

A place where you can get quick updates that spotlight what's going on in Kentucky's Early Intervention System (KEIS) through the listserv on the first Friday of every month

Have you missed previous editions? Now there is a First Friday Focus section on the Service Provider Information Page of the [KEIS website](#)!

### **Recognition for KEIS Physical Therapists**

October is National Physical Therapy Month. Physical therapists in KEIS examine infant and/or toddler muscle development, head shape, how they move their head and limbs, and how well they can crawl or change positions. They work with families to encourage the infant or toddler to move more on their own in their natural environment and slowly develop the strength necessary to increase mobility and muscle strength according to the family's priorities. We want to thank physical therapists and physical therapy assistants for supporting families in promoting their child's optimal development and participation in their daily activities. Thank you for helping KEIS children and families.

### **Provider Matrix Updates**

The State Lead Agency encourages all Point of Entry staff to strictly use the provider matrix to make new referrals. Please ensure that all information in your TOTS profile is accurate and current, including methods of service delivery and whether you are providing tele-intervention only, in-person services only, or a hybrid approach. For guidance on updating this information, please review the attached Quick Reference Guide-Provider Matrix document.

### **Billing Reminders**

Per regulation, the State Lead Agency has 30 days to process claims for payment. To help with timely processing, please do not send duplicate EOBs and ensure that EOBs sent are clearly legible. It is also helpful submit claims timely. The State Lead Agency currently has only three staff members handling billing for around 1,000 providers, so claims submitted at the end of the pay cycle may not be immediately processed and the entire billing process is running more slowly than usual. The 2022 pay cycle calendar is located on the [KEIS website](#) under the "Provider Payment Information" section. We appreciate everyone's patience and understanding as we work to fill these vacancies. If you have questions, please email [chfsfirststepsbilling@ky.gov](mailto:chfsfirststepsbilling@ky.gov).

### **KEIS Provides Opportunities to Set Your Own Productivity Expectations**

Often when working in a clinic or medical facility, early interventionists must meet a specific target of billable hours/units. The billable hours sometimes do not factor in time for meals, breaks, or no shows. This schedule can increase stress in your work environment. Working in early intervention provides opportunities to set your own schedule and productivity based on your personal work style and family life. This freedom and flexibility allow for a much healthier work-life balance.

### **Physical Therapist Quote from the Field:**

*"I love working in early intervention because I get to help families learn and be able to care for their children and have the ability to balance having a professional career while also caring for my own children."*