

May 2026

First Friday Focus



National Speech-Language-Hearing Month!

May is National Speech-Language-Hearing Month, and we want to express our deep appreciation to our Speech-Language Pathologists and Teachers of the Deaf and Hard of Hearing.

Through coaching practices, you empower caregivers to become confident partners in their child's development. You meet families where they are, listen with intention and build meaningful relationships that support communication growth in natural, everyday routines. That kind of work takes patience, creativity and heart.

Early intervention requires flexibility, persistence and a deep belief in the potential of every child and family. You help families see that potential and work with them to nurture it. Because of you, children are finding their voices, connecting with others and building foundations that will support them for years to come. The impact you make extends far beyond each visit.

Please know that your efforts do not go unnoticed. Thank you for the compassion, knowledge and dedication you bring to KEIS.

Professional Practice Spotlight: Relational & Collaborative Practice



What it looks like: It's about being attuned and fully present to connect, actively listen, and communicate clearly. It means navigating tough conversations with empathy, coordinating seamlessly with IFSP teams and other partners, and using coaching to empower caregivers.

Why it matters: Trust and collaboration are the foundation of early intervention. When families feel respected and heard by team members who work together, our support becomes more impactful.

How about trying this: During your next visit, focus on reflective listening and ensuring your follow-up connects directly to the current discussion about the caregiver's goals. Like, "I agree we don't want him to fall and hurt himself, and with everything we've worked on, he has been kind of cautious."

Partnering with Language Assistance Providers in KEIS

Strong collaboration between early intervention providers and interpreters ensures families can fully participate in services. Clear, culturally responsive communication builds trust, increases engagement and supports better outcomes for children.

Roles in partnership

- KEIS Providers create an inclusive, family-centered environment using a coaching approach.
- Interpreters facilitate accurate communication and help bridge language and cultural understanding so families can actively engage.

Key Reminders

- The family's language must be documented in TOTS.



- Services should be provided in the child's native language whenever possible (IDEA Part C)
- KEIS provides qualified interpreters through the Commission for Children with Special Health Care Needs at no cost to the early interventionist.

By working together, providers and interpreters promote equitable and meaningful participation in early intervention services.

Ensuring Payor of Last Resort Compliance: Key Steps for Providers



To maintain compliance with state and federal regulations, and to ensure appropriate use of Payor of Last Resort funds. The KEIS state office must verify that all required steps have been completed before approving provider payment requests. These steps are critical for federal audit justification and program integrity.

At the same time, the KEIS State Office wants providers to receive payment for the important services they deliver. Following these steps helps ensure that all necessary actions have been taken to support successful billing and reimbursement for early intervention services.

Required Documentation and Actions

KEIS providers and agencies must ensure the following have been completed and clearly documented:

- **Prior Authorization-** An attempt to obtain prior authorization must be made and documented in the communication log. Documentation should include reference numbers, as well as the date and time the request was submitted in writing.
- **Network Participation Attempts-** Attempts to join the family's insurance network must be made within the first 120 days of a child being assigned to a caseload and annually thereafter.
 - These attempts must be submitted to DPHKEISBilling@ky.gov.
 - For new children or new insurance, attempts should also be documented in the child's communication log.

- **Non-Participation Status-** If a provider is not accepted into a network or declines participation, they must request non-participation status from the insurance company. Verification of this status must be submitted to DPHKEISBilling@ky.gov
 - Note for Tricare: Providers must first become a non-network provider and obtain certification before applying to become a participating (in-network) provider.
- **Proper Billing Practices-** All billing must be accurate and complete, including correct codes and modifiers, as verified through TOTS and Explanation of Benefits (EOBs).
- **Claim Submission Requirements-** In some cases, submission of a physical CMS 1500 form may be required, along with NPI registration and a W-9, to ensure the provider's information is manually entered into the system.
- **Additional Information Requests-** Providers/agencies must submit any additional documentation requested to support billing or claims processing.
- **Family Contact for EOBs-** Providers must make efforts to contact families to obtain EOBs if they have been received for services.

When to Escalate:

If all steps have been completed and an EOB has not been obtained within 60 calendar days, the provider or agency may contact DPHKEISBilling@ky.gov for further assistance. Please include”

- A detailed description of the situation
- The child's TOTS ID

During this 60-day period, providers are expected to continue following up with the insurance company and documenting all communication attempts in the child's communication log.

By following these steps consistently, providers help ensure compliance, support timely reimbursement and maintain the integrity of KEIS while also helping to secure payment for the essential early intervention services they provide.

2026-2028 Provider Renewal



Current KEIS contracts expire on June 30, 2026, and the KEIS State Office began sending provider renewal packets via DocuSign on April 20, 2026, in alphabetical order. Agency Administrators should watch their email and ensure DocuSign messages can be received.

All renewal materials, including the Service Provider Agreement and notarized Affidavit, must be completed and submitted through DocuSign by 4:00 PM EST on June 12, 2026.

Agencies that miss the deadline will not receive new referrals and will be unable to serve children beginning July 1, 2026, until the renewal is completed and processed.

Renewals are processed in the order received, and a confirmation copy will be sent via email

once finalized. For more information, please reference the provider renewal listserv dated 4/14/2026. If you have any questions or updates, contact:

KEISProviderEnrollment@ky.gov.

Contacting KEIS

General Assistance: DPHKEIS@ky.gov

Billing: DPHKEISBilling@ky.gov

Provider Enrollment: KEISProviderEnrollment@ky.gov

