

June 2026

First Friday Focus



A Note of Appreciation as We Close Out the Fiscal Year



As we approach the end of another fiscal year, we want to take a moment to thank each of you for the work you do to support Kentucky's children and families through early intervention services.

We're excited to share continued growth within KEIS this year, including the addition of **(number)** new providers and **(number)** provider renewals. These milestones reflect the strength of our provider network and your ongoing commitment to serving families across Kentucky.

Thank you for your partnership, your continued service and for helping ensure children and families receive the support they need during the earliest years. We appreciate all that you do!

Professional Practice Spotlight: Ethical & Professional Interactions



What it looks like: It's in our daily choices, protecting privacy, maintaining clear boundaries, and showing up on time and prepared. We keep personal distractions out of the session and maintain professional attire and demeanor to reinforce respect for the family and our credibility from the moment we walk in.

Why it matters: Professionalism is the shorthand for *you can trust me*. When we are reliable and respect boundaries, we create a safe environment where families feel secure and the integrity of our services remains high.

How about trying this: Consider your professional interactions: How does your current level of professionalism and courtesy compare to your early interactions with families? How consistent is this level with how you would like a provider to interact with you?

Reminder for DI/TVI/TDHH Providers

If your certification expires on June 30, please begin the renewal process now, as the Education Professional Standards Board (EPSB) may experience processing delays. Once your certificate has been renewed, email an updated copy to Kathyl@ky.gov. Submitting your renewed certificate is required under the Service Provider Agreement.

New "Make Up Offered" Field on TOTS Service Log Screen

Please be aware of an update to the TOTS Service Log Entry screen. A new required “Make Up Offered” field has been added to document whether a makeup visit was offered when a scheduled service does not occur due to a family or provider absence. Providers will no longer need to document separately whether a family accepted or declined a makeup visit.

The field will appear only after a Date of Service is entered, a Service Type is selected, and the Service Delivery Status is marked as Absence Due to Family or Absence Due to Provider. It will not appear when the status is Service Delivered or Family No Show, since makeup visits are not required for no-shows. Once saved, the selected value will be visible in the Service Log History under a new Make Up Offered column. For service logs created before this update, the Accepted/Declined buttons will appear disabled and will not be required when editing those records.



Billing Reminder: KEIS EOB Submissions (REDCap)



As a reminder, providers do not need a REDCap account to submit Explanation of Benefits (EOBs) documentation. Providers should simply use the submission link below to upload required documentation: [KEIS EOB Submission](#)

We’ve recently received several requests for REDCap accounts, so we wanted to clarify the process and help prevent any confusion.

Final Reminder: KEIS Provider Contract Renewals Due June 12, 2026



This is a final reminder for agencies that have not yet completed their KEIS provider contract renewal. Current KEIS contracts expire on June 30, 2026, and all renewal materials must be submitted through DocuSign no later than 4:00 PM EST on June 12, 2026, just one week away.

Agency Administrators should ensure DocuSign messages can be received and check their email immediately for their DocuSign renewal packet. Required documents include the Service Provider Agreement and notarized Affidavit. Agencies that do not complete the renewal by 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.

This is also a great time to review your Service Catchment Form. If your agency has capacity to serve additional counties, consider updating your service areas during the renewal process to help expand referrals and increase caseload opportunities.

Renewals are processed in the order they are received, and a confirmation copy will be emailed once finalized. Questions or updates can be sent to KEISProviderEnrollment@ky.gov.

Supporting Families Whose Primary Language Is Not English

When working with families in early intervention who do not speak English, it is important to create a culturally responsive environment where families feel respected, valued and understood. This includes using qualified interpreters when needed, providing translated materials whenever possible, and being mindful of cultural differences in communication styles, routines and family roles. Building trust starts with honoring each family's language, culture and preferences.

For example, if a family's preferred language is Spanish and Spanish is primarily spoken with the child in the home, providers should support communication outcomes and strategies in the family's natural language. It is not the role of early intervention providers



to teach English or encourage families to replace their preferred language. Research shows that children can successfully learn multiple languages and maintaining the family's home language supports stronger relationships, cultural identity and meaningful communication within daily routines.



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