



KEIS First Friday Focus – August 2025

A place to get quick updates spotlighting what's happening in the Kentucky Early Intervention System (KEIS). The newsletter is sent on the first Friday of every month and is hosted on [Service Provider Information](#).

August is Children's Eye Health and Safety Month

Even the youngest eyes need care! Healthy vision is essential for infants' and toddlers' growth and development. Did you know infants should have their first comprehensive eye exam between 6 and 12 months of age? The earlier vision issues are found, the better the outcome for long-term development.

CEITMP Support

The Coaching in Early Intervention Training and Mentorship Program has two email service accounts to answer questions and provide support.

- coaches@louisville.edu: Use this account for baseline and in-program enrollment/participation questions, technology support, consent requests and general questions.
- ceitmp@louisville.edu: Use this account if you have completed the CEITMP and are in or have questions related to maintenance, including consent requests and technology support.

Contacting KEIS

General Assistance:

DPHKEIS@ky.gov

Billing: DPHKEISBilling@ky.gov

Provider Enrollment:

KEISProviderEnrollment@ky.gov



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New EOB Submission Process Launching Soon via REDCap

The KEIS State Office is pleased to announce an upcoming improvement to the Explanation of Benefits (EOB) submission process. Beginning September 1, 2025, all EOB submissions will transition to a streamlined, secure system using REDCap, a trusted web application designed for managing online surveys and data collection. Providers and agencies will benefit from automated email updates regarding billing processing status, enhancing communication and efficiency across the board.

Key changes:

- GenLog and faxed EOB submissions will be discontinued as of close of business on August 31, 2025.
- Starting September 1, 2025, REDCap will be the only platform for submitting EOBs.
- **GenLog and faxed submissions will no longer be accessible after September 1, 2025.**

To support this change, a REDCap EOB submission training will launch July 30, 2025. This training is mandatory for all providers and agencies submitting EOBs and must be completed by midnight on August 31, 2025. Please be on the lookout for training details and registration instructions in your email.

If you have any questions, please reach out to us at DPHKEIS@ky.gov. We're here to support you through this transition and are excited to bring this enhanced process to KEIS.

Highlighting the Impact of Early Intervention

Each year, KEIS invites families to complete the Family Survey prior to their annual IFSP meeting. This brief but important survey offers valuable insight into how early intervention services are supporting families in three key areas: understanding their rights, communicating their child's needs and helping their child develop and learn.

Survey feedback not only helps guide state and local policy but also informs program improvements and may impact future funding decisions, ensuring KEIS continues to grow and serve families effectively. The results are included in Kentucky's Annual Performance Report (APR) to the U.S. Department of Education, available on the KEIS website [here](#).

Family surveys consistently highlight the meaningful impact of your support, empowering caregivers to advocate for their children and actively support their development. Your work plays a vital role in driving outcomes for Kentucky's children and families.

Thank you for your continued dedication to high-quality early intervention services.