



FAMILY INFORMED DECISIONS: SERVICE COORDINATOR TALKING POINTS



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Step 1: Check in with Families

What to discuss with families

1. **Check on their well-being.** How has the week/month been going? Is there anything you are celebrating? Anything you are worried about right now?
2. **Assess priorities and needs.** Have your needs/priorities changed? What concerns can we resolve together?
3. **Determine what new supports are needed (EI and non-EI) by reviewing outcomes and existing resources.** What supports do you have in place during this time? Are there new resources (EI and non-EI) that I can help connect you to?
4. **Ask about their service providers.** Have they had any communication with their service providers? If so, how has it gone? Has it been helpful?
5. **Follow-up on any major changes.** Has anything changed with employment, income, or insurance that would need to be updated in the system?
6. **Review options for continued service delivery (see step 2 for more detail).** How would you like to continue service delivery?
 - Service Coordination Services Only
 - Consultation Time (Telephone Only) with EI Service Providers
 - Live Video Visits (i.e. Telehealth) with some or all team members
7. **Check for any questions/concerns about the family fee (if applicable).** Note the family fee is based on an annual IFSP period. If EI services are put on hold it does not mean the family fee will stop. If private/public insurance is covering EI services in full then they may continue to receive family fee statements in the mail. Families should always be prepared to pay their family fee in full. If their income has changed it needs to be updated so the family fee can be adjusted accordingly.

Step 2: Review Options with Families

A. Service Coordination Services Only

B. Consultation Time (Telephone Only) with EI Service Providers

C. Live Video Visits (i.e. Telehealth)

Overview of Insurance Billing and Family Fee

| | Billable to Insurance? | Impacts Family Fee? |
|---|------------------------|---------------------|
| A. SC Services Only | No | No |
| B. Consultation Time (phone) w/ Providers | No | No |
| C. Live Video Visits (Telehealth) | Yes | Yes |

A. Service Coordination Services Only

- **Periodic communication** to check in on priorities, outcomes, existing resources, EI and non-EI resources the family may want to explore, insurance/income changes, upcoming transition activities, etc.
- **Coordination of EI and non-EI resources and supports** through continued communication with EI service providers to keep them informed on family priorities and progress, transition planning, connection to a parent liaison, access to lending libraries or other services, such as mental health/counseling services, a food pantry, shelter, or internet access.
- **Review of costs.** No impact on insurance or family fee as this is a service all families are entitled to and provided at no cost to them.
- **Tips/Tools for Service Coordinators**
 - [Monthly Contact Resource](#) (pdf, EITP)
 - [Service Coordinator Coaching Resource](#) (pdf, EITP)
 - [Coaching Families During Service Coordination](#) (pdf, VEIPD)
- **Share resources with families** so they can actively engage in discussions and activities, e.g. [Journey through EI: Partnering with Professionals](#) (pdf, EITP).

B. Consultation Time (Telephone Only) with EI Service Providers

- Define **consultation telephone** calls with EI service providers.
 - Families may choose to connect with some or all providers by phone to review progress and receive guidance/support as it relates to outcomes and strategies.
 - Families, with their team members, may determine who will be the primary contact if they do not want phone calls with every provider at this time (e.g. maybe select provider(s) who are addressing their highest priorities).

- Providers can also use this time to connect with one another in order to keep updated on progress and changing needs/priorities. No impact on insurance or family fee as this service falls under IFSP Development time and an exception has been made to allow this activity to include communication with families during COVID-19.

- **Tips/Tools for Service Coordinators:**

- Encourage the family to think about their schedule/routines and realistically consider who they would like to connect with by phone based on their highest priorities.
- Communicate the family's wishes to the team and if applicable share days of the week and times of day that the family reports they would be available for a phone consult with service providers.
- Support providers who are not clear as to what this service is supposed to look by sharing [Partnering with Families through Consultation Time \(telephone only\)](#) (pdf, EITP)
- Be responsive to providers who require additional authorizations for IFSP Development time.
- Encourage team members to use this time to connect with one another and see how they can jointly support the family.
- Complete and share a [Team Contact List](#) (pdf) with all team members (including the family) to ensure team members know how to reach one another

C. Live Video Visits (i.e. Telehealth)

- **Obtain consent.** With consent, the family and service providers engage in an early intervention visits by live video to meaningfully address outcomes and strategies identified in the IFSP and to support families within everyday routines and activities.
- **Review the [Family Technology Checklist for Live Video EI Visits](#) (pdf)** to determine if the family has access to the technology needed, such as internet with sufficient speed/bandwidth, a device with a webcam, and data capacity.
- **Review of costs.**
 - Ensure families understand that they are responsible for the costs associated with live video visits (i.e. telehealth) such as impact on data plans, devices, family fees etc.
 - This is a direct service that is billable to insurance and subject to family fee (often referred to as telehealth for billing purposes).

- **Telehealth may not be right for all families.** Some families may be unable to participate in a live video EI visits. Others may feel overwhelmed by securing the technology required or learning a new format for service delivery.
 - If a family has access to technology needed for live video visits (i.e. telehealth) they may choose to receive some or all services in this format.
- **Not all providers will choose to provide services in this delivery format** so check with the family's EI service providers to ensure they have capability to provide services in this format
- **Tips/Tools for Service Coordinators:**
 - The [Family Technology Checklist for Live Video EI Visits](#) (pdf) can help families determine if they have access to the technologies needed for telehealth.
 - Providers can be directed to [Professional Technology Checklist for Live Video EI Visits](#) (pdf) to review the technology requirements.
 - The [Joint Planning Document for Preparation for Live Video EI Visits](#) (pdf) encourages families and providers to work together and actively plan for what will happen before, during and after live video visits (i.e. telehealth).

Step 3: Review and Share Resources

The following resources include illustrations of what families may expect from a live video EI visit (i.e. telehealth):

- **[Tip sheets for Families on Telehealth](#)** from the Illinois EI Clearinghouse
- **Family Videos retrieved from the [NCHAM 101 family Module](#)**
 - [A Parent's Tele-Intervention \(TI\) Experience](#): (4 min video retrieved from [NCHAM 101 family Module](#)) includes an interview with a parent who answers questions, such as "What are your concerns?", "How does the session help you as a parent?", "Do the session activities incorporate your daily routine?", and "Where you able to communicate with your provider?".
 - [The TI Session Experience](#): (1 min 20 sec video retrieved from [NCHAM 101 family Module](#)) illustrates a session with a parent and child on the floor followed by feedback from the provider.
- **[Providing Early Intervention through Distance Technology](#)** (20 min video, FIPP): This brief video shows how you can use tele-intervention during this time of social distancing and includes an overview of system requirements, how to plan a visit, the three parts of a virtual visit, and what conducting a telehealth visit looks like in action.

Step 4: Follow-up and Follow Through

Pending what the family decides the service coordinator may need to:

- Obtain consent for live video visits (i.e. telehealth).
- Notify service providers on the team as to what the family has chosen for service delivery during COVID-19.
- Adjust service provider authorizations as needed.
- Help the family access additional EI and/or non EI resources.

Step 5: Provide Ongoing Service Coordination Services

- Maintain regular contact with the family (minimum monthly).
- Connect with other team members as needed.
- Keep track of timelines for IFSP reviews and transition planning activities.
- Use the following tools to support service coordination:
 - [Checklists and Systems for Organizing Service Coordination Activities](#)
 - [Documentation](#)

Key Telehealth Resources from EITP and Illinois EI Partners

[Live Video Visit \(i.e. Telehealth\) Resource Page](#) (EITP)

[COVID-19 Resources and Information for Illinois Early Intervention](#) (EITP)

- [COVID-19 Exception Policy/Procedure for Consultation Time](#) (pdf, IDHS)
- [IDHS Bureau of EI Policy/Procedures on Live Video Visits \(i.e. telehealth\)](#) (pdf, IDHS)

[Everyday Early Intervention During Coronavirus Resource Bundle](#) (EI Clearinghouse)