval is on or before December 17, 2008, you should receive payment for that service next week (checks were cut by the Treasury today). If the claim was disapproved, you should see a reason for the disapproval in the Note box. More than likely, it was disapproved as part of the Data Clean Up process.

You will continue to bill CBIS/CIMS for services provided on or before December 14, 2008. Fax hard-copy billing forms to Central Office at 502/564-8003 or 502/564-0329. If you upload electronic files, you may continue to do so according to the cut-off dates published in the December 5th First Steps Newsletter. However, given that the numbers of claims being submitted will be dwindling, it may be best to either enter them directly in CIMS or fax them hard-copy to Central Office.

TOTS
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TOTS TIPS

While cleaning the payment file this week, we've had the opportunity to review a lot of TOTS records. Folks have done a great job so far with limited training, but we wanted to pass along some tips and reminders we've noted:

- Service Coordinators: please review closely the spelling of children's names on your caseload. In reviewing the payment file, we noted numerous instances where first and/or last names were misspelled. If names are misspelled, they are difficult to locate in the system—making it more likely that the record will be added again.
- Service Coordinators: do not prepopulate a next IFSP while you have a Pending IFSP out there. The "prepopulate" function in TOTS is a huge function. Use it with caution.
- Service Coordinators: review your Planned Services carefully. Your 6 month or annual IFSP should have:
  - 1 PSC Planned Service that covers the 6 month IFSP period;
  - 1 ISC Planned Service that covers the 6 month IFSP period;
  - 1 Planned Service for each Therapeutic Intervention determined by the IFSP Team to be necessary that covers the 6 month IFSP period (unless services will change over the 6 months—i.e. 3 months weekly and 3 months biweekly)
  - 1 Planned *Collateral* Service for each team member who attended the meeting (except ISC/PSC).

  The 6 month review meeting prior to your annual should also include 1 Planned Service for the Cabinet-approved criterion referenced assessment.

  On Requested Reviews, you will:
  - Review the Planned Services that have "prepopulated";
  - Edit Planned Services that need to be edited;
  - Only add services that were not previously in place;
  - Add 1 Planned *Collateral* Service for each team member who attended the meeting (except ISC/PSC).

- Service Coordinators: make sure the provider is available to accept the referral prior to entering

(Continued on Page 3)

TOTS TIPS

(Continued from Page 2)

their Planned Service.

- All Users: When entering your Service Log, be sure to select the IFSP that is current for your date of service. For example, if a child had a 6 Month Review on June 1, 2008 and a Requested Review on August 1, 2008 and you are entering a Service Log for a date of service of October 1, 2008, you should select the Requested Review—08/01/2008 because it is the IFSP from which you are working.

- All Users: The same applies to Accounts Payable. Be sure to select the IFSP that is current for your date of service. If you are submitting a claim for an old date of service, it may be necessary to select a former (versus the current) IFSP to bill against.

TWO KENTUCKY THERAPISTS SENTENCED AND ORDERED TO PAY RESTITUTION TO MEDICAID

Press Release Date: Monday, December 15, 2008

Contact Information: Allison Gardner Martin, Communications Director
502-696-5651 (office)

Attorney General Jack Conway today announced a plea agreement in the case of two Kentucky therapists arrested earlier this year on charges they defrauded the Kentucky Medicaid Program. Vanessa Rouse, a speech pathologist from Deane in Letcher County, and Janice Fields, a developmental interventionist from Happy in Perry County, pled guilty to Medicaid fraud, a class D felony, and were sentenced Thursday, December 11 in Jefferson Circuit Court.

Under the terms of the plea agreement, the court sentenced each defendant to one year in the Kentucky Department of Corrections, which will be probated for a period of five years. As a condition of their probation, each defendant was ordered to pay restitution to the Kentucky Medicaid Program for a total amount of $14,640.25 and to reimburse the Attorney General's Office for investigative costs.

Rouse and Fields fraudulently billed the Kentucky Medicaid Program for services provided to children in First Steps, a statewide early-intervention program for infants and toddlers with developmental disabilities.

(Continued on Page 4)

(Continued from Page 3)

During 2006 and 2007, the therapists billed the state for services that were not provided to children.

"Through the hard work and determination of our investigators and prosecutors, we were able to obtain both a conviction and restitution for the Kentucky Medicaid Program. Our office will continue its efforts to detect and prosecute Medicaid Fraud, which is especially important given the current budget crisis the state faces," General Conway said.

In a related case, Rouse and Fields also pled guilty to charges of bribing a witness in Perry Circuit Court last month. Following receipt of a tip, investigators from the Office of the Attorney conducted surveillance of Rouse and Fields. On April 16, the pair was arrested after investigators monitored a transaction in which Rouse and Fields gave $200 to a prosecution witness in Perry County and instructed the witness as to how to testify. Under the terms of that plea agreement, they will be required to serve 30 days of a one-year sentence, the remainder of which will be probated. Sentencing in that case is scheduled for December 18 in Perry Circuit Court.

Upcoming Events

12.17.08 HELP Training in West Liberty—1014975

Register for all First Steps trainings on TRAIN at www.train.org including the new Online TOTS Module—Course ID 1015494.

Visit the First Steps website at

fs.chfs.ky.gov

COMMONWEALTH OF KENTUCKY

Highlights …

- 2009 TOTS Payment Schedule has been posted. See page 2.
- Billing and payment Q and A's on pages 3 and 4.
- Record Review procedures in TOTS have been clarified on page 5.
- Information about Central Office holiday hours is on Page 6.
- Clear up your mismatches and old unpaid claims **now**. Call Central Office for customer support at 877-41STEPS.

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HAPPY HOLIDAYS

December 23, 2008

TOTS UPDATE: 2009 TOTS PAYMENT SCHEDULE POSTED

Much to the surprise of some, Central Office ran the first payment cycle through TOTS last week. This served two purposes. First, it paid a lot of Primary Service Coordinators for their time entering records, and second (and probably more importantly), it verified that the payment processes in TOTS are functioning appropriately.

Having a successful payment cycle under our belts, we are more confident in our ability to post a 2009 TOTS payment schedule. The schedule is included on page 2 of this newsletter and will be posted on the First Steps website (fs.chfs.ky.gov) under the TOTS tab.

The implementation of TOTS has allowed the First Steps program to move to a two week (versus three week) payment cycle. As the schedule is currently set, checks will be processed on the 15th and the 30th of the month (or the closest business day to the 15th and the 30th of the month).

Because TOTS is a "real-time" system (much like CIMS), it is not necessary to issue cut-off dates. The payment file produced through TOTS will reflect all services approved for payment during the Approved Payment Period (shown on the payment schedule). For example, the check that is issued on January 15, 2009 will include all services approved for payment between the dates of 12/29/08 and 01/13/09. The date your claim was approved (or disapproved) is documented on your Account Payable screen in TOTS.

The payment schedule on page 2 also lists the remaining CBIS/CIMS payment cycles. These cycles apply to dates of service on or before December 14, 2008 only. Please review this information and assure that your claims for dates of service on or before 12/14/08 are resolved expeditiously.

TOTS
Technology-assisted Observation and Teaming Support system

TOTS Payment Cycles Calendar Year: 2009		
Month	**Approved Payment Period** Payment will include services approved for payment between the following dates:	**Kentucky Department of the Treasury will Process Check on*:**
December 2008	12/18/08 – 12/28/08	12/30/08
January 2009	12/29/08 – 01/13/09 01/14/09 – 01/27/09	01/15/09 01/29/09
February 2009	01/28/09 – 02/11/09 02/12/09 – 02/25/09	02/13/09 02/27/09
March 2009	02/26/09 – 03/11/09 03/12/09 – 03/26/09	03/13/09 03/30/09
April 2009	03/27/09 – 04/13/09 04/14/09 – 04/28/09	04/15/09 04/30/09
May 2009	04/29/09 – 05/13/09 05/14/09 – 05/27/09	05/15/09 05/29/09
June 2009	05/28/09 – 06/11/09 06/12/09 – 06/28/09	06/15/09 06/30/09
July 2009	06/29/09 – 07/13/09 07/14/09 – 07/28/09	07/15/09 07/30/09
August 2009	07/29/09 – 08/12/09 08/13/09 – 08/26/09	08/14/09 08/28/09
September 2009	08/27/09 – 09/13/09 09/14/09 – 09/28/09	09/15/09 09/30/09
October 2009	09/29/09 – 10/13/09 10/14/09 – 10/28/09	10/15/09 10/30/09
November 2009	10/29/09 – 11/11/09 11/12/09 – 11/24/09	11/13/09 11/30/09
December 2009	11/25/09 – 12/13/09 12/14/09 – 12/28/09	12/15/09 12/30/09

*Please allow sufficient time following the processing of your check for the U.S. Postal Service to deliver the check to you.

Remaining CBIS/CIMS Payment Cycles Calendar Year: 2008/2009			
Cut-off for Faxed/Mailed Claims***	**Cut-off for Uploading Electronic Files***	**Cut-off for CIMS Claims Entry***	**Kentucky Department of the Treasury will Process Check On:**
12/23/08 at 3:00 pm EST	12/23/08 at 11:59 pm EST	01/06/09 at 5:00 pm EST	01/09/09
01/21/09 at 3:00 pm EST	01/21/09 at 11:59 pm EST	01/27/09 at 5:00 pm EST	01/30/09

*These cut-offs apply to dates of service on or before December 14, 2008 only. All services provided on or after December 15, 2008 must be documented in and billed through TOTS.

**Fax/mail all hardcopy claims to Central Office at 502/564-0329 or 502/564-8003.

Billing and Payment in TOTS

Now that providers are actively using TOTS we're receiving more questions about the billing and payment processes. Here are a couple of Q and A's that we hope will help:

Q. Will the check(s) for my services that were billed through CBIS/CIMS be separate from my check(s) for my services billed through TOTS?

A. Yes.

Q. I saved my Service Log. Why didn't I get paid?

A. Merely saving your Service Log does not process the service for payment. After you have saved your Service Log, you (if you are the Agency Administrator) or your Agency Administrator will need to proceed to the Account Payable page. The Account Payable page will default to the most current IFSP. If you are billing for a service date that falls under a previous IFSP, be sure to select the correct IFSP from the drop down list.

After you have selected the correct IFSP, you should see the Planned Service that you are going to be billing against.

Under the heading ENTER SERVICE ACCOUNT PAYABLE BELOW, you should see one or more Accounts Payable Events that correspond directly to completed Service Logs.

The Service Log ID is automatically generated.

The Service Date is the date on which the service was provided as documented on the Service Log.

The Duration is the length of time between the Start Time and End Time on the Service Log (i.e. 9:30—10:30 would equal 1 [hour]).

The Service Rate is the rate paid by the state for 1 hour of service.

The Max KEIS Liability is the maximum amount First Steps will pay for the documented service.

Payor 1 is the child's primary payor. If the family has chosen to have their private insurance billed, Payor 1 will default to Private Insurance.

If Payor 1 has defaulted to Private Insurance, Payor 2 is likely First Steps.

If private insurance is not being billed, the Agency Administrator will enter the amount being billed to First Steps in text box next to the title FIRST STEPS and click the yellow SAVE button. Saving this entry will move it to the bottom of the screen.

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If private insurance is being billed, Payor 1 will default to Private Insurance. The Agency Administrator will enter the amount paid by Private Insurance (if any) in the AMOUNT box next to PRIVATE INSURANCE and will enter the remaining amount being billed to First Steps in the AMOUNT box next to FIRST STEPS. After these amounts have been entered, document in the NOTE box anything pertinent related to private insurance and click on the yellow SAVE button. Hardcopy documentation from the insurance company (i.e. EOBs, denials, benefit information) will need to be faxed to Central Office at 502/564-0329 or 502/564-8003.

After clicking the yellow SAVE button and receiving the alert that the information has been saved, your claim has been submitted.

NOTE: claims that involve private insurance or exceed the Maximum KEIS Liability will be forwarded to Central Office for approval/disapproval.

Q. My claim was disapproved. How do I resubmit?¡

A. Resubmissions in TOTS are currently a manual process. If you see that a claim was disapproved and you need to resubmit the claim, you will need to contact Central Office so that we can assist you in correcting the Service Log, if necessary; correcting the claim, if necessary; and/or understanding the reason for disapproval. You can reach Central Office at 877-41STEPS.

Q. The Max KEIS Liability says $61 (or $63) rather than $81 (or $89). Why?

A. More than likely, you have selected a SETTING on the Service Log that is associated with the lower rate of pay. The following settings are associated with the higher rate of pay because they are considered "home or community-based settings":

- Family/Guardian Home
- Daycare Home
- Daycare Center
- EC (Early Childhood) Center
- Community

The following settings are associated with the lower rate of pay because they are considered "non-natural settings":

- EI (Early Intervention) Center (Center designed for the instruction and care of children with developmental disabilities or delays)
- Hospital/Clinic
- Other (includes Office)

RECORD REVIEW PROCEDURES

Service coordinators will complete the process of requesting a record review for eligibility determination, Intensive Level Evaluation or service exception.

1. Open the child's record in TOTS for whom you are requesting a record review.
2. Review the record to assess whether or not the information the Record Review Team will need is in TOTS and is complete or will need to be faxed separately.
3. For service unit exception requests, complete the *Record Review Supporting Documentation* Form (which is found on the DOC/FORMS page in TOTS).
4. Complete the *Record Review Request Notification* Form (which is found on the DOC/FORMS page in TOTS).
5. Fax, mail or e-mail the *Record Review Request Notifiication* form, *Record Review Supporting Documentation* form, and any other information that is required by (or would be helpful to) the Record Review Team and is **NOT** in TOTS to the Weisskopf Child Evaluation Center at the address/fax/e-mail on the *Notification* form.
6. Go to the Record Review page in TOTS.
7. Select the type of Request.
8. Enter the date the request is being made.
9. Enter the reason the request is being made.
10. Provide any additional details that may be helpful to the Rec Rev Team in the Req Detail box.
11. In addition to faxing the *Notification* form, it would be helpful to e-mail the Record Review Team at recordreview@louisville.edu to alert them that a request for record review is pending. Include the child's TOTS ID and initials in the e-mail.
12. Once the review is complete, a member of the Rec Rev Team will complete the Recommendations, Date Completed and Comments sections of the Record Review page in TOTS.
13. If the request is a Service Exception request and the Rec Rev Team recommends services that exceed approved unit guidelines, the Serv Coord will need to edit the existing Planned Service for the service that will exceed approved unit guidelines. Do this by checking the Service Exception box near the top of the Planned Service being edited.
14. For eligibility determination requests, the Rec Rev Team will complete the Informed Clinical Opinion box on the Eligibility Page and the recommendations on the Record Review Page in TOTS.

Central Office Update

The holidays are fast approaching. December 25th, 26th, January 1st and January 2nd are State holidays and as such, State office buildings will be closed. You may, if you so choose, leave a voicemail message for Central Office staff by calling the toll-free helpline at 877-41STEPS or you may e-mail Central Office staff at chfs.firststeps@ky.gov. We will make every effort to get back to you within 48 hours of returning to the office.

As you can see, this week's newsletter is coming to you on Wednesday due to the Friday holiday. There will be no newsletter next week. The newsletter will resume the week of January 5th.

Everyone here at Central Office wishes you and yours the happiest of holidays and peace, health and serenity in the new year.

Upcoming Events

02.02.09 Kentucky Part C Annual Performance Report is due to Washington, D.C.

Register for all First Steps trainings on TRAIN at www.train.org including the new Online TOTS Module—Course ID 1015494.

Visit the First Steps website at

fs.chfs.ky.gov