

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

We are excited to announce that there is now a First Friday Focus section on the Service Provider Information Page of the [KEIS website](#).

### **Recognizing Family Choice**

There has been an increase in families who are requesting in-person early intervention services. Thank you for recognizing family choice in their KEIS services. We appreciate EI providers' flexibility in meeting the needs of families.

### **Family Survey Time**

It is that time of year where our families can brag on the amazing services you provide! We have begun collecting the annual family survey data. We send a survey to all families who received early intervention services July 1, 2021 - June 30, 2022. Families who have an email in TOTS will receive the survey electronically in their email, and all others will receive a paper survey by mail. As a reminder, the family survey focuses on federal family outcomes including knowing and understanding their rights, communicating their child's needs to others, and having the ability to help their child develop and learn. The family survey data is submitted to the Office of Special Education Programs annually and is used to make program and funding decisions. Please encourage all families who receive a survey to take a few minutes to provide valuable feedback about their experience in early intervention. All surveys are due October 7, 2022.

### **Primary Coaching Model**

With the recent focus of the coaching model of service delivery, we have not spoken much about the primary coaching model, formerly known as the primary service provider model. After reviewing the KEIS Rate Study, it was discovered that the Primary Coaching Model isn't consistently being implemented. KEIS is using BOTH the coaching model and primary coach models of service delivery. We apologize if there has been any confusion about this. The primary coach is responsible for coaching the family on a majority of the IFSP outcomes and therefore is authorized for more frequent visits than supporting providers on a plan. Under the Primary Coaching model, services should be individualized based on the family's priorities, and Max Service Limitations should not be the norm. In KEIS, Max Service Limitations are limited to no more than 24 hours for a single discipline and 36 hours for more than one discipline during a six month IFSP period. This time can be divided into 15-minute increments for a wide array of authorization decisions made by the IFSP team. Please help ensure that IFSP teams are abiding by the Primary Coaching Model of service delivery and not exceeding Max Service Limitations.

### **Insurance Updates**

As open enrollment for many health insurance programs begins across the state, please remind families to notify their providers and service coordinator about any changes to

their insurance policy or coverage. Keeping all billing information up to date in TOTS will help expedite the KEIS billing and reimbursement process.

### **Flexibility in Make-Up Visits is a Benefit**

When a family or provider needs to cancel an early intervention visit, this leads to potential missed income. Working in KEIS and having the flexibility to reschedule a missed visit allows providers the opportunity to not lose out financially.

### **Parent Quote:**

*"Our provider has been amazing at recognizing my child's abilities and delays, helping me as a parent put strategies in place to help my child improve, and has been a constant source of encouragement. You all have done a wonderful job during the pandemic, and we appreciate all of the flexibility in services."*