

Quick Reference Guide – Provider Matrix

The Provider Matrix is an online public directory of all Primary Level Evaluators and early intervention (EI) providers who are enrolled with Kentucky's Early Intervention System (KEIS). The purpose of the Provider Matrix is to have an easily accessible source for information about the individuals who provide services to children and families. The Provider Matrix includes basic provider enrollment data from TOTS. There are additional sections that early intervention providers complete. Service coordinators and parents access the Provider Matrix to help them make informed choices about EI providers.

Provider Information entered by the provider:

There are sections of the matrix page where providers enter information by using the Find/Edit User button on the homepage. These sections include password, languages spoken, personal information, special interests and training, last review date, availability for services, and availability details. All information entered by the provider must be accurate. Upon request, the provider must be able to submit verification for information listed on the matrix.

To access the Provider Matrix page, first click on Find/Edit User on the TOTS homepage. When a provider clicks that button, TOTS will pre-populate the user's Provider Matrix profile screen.

User Information:

When the Find/Edit User page opens, the first section is completed by the State Lead Agency (SLA) and is pre-filled. Any item that is gray is locked and cannot be changed by the user. A Form 6 Provider Addendum must be submitted to the SLA to change any item #4-14. Failure to submit a Form 6 Provider Addendum will result in no payment since there is critical information on the Addendum that must be entered in the state's procurement database.

Providers can change their password from the Find/Edit User page if they choose. Provider's passwords are encrypted (#3. Password) on the Find/Edit User page to ensure protection of the account.

Additional Information for Service Provider and Service Coordinator:

Items that may be changed by the provider in this section include:

16. Available Language
17. Personal Information
18. Special Interests/Continuing Education
20. Last Review Date
22. Evaluation/Assessment Availability (# of Opening)
23. Ongoing Availability (# of Opening)
24. Availability Details

Availability should reflect the total number of available slots that the provider anticipates in the county(ies) listed. Items #22-24 include availability data. These must be kept current. Providers who list themselves as available must make every effort to provide services when selected. Only those instances when the provider's availability changed with limited time to update the matrix will be acceptable for refusal of a referral. Providers may not discriminate based on race, ethnicity, social or economic status, and/or geographical location within the provider's stated area of service when offered a referral.

The SLA recommends that review or updates occur monthly or more often as needed, which is why all providers have been granted access to update this information on their own. The individual Provider

Matrix pages must be updated at a minimum of every ninety (90)- days. Each time that a provider reviews their profile, they must enter the date in #20. Last Review Date. There is no limitation to the number of reviews or updates.

Providers who have not reviewed and/or revised Provider Matrix information at least once during a ninety (90)- day period will result in the agency being suspended from referrals until the update is completed. Misrepresentation of information on the matrix may be viewed as grounds for involuntary disenrollment from the KEIS program.

The Provider Matrix must be limited to experience, training and qualities important in selecting a provider. Comments must be professional and nondiscriminatory. Experience must be professional experience that is comparable to the current specialty or discipline of the provider. Only experience in the field in which the provider is currently providing service is to be listed as experience. Comments relating to marketing or that do not relate to the individual qualities and training of the provider are not to be included on the matrix.

Acceptable for the Personal Information section:

- Number of years working in KEIS
- Number of years working with B-5 age groups and in what capacity
- Areas of professional interest
- May include if a parent of a child with a disability or who was in KEIS

Not Acceptable for the Personal Information section:

- Family composition, marital status
- Type of religion, religious beliefs
- Social media addresses, connections
- Volunteer work
- Hobbies
- Work experience not relevant to early intervention
- Solicitations for business of any sort, including services for children over the age of three (3)

Acceptable for the Special Interests/Training section:

- Areas for interventions (i.e., behavior, oral motor, sign language, etc.)
- Types of disabilities or diagnoses that are of interest (i.e., autism spectrum disorders, Down Syndrome, etc.)
- Specialized trainings
- College courses, efforts towards advanced degrees
- Experience that is relevant, but not in the field of service may be listed

Not Acceptable for the Special Interests/Training section:

- List of all workshops or trainings completed
- College course work that does not relate to early intervention
- Hobbies