

Unit 6: Individualized Family Service Plan & Service Authorization

Version 4.6



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Document Revision History

| <u>Date</u> | <u>Release</u> | <u>Description</u> |
|-------------|----------------|---|
| 6/14/2016 | 4.6 | <ul style="list-style-type: none"> Added references to Closing a Task for Supplemental Evaluations |
| 10/10/2014 | 4.01 | <ul style="list-style-type: none"> Updated document thru revision 4.01 |
| | 1.6 | <ul style="list-style-type: none"> Updated the Modifying (Amending) a Service Authorization topic adding discussion of the new Effective Decision Date. Updated the Extending an Individualized Family Service Plan topic to clarify guidance regarding Transition scenarios. Updated the Creating a Service Authorization - TRANSPORTATION VENDOR and the Creating a Service Authorization - TRANSPORTATION PARENT/CAREGIVER topics. |
| 10/24/2011 | 1.5 | <ul style="list-style-type: none"> Added Entering/ Editing Supplemental Evaluation Results subtopic Updated Attachments topic |
| 6/24/2011 | 1.4 | <ul style="list-style-type: none"> Removed Important Information box indicating that attachment functionality is disabled. Updated Interim IFSP subtopic to indicate that they cannot be cloned. Updated Extending an Individualized Family Service Plan subtopic to include guidance when extending a child's IFSP when they are eligible for CPSE. Added new subtopic Managing a Individualized Family Service Plan for a Transferred or Re-Opened Integrated Case. |
| 3/30/2011 | 1.3 | <ul style="list-style-type: none"> Updated Closing a Service Authorization section. Updated Modifying (Amending) a Service Authorization section. Added IFSP History subtopic. |
| 1/31/2011 | 1.2 | <ul style="list-style-type: none"> No changes. |
| 11/22/2010 | 1.1 | <ul style="list-style-type: none"> No changes. |
| 11/2/2010 | | <ul style="list-style-type: none"> Creating an Initial or Interim Individualized Family Service Plan section – added definition of an Interim IFSP. Extending and IFSP section – System generates a Notification to the Service Coordinator when the IFP extension is approved / rejected. Service Authorizations General Category section – added information regarding Service Intervention Methodology field. Added new section labeled Service Authorizations |

| | | |
|-----------|-----|---|
| | | <p>ABA Aide Services Category.</p> <ul style="list-style-type: none">• Service Authorization Acceptance Request section – relabeled section name to Accept / Reject Service Authorization and added information about rejecting an SA. |
| 10/1/2010 | 1.0 | <ul style="list-style-type: none">• October 2010 NYEIS launch. |

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Individualized Family Service Plan & Service Authorization

Unit Overview

The Individualized Family Service Plan section of NYEIS records the IFSP decisions for an eligible Child that will apply for the next six month IFSP period. This includes the Child's Level of functioning in all five developmental domains, functional outcomes, any updates for the Child/Family demographics and service details (e.g., Frequency, Type, Duration, Location, Co-Visits and Make-Up Visits) which are captured on Service Authorizations (SAs) associated with the IFSP. In accordance with EI regulations, the NYEIS IFSP workflow also allows the EIO/D to approve waivers for services that potentially will break EI billing rules.

The IFSP **Demographics** sections include **Details, Parental Consent, Outcomes, IFSP Delay Reason, Clinically Appropriate Visits, Natural Environments, Transition, and Late Services**. These IFSP sections are completed prior to creation of the **Service Authorizations**.

As the IFSP/SA workflow proceeds in NYEIS, the **Status** field will indicate where in the process the IFSP or SAs are for Users.

The status of an IFSP may be any of the following: Draft, Delayed Processing Pending, Submitted, EIOD Review Required, Approved, Active, Extended, Pending Closure and Closed. The status of the IFSP is covered in this document.

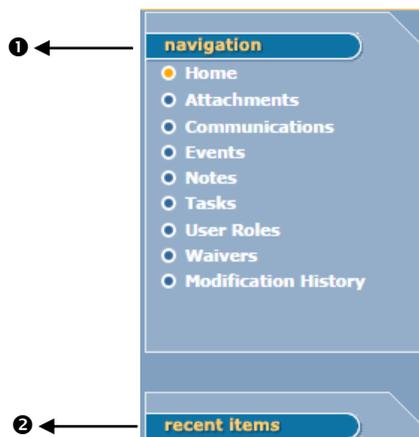
The status of a Service Authorization may be any of the following: Draft, Delayed Processing Pending, Submitted, EIOD Review Required, Awaiting Provider Assignment, Approved, Active, Suspended, Pending Closure and Closed. The status of Service Authorizations is covered in this document.

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INDIVIDUALIZED FAMILY SERVICE PLAN PAGE REVIEW

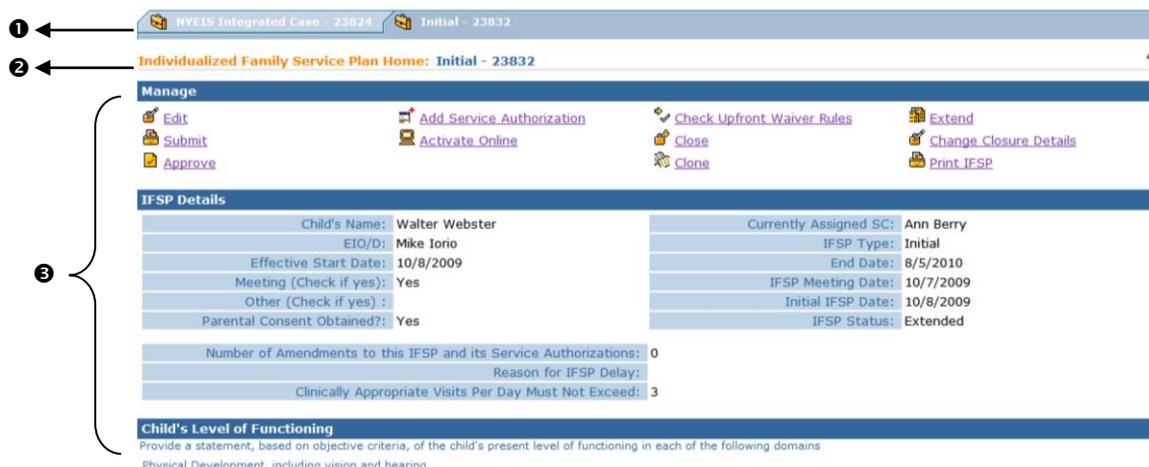
Each IFSP has its own Home Page and associated Navigation Bar.

Individualized Family Service Plan Page Navigation Bar



- ❶ **Navigation** section – displays all the different areas that can be reviewed, added or updated for an IFSP.
- ❷ **Recent Items** section – displays the name of recently visited: Children, Providers, Vendors, etc. as a link.

Individualized Family Service Plan Home Page



- ❶ **Tab Bar** – displays multiple tabs when several items are open for a Child's Case. Tabs are always linked to a Child. **The Tab does not display Child's Name only unique case number.**
- ❷ **Header Bar** – displays page name and IFSP Reference Number (unique identifier).

- ③ **Sections** – displays areas of information related to the Child and the Child's IFSP.

Important Information

Be aware that clicking the **Back**  icon of Internet Browser during the creation of a function may cause the System to not capture the data properly and display an Error on the page.

WORKING WITH AN INDIVIDUALIZED FAMILY SERVICE PLAN

Creating an Interim or Initial Individualized Family Service Plan



Before creating an **Initial** Individualized Family Service Plan, a Child *must* have a NYEIS Integrated Case and Eligibility determined through the MDE process. If the MDE and Case Eligibility has not yet been determined, an **Interim** IFSP can be created in NYEIS.

An **Interim** IFSP is a temporary plan developed with parental consent for a child with a known developmental delay or disability who has apparent immediate needs to enable early intervention service delivery between initial identification of the child's needs and the completion of the Multi-Disciplinary Evaluation. Interim IFSP's cannot be cloned.

 See **Unit 4: Case Management** for more information on Integrated Cases and **Unit 5: Evaluation** for more information on the MDE process.

1. Display the **Integrated Case Home** page.  See **Unit 1: Getting Started, Displaying Integrated Case Home Page** for further information.

Integrated Case Home: NYEIS Integrated Case - 83720 

Options

 [Close Case](#)

Details

| | |
|-------------------------------|----------------------------|
| Case Reference: | 83720 |
| Child's Name: | IFSP UserM |
| Status: | Draft |
| Child's Latest Referral Date: | 5/1/2011 |
| Due Date of Initial IFSP: | 6/15/2011 |

Service Coordination Service Authorizations

| Case Reference | Start Date | End Date | Status |
|-----------------------|------------|-----------|----------|
| 83721 | 5/1/2011 | 6/15/2011 | Approved |

Evaluation Service Authorizations

| Case Reference | Start Date | End Date | Status |
|-----------------------|------------|----------|----------|
| 83722 | 5/31/2011 | 6/1/2011 | Approved |
| 83724 | 5/31/2011 | 6/1/2011 | Approved |
| 83723 | 5/31/2011 | 6/1/2011 | Approved |

IFSPs

| Case Reference | IFSP Type | Start Date | End Date | Status |
|-----------------------|-----------|------------|-----------|----------|
| 83725 | Initial | 6/2/2011 | 12/1/2011 | Approved |

Comments

2. Click **IFSP's** from the Navigation Bar. **IFSP's** page displays.

New Task | New Activity

 NYEIS Integrated Case - 52740

IFSP's: NYEIS Integrated Case - 52740 

[New](#)

| Action | Case Reference | Child's Name | IFSP Type | Start Date | End Date | Status |
|---|----------------|----------------|-----------|------------|-----------|----------|
| View Edit | 53786 | Tiffany Martin | Initial | 3/12/2009 | 9/11/2009 | Approved |



If an IFSP is listed, you can not create an initial or interim IFSP.  See **Editing an Individualized Family Service Plan** for more information.

If an IFSP is listed and **Status** is **Active**, User can make changes to the IFSP and associated SAs using the amendment process ( See **Amending an Individualized Family Service Plan** or **Modifying (Amending) a Service Authorization** for further information) or the User can clone the IFSP (with the exception of an **Interim IFSP**) to create the next IFSP ( See **Cloning an Individualized Family Service Plan** for further information). Closed IFSPs can also be 'Reactivated' and subsequently edited. ( See **Unit 10: Municipal Administration- Case Reactivation**)

If an IFSP is not listed, this means an **Interim** or **Initial** IFSP needs to be created for the Child/Family. To create an initial Individualized Family Service Plan, a Child *must* have a NYEIS Integrated Case and Eligibility determined through the MDE process. To create an interim Individualized Family Service Plan, a Child *must* have a NYEIS Integrated Case. Click **New** button. **Select IFSP Type** page displays. Proceed with **Step 3**.

Select IFSP Type NYEIS Integrated Case - 54030 ?

Select the type of IFSP to create

[...an Interim IFSP](#)

[...an Initial IFSP](#)

3. Select **... an Interim IFSP** or **... an Initial IFSP**. **Create IFSP** page displays.

Create Initial IFSP NYEIS Integrated Case - 54030 ?

Child's Name: [Tom Midler](#) Currently Assigned SC: [Bob Smith](#)

EIO/D: [John USER](#)

IFSP Details

Meeting (Check if yes) :

*IFSP Meeting Date:

Other (Check if yes) :

Parental Consent Obtained?:

Signed Copy of IFSP on file?:

Reason for IFSP Delay:

*Clinically Appropriate Visits Per Day Must Not Exceed:

Child's Level of Functioning

Provide a statement, based on objective criteria, of the child's present level of functioning in each of the following domains

Physical Development, including vision and hearing

Cognitive Development

Important Information

- An **Interim** IFSP is temporary and is in place only until the **Initial** IFSP meeting occurs which *must* occur within 45 days of the Referral. **Interim** IFSP is active for a maximum of 45 days. An **Interim** IFSP may be extended past the 45 days with EIO/D approval.  See **Extending an IFSP** for additional information.
- The **Initial** IFSP meeting date triggers NYEIS to assign future six month IFSP periods for the Child/Family.

4. Navigate from field-to-field using **Tab** key. *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Scroll down to view and enter data in all appropriate fields. Date fields must be formatted as **mm/dd/yyyy** format.*

In the **IFSP Details** section, the selection for **Meeting (check if yes)** and **Other (check if yes)** fields *must* be **Yes**, for an Initial or Interim IFSP and any annual IFSP Evaluation. The **No** option may be used for six month reviews of the IFSP.  See **Cloning an Individualized Family Service Plan** for further information and **Appendix A** for additional guidance on methods for holding the IFSP meeting.

The selection for **Parental consent obtained?** *must* be **Yes** in order for the IFSP to be submitted and for Child's record to be available to Users in NYEIS. Responding "yes" in the **parental consent obtained** field indicates that signed consent has been obtained from the parent indicating agreement with the contents of the IFSP, consent for services in the IFSP and for sharing information with all of the IFSP team members. The signed consent *must* be kept in the child's record. The service coordinator is responsible for ensuring that all service providers are aware of the IFSP in NYEIS and if access to NYEIS is not available, for ensuring that a hard copy of the IFSP is distributed.

An **IFSP Delay Reason** is required when the initial IFSP meeting was held more than 45 days from the Child's date of Referral to EI (**Referral Date**).
 See **Appendix B** for additional information on use of these delay reasons.

The value for **Clinically Appropriate visits per day must not exceed** field should be reflective of the discussion at the IFSP meeting and should indicate the maximum visits per day appropriate for the Child. For example it may be appropriate for a child with a diagnosis of autism to receive multiple visits per day whereas it may only be appropriate for a child who is medically frail to receive one visit per day. If the IFSP team agrees/recommends it is clinically appropriate for the Child to receive more than 3 basic and extended visits combined on a single day, the EIO/D will need to approve this during the Upfront Waiver process.  See **Upfront Waiver** for further information.

A statement of the Child's current Level of functioning *must* be entered for each developmental domain.

Parental Consent *must* be entered prior to entering **Family Strengths, Priorities and Concerns and Resources**. This information is not required, however, Early Intervention Program (EIP) regulations state that the IFSP includes, with parental consent, a statement of the family's strengths, priorities and concerns that relate to enhancing the development of the child. The NYEIS IFSP captures that this consent has been obtained and the related **family strengths** cluster captures the information on the family's strengths, priorities, and concerns. The information written into this section of the IFSP may be obtained from the family assessment, but may also be obtained from other sources, including a discussion with the service coordinator, EIO/D, or other service provider, either prior to or during the IFSP meeting. The EIO/D should obtain the parent's verbal consent for inclusion of this information in the IFSP. The parent's signature on the IFSP then confirms in writing the parent's agreement with the contents of the IFSP.

Outcomes section should include a list of specific goals for the Child and family as well as methods to measure improvement or success.

ABA Services section should be completed if the child's plan will include the provision of ABA services. Record if the services will be provided by Qualified Personnel only, or by Qualified Personnel with an ABA Aide. Include Comments associated with the ABA services.

The values regarding what service settings are considered natural environments are to be completed in the **Natural Environments** section.

 See **Appendix C** for further information.

The **Transition Services** section captures details regarding required transition steps and services for the Child and family. Detail *must* be captured as a result of the IFSP meeting in which Transition (either to the Committee on Preschool Special Education (CPSE) or to other programs and services) is discussed with the family.  See **Unit 7: Transitions and Transfers** for additional information on transition.

| Transition Services | |
|---|--------------------------|
| Identify services/activities necessary to support the child's transition to CPSE or other community services | |
| Transition to CPSE Discussed?: | <input type="checkbox"/> |
| Transition to Other Early Childhood and Support Services Discussed?: | <input type="checkbox"/> |
| Date transition discussed with parents: | <input type="text"/> |
| Procedures to prepare child for changes in service delivery, including steps to help the child adjust to, and function in, a new setting | |
| <input type="text"/> | |
| Did parent consent to allow communication with personnel who will be providing services to the child, to facilitate a smooth transition?: | <input type="checkbox"/> |
| If yes, enter steps to prepare personnel for the child's transition | |
| <input type="text"/> | |
| Other activities that the IFSP participants determined necessary to support the transition of the child | |
| <input type="text"/> | |

In the **Late Services** section of the IFSP, the **Delay Status** *must* be completed when the IFSP team knows *in advance* if some or all services will be delayed beyond 30 days after the start date of the six month IFSP period (if the service is a new service for this IFSP period). If so, the User *must* enter a **Delay Reason Code**. If an individual service is delayed unexpectedly greater than 30 days from the **Authorizing IFSP**, a task is generated to the providers Service Authorization Work Queue to supply a late reason.  See **Appendix D** for a listing of late reasons.

- Click **Save** button to continue after completing the **IFSP Demographic** sections. *Errors or additional information required will display at the top of Create Initial IFSP page. Correct data. Click Save button. Individualized Family Service Plan Home page displays. IFSP Status is set to Draft.*

NYEIS Integrated Case - 23824 Initial - 23832

Individualized Family Service Plan Home: Initial - 23832

Manage

[Edit](#) [Add Service Authorization](#) [Check Upfront Waiver Rules](#) [Extend](#)
[Submit](#) [Activate Online](#) [Close](#) [Change Closure Details](#)
[Approve](#) [Clone](#) [Print IFSP](#)

IFSP Details

| | | | |
|---|----------------|------------------------|-----------|
| Child's Name: | Walter Webster | Currently Assigned SC: | Ann Berry |
| EIO/D: | Lynda Sardo | IFSP Type: | Initial |
| Effective Start Date: | 10/8/2009 | End Date: | 4/7/2010 |
| Meeting (Check if yes): | Yes | IFSP Meeting Date: | 10/7/2009 |
| Other (Check if yes): | | Initial IFSP Date: | 10/8/2009 |
| Parental Consent Obtained?: | Yes | IFSP Status: | Draft |
| Number of Amendments to this IFSP and its Service Authorizations: | | 0 | |
| Reason for IFSP Delay: | | | |
| Clinically Appropriate Visits Per Day Must Not Exceed: | | 3 | |

Important Information:

- After the IFSP is saved and is in Draft status, the User may want to return to the Draft IFSP to change or add additional information.  See Editing an Individualized Family Service Plan or Service Authorizations for further information.
- Save often! While your IFSP is in 'Draft' status, you should save your work periodically to ensure no loss of work in the event of an unexpected time-out or network outage.



The User should NOT submit the Demographic section of the IFSP without first adding or amending associated Service Authorizations. Service Authorizations are required prior to executing the remaining IFSP sections.  See Service Authorizations section for further information.

Notes:

- **Draft Status** is assigned when the IFSP has been created and data entry is still in process.
- **Delayed Processing Pending Status** indicates that the System is busy performing processes. It allows the User to continue working in the System during this time and this status will resolve to one of the other statuses when finished.

The System automatically populates data already entered into NYEIS for **Child's Name, EIO/D and Currently Assigned Service Coordinator** fields. **EIO/D** and currently assigned Service Coordinator cannot be edited on IFSP pages, but have to be changed through Integrated Case User Roles in the case of an EIO/d modification (📖 See **Unit 10: Municipal Administration – User Roles** for further information), or the Service Coordination SA in the case of a modification to the assigned Service Coordinator. (📖 See [Viewing/Editing Service Authorization - SERVICE COORDINATION of this chapter for details on modifying \(Amending\) the currently assigned Service Coordinator](#))

- Parental consent *must* be obtained and indicated in NYEIS before the IFSP can be submitted for approval. Therefore, if consent is not entered during initial data entry, this field *must* be indicated later using the Edit function. 📖 See **Editing an IFSP** for further information.
- **Individualized Family Service Plan Home** page displays Tab Folders at top of page. A User navigates to another Tab by clicking on Tab name.

Important Information

For the initial IFSP six month period, the **Effective Start Date** is calculated as one day after the initial **IFSP Meeting Date** and the **End Date** is calculated as six months after the **IFSP Meeting Date**. The start date of the *next* six month IFSP period is calculated as one day after the **End Date** of the previous IFSP period.

Viewing an Individualized Family Service Plan and Associated Service Authorizations

Existing IFSPs display on the Child's Integrated Case Home Page.

1. Display the **Integrated Case Home** page. 📖 See **Unit 1: Getting Started, Displaying Integrated Case Home Page** for further information.
2. Click **IFSP's** from the Navigation Bar. **IFSP's** page displays.

| NYEIS Integrated Case - 23824 | | | | | | |
|---|----------------|----------------|-----------|------------|----------|--------|
| IFSP's: NYEIS Integrated Case - 23824 | | | | | | |
| New | | | | | | |
| Action | Case Reference | Child's Name | IFSP Type | Start Date | End Date | Status |
| View Edit | 23832 | Walter Webster | Initial | 10/8/2009 | 4/7/2010 | Draft |

3. Click **View** link to display the IFSP. **Individualized Family Service Plan Home** page displays.

| NVEIS Integrated Case - 23824 | | Initial - 23832 | |
|---|---|--|--|
| Individualized Family Service Plan Home: Initial - 23832 | | | |
| Manage | | | |
| Edit | Add Service Authorization | Check Upfront Waiver Rules | Extend |
| Submit | Activate Online | Close | Change Closure Details |
| Approve | | Clone | Print IFSP |
| IFSP Details | | | |
| Child's Name: | Walter Webster | Currently Assigned SC: | Ann Berry |
| EIO/D: | Lynda Sardo | IFSP Type: | Initial |
| Effective Start Date: | 10/8/2009 | End Date: | 4/7/2010 |
| Meeting (Check if yes): | Yes | IFSP Meeting Date: | 10/7/2009 |
| Other (Check if yes): | | Initial IFSP Date: | 10/8/2009 |
| Parental Consent Obtained?: | Yes | IFSP Status: | Draft |
| Number of Amendments to this IFSP and its Service Authorizations: | | 0 | |
| Reason for IFSP Delay: | | | |
| Clinically Appropriate Visits Per Day Must Not Exceed: | | 3 | |

Editing/Amending an IFSP or Service Authorization

IFSPs and SAs are changed via separate processes*

Edits to Draft IFSP's or SA's are referred to simply as 'edits'. Once an IFSP and its associated SA's have been submitted and approved, or become 'closed' changes to an IFSP and its associated SA's are called 'Amendments'.

*With the exception of extending an IFSP, which also extends the end date of any applicable Service Authorizations within the IFSP.  See Unit 6 - Extending an Individualized Family Service Plan for more information.

Editing an Individualized Family Service Plan

The following steps detail the method for editing a 'Draft' **IFSP**. (See  *Amending an Individualized Family Service Plan* for information on amending an IFSP that has been approved. See *Unit 10- Case Reactivation* for information on amending an IFSP that has reached a 'Closed' status.)

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Edit** link from **Manage** section. **Modify IFSP** page displays. *The title of the Modify page will display the IFSP type selected (e.g., initial).*

Modify Initial IFSP Initial - 59392 ?

Child's Name: [Tiffany Martin](#) Currently Assigned SC: [Bob Smith](#)
 EIO/D: [Nick Nickols](#)

IFSP Details

Effective Start Date: 4/1/2009 End Date: 9/11/2009

Meeting (Check if yes) :

*IFSP Meeting Date:

Other (Check if yes) :

Parental Consent Obtained?:

Signed Copy of IFSP on file?:

Reason for IFSP Delay:

*Clinically Appropriate Visits Per Day Must Not Exceed:

Child's Level of Functioning

Provide a statement, based on objective criteria, of the child's present level of functioning in each of the following domains

Physical Development, including vision and hearing

Important Information



- Data entry errors: IFSP can only be edited (a change is made to the data entered) prior to the IFSP being submitted for approval. After an IFSP has been submitted for approval, changes that are related to data entry errors or *that require a change to a service authorization (e.g., frequency, duration, new provider of record, etc.)*, must be made by initiating an *Amendment* to the IFSP. The User should select the appropriate **Reason** for the change (*Amendment* or *Data Entry Error*) to distinguish between a true IFSP Amendment (e.g., to services, Provider) or data entry error correction.
- If an IFSP has been submitted, it *can not* be modified without approval by the EIO/D. If a change is required, the Provider needs to initiate an IFSP Amendment which subsequently creates a task for the EIO/D to review and approve the amendment. See **Amending an IFSP** or **Modifying (Amending) a Service Authorization** for further information.
- Adding a Rendering Provider to an SA does not require an amendment. See **Amending an IFSP** or **Modifying (Amending) a Service Authorization** for further information.

3. Apply necessary changes.

4. Click **Save** button. **Individualized Family Service Plan Home** page displays.

Notes:

- Child data can not be edited through the IFSP Amendment process. The ability to change Child information on the Child Home Page is limited to certain User roles in NYEIS. If a User is not authorized to edit Child information, they must submit a data change request. See **Unit 4:**

Case Management for additional information on editing the Child Home Page and data change requests.

- Service Authorizations cannot be edited through the edit IFSP process.  See **Viewing/Editing Service Authorization** sections for further information.

Attachments

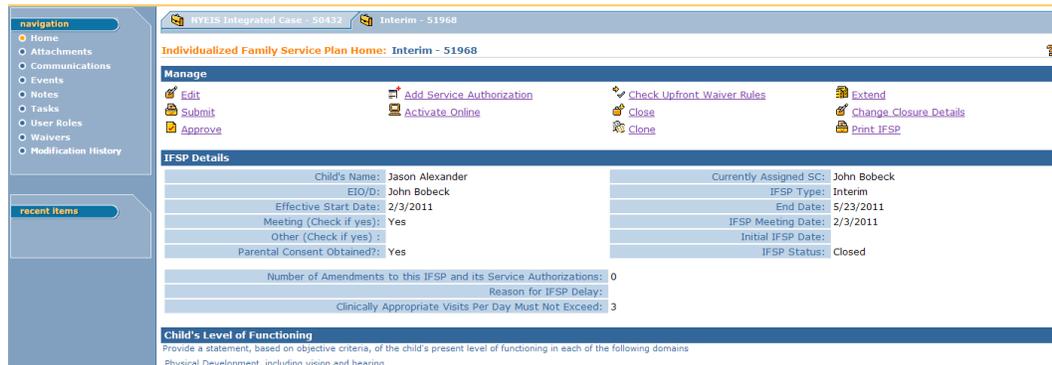
The attachment link is available from the IFSP Navigation Bar and is used to attach documents that provide additional information related to the Child’s IFSP in NYEIS.

Any file type may be attached depending on the Users software installed on their Personal Computer. Sample file types are (but not limited to): Word, Excel, PDF and JPG.

When an Attachment is created in a specific area of a Case, the new Attachment will be found in the location where the attachment was generated (e.g. Child, Integrated Case, IFSP, SA).

Attaching Files

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.



NYEIS Integrated Case - 50432 Interim - 51968

Individualized Family Service Plan Home: Interim - 51968

Manage

- Edit
- Submit
- Approve
- Add Service Authorization
- Activate Online
- Check Upfront Waiver Rules
- Close
- Clone
- Extend
- Change Closure Details
- Print IFSP

IFSP Details

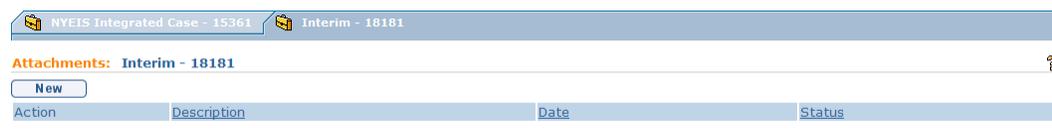
| | | | |
|-----------------------------|-----------------|------------------------|-------------|
| Child's Name: | Jason Alexander | Currently Assigned SC: | John Bobeck |
| EIO/D: | John Bobeck | IFSP Type: | Interim |
| Effective Start Date: | 2/3/2011 | End Date: | 5/23/2011 |
| Meeting (Check if yes): | Yes | IFSP Meeting Date: | 2/3/2011 |
| Other (Check if yes): | | Initial IFSP Date: | |
| Parental Consent Obtained?: | Yes | IFSP Status: | Closed |

Number of Amendments to this IFSP and its Service Authorizations: 0
Reason for IFSP Delay:

Clinically Appropriate Visits Per Day Must Not Exceed: 3

Child's Level of Functioning
Provide a statement, based on objective criteria, of the child's present level of functioning in each of the following domains
Physical Development, including vision and hearing

2. Click **Attachments** from the Navigation Bar. **Attachments** page displays.



NYEIS Integrated Case - 15361 Interim - 18181

Attachments: Interim - 18181

| Action | Description | Date | Status |
|--------|-------------|------|--------|
|--------|-------------|------|--------|

3. Click **New** button. **Create Attachment** page displays.

Create Attachment: Interim - 18181

Select file to attach

File:

File Details

Location: Reference:

Document Type: Letter Participant Name: Corey Clink

Receipt Date: 10/11/2009

Attachment Description

*Description:

4. See **Unit 1: Getting Started, Attaching Files to a Case** for further instruction regarding attaching a file if needed.

Viewing Attachments

Attachments can only be viewed by a User with assigned access rights.

1. Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.

2. Click **Attachments** from the Navigation Bar. **Attachments** page displays with a list of attachments.

| Action | Description | Date | Status |
|---|-------------|------------|--------|
| View Edit | MK test | 10/11/2009 | Active |

3. Click **View** link under **Action** column for the attachment to display. **View Attachment** page displays.

View Attachment: Initial - 53786

| Details | | | |
|----------------|-------------------|-------------------|----------------|
| Name: | Test for IFSP.doc | Participant Name: | Tiffany Martin |
| Location: | | Reference: | |
| Document Type: | Letter | Receipt Date: | 4/7/2009 |
| Status: | Active | | |

Attachment Description
Test

4. Click See **Unit 1: Getting Started, Viewing Attachments** for further instruction if needed.

Editing/Replacing Attachments

Attachments can only be edited / replaced by a User with assigned access rights.

1. Display the Child's Integrated Case Home Page. See **Unit 1: Getting Started, Displaying Integrated Case Home Page** for further information.
2. Click **Attachments** from the Navigation Bar. **Attachments** page displays with a list of attachments.

NYEIS Integrated Case - 15361 Interim - 18181

Attachments: Interim - 18181

| Action | Description | Date | Status |
|---|-------------|------------|--------|
| View Edit | MK test | 10/11/2009 | Active |

3. Click **Edit** link under **Action** column for the attachment to change. **Modify Attachment** page displays.

Modify Attachment: Interim - 18181

| Details | | | |
|----------------|---|-------------------|----------------------|
| Attached File: | NYEIS Training outline.doc [Open Attachment] | Participant Name: | Corey Clark |
| New File: | <input type="text"/> <input type="button" value="Browse..."/> | Document Type: | Letter |
| Location: | <input type="text"/> | Reference: | <input type="text"/> |
| Receipt Date: | 10/11/2009 | | |

Attachment Description

*Description: MK Test #2 Description Mandato

4. See **Unit 1: Getting Started, Editing/Replacing Attachments** for further instruction if needed.

Deleting Attachments

Attachments can only be deleted by Users with assigned access rights.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Attachments** from the Navigation Bar. **Attachments** page displays with a list of attachments.

| Attachments: Interim - 18181 | | | |
|---|-------------|------------|--------|
| Action | Description | Date | Status |
| View Edit | MK test | 10/11/2009 | Active |

3. Click **View** link under **Action** column for the attachment to display. **View Attachment** page displays.

| View Attachment: Initial - 53786 | | | |
|--|-----------------------------------|-------------------|----------------|
| Details | | | |
| Name: | Test for IFSP.doc | Participant Name: | Tiffany Martin |
| Location: | | Reference: | |
| Document Type: | Letter | Receipt Date: | 4/7/2009 |
| Status: | Active | | |
| Attachment Description | | | |
| Test | | | |
| <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Close"/> | | | |

 See **Unit 1: Getting Started, Deleting Attachments** for further instruction if needed.

Communications

Communications are records of correspondence between Case Participants that are recorded in NYEIS. Communications may be paper, telephone or Word Templates (available only to Municipal Users).  See **Unit 4: Case Management** for additional information on Communications and Case Participants.

Communications from the IFSP Home Page function in the same way as other Communications. However, if created from this button the Communication is not viewable from any other Communications button (e.g., Child's Integrated Case). Communications created from the IFSP Home Page should be relevant to the IFSP.  See **Unit 4: Case Management** for additional information on Communications.

Important Information - Sensitive Information/Information Extraneous to Early Intervention

It is important to remember that NYEIS information is subject to all Early Intervention Program (EIP) confidentiality requirements. Users *must* recognize that there may be sensitive or extraneous information communicated or in documents in children’s early intervention records that does not directly relate to the EIP. Early Intervention Officials and Early Intervention Providers are responsible for being aware of and adhering to other EIP confidentiality requirements that may apply to and restrict the information that should be included in children’s early intervention records.

When disclosing or re-disclosing any information, including Communication information in NYEIS, the Early Intervention Official or Early Intervention Provider *must* review the information and determine whether disclosure is necessary for the provision of early intervention services to the Child and/or family by the receiving party. For example, a physician’s report or social services report may not be necessary or appropriate to share with other early intervention Providers, and in these circumstances, would not be appropriate to record as Communication in NYEIS.

Exception
Currently not available to all NYEIS User roles.

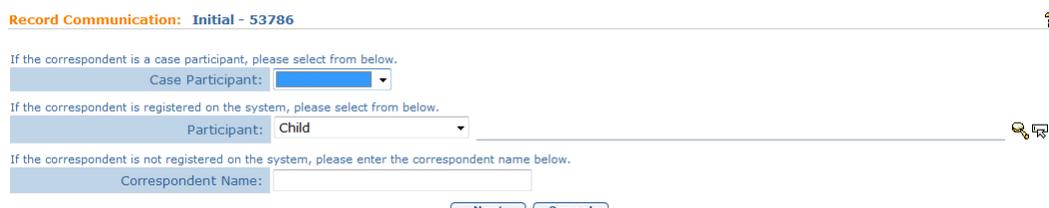
Recording Communication

This feature is used to record any type of Communications related to a Child's Case (e.g., phone call, letter received).

1. Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Communications** from the Navigation Bar. **Communications** page displays.



3. Click **Record Communication** button. **Record Communication** page displays.



- Define correspondent by selecting one of the following items from the **Record Communication** page:

Attention
 Not all code table values are applicable (e.g., Health Care Provider = EI Provider, Organization Contact and Representative).

- If correspondent is already a Case Participant, click **Case Participant** drop down. Select Participant (e.g., Child, Physician, Committee on Preschool Special Education (CPSE) chairperson).
- If correspondent is registered in the system but has not yet had any interaction with NYEIS that has listed them as a participant (e.g., Referral Source), click **Participant** drop down. *This drop down allows a User to search for a type of participant in NYEIS and remains on Child selection unless changed by the User.* Select Participant Type. Click **Search**  icon. **Search** page displays. Type known information in **Search Criteria**. Click **Search** button. **Search Results** display. Click **Select** link under **Action** column to select correspondent. **Record Communication** page displays with correspondent name. *Click **Clear**  icon to clear selected name.*
- If correspondent is not registered in the System, type **Correspondent Name**. *Correspondent is automatically registered as a participant associated with the case. Correspondent does not display in a search.*

- Click **Next** button. Next **Record Communication** page displays.

Record Communication: Initial - 53786 ?

| Communication Details | |
|--|--|
| Direction: Outgoing | Communication Type: Letter |
| Method: Hard Copy | Pro-Forma Type: 0 |
| Communication Date: 4/7/2009  | |
| Frequency to Re-send: | |

| Communication Text | |
|---|--|
| Subject: <input style="width: 90%;" type="text"/> | |
| Communication Text: <div style="border: 1px solid black; height: 40px; width: 100%;"></div> | |

| Correspondent Details | |
|---|--|
| Correspondent Name: Tiffany Martin | Correspondent Type: Anonymous |
| Address: <input style="width: 90%;" type="text"/>  | Fax/Phone Number: <input style="width: 90%;" type="text"/>  |
| Email Address: <input style="width: 90%;" type="text"/>  | |

- Enter appropriate information in **Communication Details** section using **Tab** key to navigate from field-to-field. Be sure to select accurately from **Communication Type** drop down.

Important Information
 Pro-Forma Type is not a *required* field but may be used by the User to track and identify a type of form used.

7. Enter appropriate information in **Communication Text** section. Be sure to type **Subject**.
8. Enter appropriate information in **Correspondent Details** section. *If address is not in the System, No Address Available will be printed. An Address is not required.*
9. Continue to go through and enter appropriate information in the following sections: **Protected Information Related Request Details**, **Protected Information Disclosure Details**, **Disclosure Purpose** (multiple selections can be made), **Other Required or Permitted Disclosure Purpose** (multiple selections can be made), **Associated Files** and **Comments**.

The sections are related to the documentation of communications regarding protected Health Information under the Health Information Portability and Accountability Act (HIPAA) and/or confidentiality restrictions under the Family Educational Rights and Privacy Act (FERPA). If these fields are completed, a Protected Health Information Authorization *must* be captured in NYEIS.  See **Unit 4: Case Management, Protected Health Information Authorizations** for additional information.

Protected Information Related Request Details section – Select the type of request from the drop down.

Protected Information Disclosure Details section – complete check boxes as appropriate and select **Disclosure Type** from the drop down (enter additional disclosure details as appropriate).

Information may involve the Child's HIV status, family abuse situations, Court orders, subpoenas and other Protected Health Information.  See **Unit 4: Case Management, Protected Health Information Restrictions** and **Protected Health Information Authorizations** for additional information.

10. Click **Save** button. The status of the communication logged is automatically updated depending on the type of communication. Incoming logged communications show a **Status of Received**, outgoing logged communication show a **Status of Sent**. *Errors or additional information required will display at the top of the page if Communication is not completed. Apply changes. You must save again.* **Communications** page displays with Communication item added to list.

Exception

Currently not available to all NYEIS User roles.

Creating MS Word Communication

NYEIS has templates that can be used to create letters and notices related to a Child. In addition saved Communications (e.g., letters) that NYEIS has provided are available.

1. Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Communications** from the Navigation Bar. **Communications** page displays.

3. Click **Create MS Word** button. **Create MS Word Communication** page displays.

4. Define correspondent by selecting one of the following items from the **Create MS Word Communication** page:

- If correspondent is already a Case Participant, click **Case Participant** drop down. Select Participant (e.g., Child, Physician, Committee on Preschool Special Education (CPSE) chairperson).
- If correspondent is registered in the system but has not yet had any interaction with NYEIS that has listed them as a participant (e.g., Referral Source), click **Participant** drop down. *This drop down allows a User to search for a type of participant in NYEIS and remains on Child selection unless changed by the User.* Select Participant Type. Click **Search** icon. **Search** page displays. Type known information in **Search Criteria**. Click **Search** button. **Search Results** display. Click **Select** link under **Action** column to select correspondent. **Record Communication** page displays with correspondent name. Click **Clear** icon to clear selected name.
- If correspondent is not registered in the System, type **Correspondent Name**. *Correspondent is automatically registered as a participant associated with the case. Correspondent does not display in a search.*

Attention

Not all code table values are applicable (e.g., Health Care Provider = EI Provider, Organization Contact and Representative).

5. Click **Next** button. The next **Create MS Word Communication** page displays.

Create MS Word Communication: Initial - 53786

Save Cancel

| Correspondent Details | |
|---------------------------------|-------------------------------|
| Subject: | Address: |
| Correspondent Name: Joan Martin | Correspondent Type: Anonymous |

| Protected Information Related Request Details | |
|---|--|
| RequestType: | |

| Protected Information Disclosure Details | |
|---|--------------------------------|
| Protected Information Disclosure: <input type="checkbox"/> | Disclosure Type: |
| Minimum Necessary Information Certification: <input type="checkbox"/> | Additional Disclosure Details: |

6. Enter appropriate information in the following sections: **Correspondent Details** (Click **Search**  icon to locate valid address if correspondent is already registered in the System), **Protected Information Related Request Details**, **Protected Information Disclosure Details**, **Disclosure Purpose** (multiple selections can be made), **Other Required or Permitted Disclosure Purpose** (multiple selections can be made) and **Associated Files**.

The sections are related to the documentation of communications regarding protected Health Information under the Health Information Portability and Accountability Act (HIPAA) and/or confidentiality restrictions under the Family Educational Rights and Privacy Act (FERPA). If these fields are completed, a Protected Health Information Authorization *must* be captured in NYEIS.  See **Unit 4: Case Management, Protected Health Information Authorizations** for additional information.

Protected Information Related Request Details section – Select the type of request from the drop down.

Protected Information Disclosure Details section – complete check boxes as appropriate and select **Disclosure Type** from the drop down (enter additional disclosure details as appropriate).

This information may involve the Child's HIV status, family abuse situations, Court orders, subpoenas and other Protected Health Information.  See **Unit 4: Case Management, Protected Health Information Restrictions** and **Protected Health Information Authorizations** for additional information.

7. Click **Search**  icon in **Template Name** field under **Template** section. **Case MS Word Templates** page displays.

Case MS Word Templates

| Action | Name | Category | Added | Status |
|------------------------|--|----------|-----------|--------|
| Select | PCPLetterChildFind | Case | 7/28/2009 | Active |
| Select | ParentalNotificationOfRightsAndEntitleme | Case | 8/5/2009 | Active |
| Select | PCPLetterChildFind_CC4 | Case | 8/5/2009 | Active |
| Select | PCPLetterNBHSReferral_CC5 | Case | 8/5/2009 | Active |
| Select | PCPLetterSuspectedReferral_CC6 | Case | 8/5/2009 | Active |
| Select | ProviderConfidentialityAttachmentOctober | Case | 8/5/2009 | Active |

8. Click **Select** link under **Action** column for desired template. Template displays in the **Template Name** field. Many types of templates have been developed and are available for use in NYEIS. Examples include: assignment of initial service coordinator, eligibility/ineligibility notification to parents, scheduling of IFSP meetings and transition letters.
9. Click **Save** button. *Errors or additional information required will display at the top of the page if Communication is not completed. Correct errors. You must Save again.* Selected template displays.
10. Apply changes.
11. **Close file. Exit Application.** Click **Yes** button to save changes. **Communications** page displays. The **Status** of the Communication logged is automatically updated depending on the type of Communication. Incoming logged Communication show a **Status** of **Received**, outgoing logged Communication show a **Status** of **Sent**.

Important Information

- Always save changed templates that contain Child information into NYEIS. Information from the NYEIS database should not be saved to local drives unless the User can guarantee the security of the drive. NYEIS' secure location and database maintains the confidentiality of the Child data.
- NYEIS templates can be edited by the Municipality and downloaded to the network or Personal Computer without Child-specific information. Then, data can be entered.

Notes:

- When a template displays, some fields will automatically populate (e.g., Name, Address, Phone Number).
- Selected fields can be edited when using templates.

Viewing Communications

The information below outlines the general steps for viewing any type of Communication (recording/MS Word). The title of the page reflects the type of Communication being viewed.

1. Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Communications** from the Navigation Bar. **Communications** page displays.

| Action | Name | Communication Status | Subject | Date | Status |
|---|--------------------------------|----------------------|------------------|----------|--------|
| View Edit | tiffany.martin | Sent | Certified Letter | 4/7/2009 | Active |
| View Edit | Joan Smith | Sent | Test | 4/7/2009 | Active |

3. Click **View** link under **Action** column for Communication to display. **View Communication** page displays.

View Communication: Interim - 18181

Buttons: [Delete](#) [Close](#)

Communication Details

Subject: MK Test
 Communication Date: 10/11/2009
 Communication Status: Draft [\[Mark As Sent\]](#)
 Status: Active

Correspondent Details

Correspondent Name: [Corey Clark](#)
 Correspondent Type: Client
 Address: 2 Main Street
 Albany (Albany)
 New York 12207

Protected Information Related Request Details

RequestType:

Protected Information Disclosure Details

Protected Information Disclosure: No
 Minimum Necessary Information Certification: No
 Disclosure Type:
 Additional Disclosure Details:

Disclosure Purpose

4. Review information.

If the communication is the type that could be sent (e.g., a letter), click on the **Mark as Sent** link. The message *Are you sure you want to mark this communication as sent?* displays. Select **Yes**. **Communication Status** updates with **Sent**.

Communication Status: Draft [\[Mark As Sent\]](#)
Status: Canceled

If the communication is MS Word communication, the **Communication Status** displays as **Draft** unless the User indicates it has been sent using the **Mark as Sent** feature. When viewing an MS Word Communication,

Communication Status displays as **Draft**. Click **Mark as Sent** link from **Communication Status** field. **Confirmation** page displays with the message *Are you sure you want to mark this communication as sent?* Click **Yes** button. **Communication Status** displays as **Sent**.

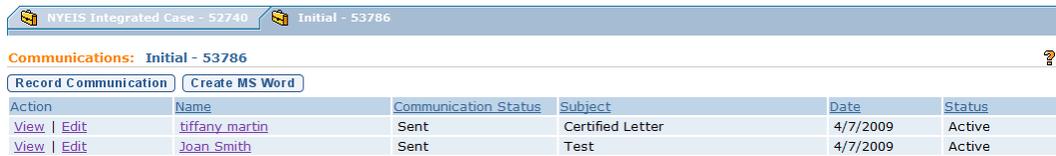
- Click **Close** button. **Communications** page displays.

Exception
Currently not available to all NYEIS User roles.

Editing Communications

The information below outlines the general steps for editing any type of Communication (Recording/MS Word). The title of the page reflects the type of Communication being edited.

- Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.
- Click **Communications** from the Navigation Bar. **Communications** page displays.



- Click **Edit** link under **Action** column for Communication to display. **Modify Recorded Communication** page displays.



- Apply necessary changes.
- Click **Save** button. **Communications** page displays.

Exception
 Currently not available to all NYEIS User roles.

Deleting Communications

The information below outlines the general steps for deleting an MS Word type of Communication. MS Word Communications can only be deleted when in *Draft* status. **A non-MS Word Communication can not be deleted.**

Important Information

If a MS Word Communication is marked as “Sent”, it cannot be deleted. In addition, because only a MS Word Communication with a status set to “Draft” can be deleted, the regular (non MS Word Communication) can NEVER be deleted. It always has a Status of “Received” or “Sent” based on if the record of the communication was incoming or outgoing.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Communications** from the Navigation Bar. **Communications** page displays.

| NYEIS Integrated Case - 52740 | | Initial - 53786 | | | |
|---|--------------------------------|----------------------|------------------|----------|--------|
| Communications: Initial - 53786 | | | | | |
| Record Communication | | Create MS Word | | | |
| Action | Name | Communication Status | Subject | Date | Status |
| View Edit | tiffany_martin | Sent | Certified Letter | 4/7/2009 | Active |
| View Edit | Joan_Smith | Sent | Test | 4/7/2009 | Active |

3. Click **View** link under **Action** column for Communication to delete. **View Communication** page displays.

View Communication: Interim - 18181

[Delete](#) [Close](#)

| Communication Details | |
|---|--|
| Subject: MK Test | Communication Status: Draft [Mark As Sent] |
| Communication Date: 10/11/2009 | Status: Active |
| Correspondent Details | |
| Correspondent Name: Corey_Clink | Correspondent Type: Client |
| Address: 2 Main Street Albany (Albany) New York 12207 | |
| Protected Information Related Request Details | |
| RequestType: | |
| Protected Information Disclosure Details | |

4. Click **Delete** button. **Delete Communication** page displays the message *Are you sure you want to delete this communication?*

Delete Communication: Certified Letter

Are you sure you want to delete this communication?

[Yes](#) [No](#)

5. Click **Yes** button. **View Communication** page displays. Notice the **Status** field displays **Canceled**.
6. Click **Close** button. **Communications** page displays.

Events

The Calendar Application is used when a User needs to record and share important Events or milestones for an IFSP. Events are placed on the Child’s Integrated Case and will display on the common Child Calendar. The Calendar is accessible to Users with assigned access rights.

If User needs to record important events or milestones *to track and remember*, the My Calendar function from personal Home Page is used. Events will be placed on the User’s Personal Calendar.  See **Unit 1: Getting Started** for further detail on displaying the User calendar.

Calendar Views

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Events** from the Navigation Bar. **Events** page displays in a **Month** view with current day in a different color.

 NYEIS Integrated Case - 52740
 Initial - 53786

Events: Initial - 53786

New Activity
New Recurring Activity
Create IFSP Review
View List

go to today
day
week
month
go to date
4/7/2009

April 7, 2009

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|--------|---------|-----------|----------|--------|----------|
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 1 | 2 |

- Use the Tabs above the Calendar to switch to one of the following views: **go to today**, **day**, **week**, **month** or **go to date**.



Exception
Currently not available to all NYEIS User roles.

Creating a New Activity

Activities can be created by a User to invite other Case Participants. For example, an EIO/D can schedule a conference call to discuss information about a Child's services with an ongoing Service Coordinator and a Service Provider.

- Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.
- Click **Events** from the Navigation Bar. **Events** page displays in a **Month** view with current day in a different color.
- Click **New Activity** button. **Create Activity** page displays.

Create Activity: Initial - 53786 ?

| Details | |
|--|--|
| *Subject: <input type="text"/> | *Priority: Medium <input type="text"/> |
| Location: <input type="text"/> | Ignore all conflicts: <input type="checkbox"/> |
| Time | |
| *Start: 4/7/2009 <input type="text"/> 00 : 00 <input type="text"/> | *End: 4/7/2009 <input type="text"/> 00 : 00 <input type="text"/> |
| All Day: <input type="checkbox"/> | *Show As: Busy <input type="text"/> |
| Concerning | |
| Case Participant: <input type="text"/> | |
| Comments | |
| <input type="text"/> | |
| <input type="button" value="Save"/> <input type="button" value="Save & New"/> <input type="button" value="Save & Invite"/> <input type="button" value="Cancel"/> | |

- Enter appropriate information for the following sections using **Tab** key to navigate from field-to-field: **Details**, **Time**, **Concerning** (displays a selection of Case Participants) and **Comments**. *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as **mm/dd/yyyy** format.*
- Click **Save** button to save activity and return to **Events** page. Activity displays on specified date.

Events: Initial - 53786

| April 7, 2009 | | | | | | |
|---------------|--------|---------|-----------|----------------------|--------|----------|
| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 08:00 - Confere | 10 | 11 |

Or

Click **Save & New** button to save activity and create an additional activity.

Or

Click **Save & Invite** button to invite Attendees. See **Inviting Attendees** for further information.

Exception
Currently not available to all NYEIS User roles.

Inviting Attendees

1. Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Events** from the Navigation Bar. **Events** page displays in a **Month** view with current day in a different color.
3. Click **New Activity** button. **Create Activity** page displays.

Create Activity: Initial - 53786

| Details | |
|---|--|
| *Subject: <input type="text"/> | *Priority: Medium ▾ |
| Location: <input type="text"/> | Ignore all conflicts: <input type="checkbox"/> |
| Time | |
| *Start: 4/7/2009 <input type="text"/> 00 : 00 ▾ | *End: 4/7/2009 <input type="text"/> 00 : 00 ▾ |
| All Day: <input type="checkbox"/> | *Show As: Busy ▾ |
| Concerning | |
| Case Participant: <input type="text"/> | |
| Comments | |
| <input type="text"/> | |

4. Enter appropriate information for the following sections using **Tab** key to navigate from field-to-field: **Details**, **Time**, **Concerning** (displays a selection of Case Participants) and **Comments**. *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not*

have an asterisk. Date fields must be formatted as **mm/dd/yyyy** format.

5. Click **Save & Invite** button. **Invite Attendee** page displays.

Invite Attendee:

Details

Attendee: User

Attendees

| Attendee | Status |
|-----------|----------|
| John USER | Accepted |

Save
Save & New
Cancel

6. Select **Attendee** type from drop down in **Details** section. Only Users on the system can be invited to an event/activity.
7. Click **Search**  icon for **Attendee** field. **Search** page for specified User displays.

User Search

Search Criteria

| | |
|---|---|
| First Name: <input style="width: 90%;" type="text"/> | Last Name: <input style="width: 90%;" type="text"/> |
| Organization Unit: <input style="width: 90%;" type="text"/>  | Job: <input style="width: 90%;" type="text"/>  |
| Display Deleted Users: <input type="checkbox"/> | Provider Name: <input style="width: 90%;" type="text"/> |

Search
Reset
Cancel

Search Results

| Action | First Name | Last Name | User Name | Position | Organization Unit | Provider | Status |
|------------------------|------------|-----------|-----------|---------------------|-------------------|----------------|--------|
| Select | Strange | Love | pxh01 | Service Coordinator | Muni | Dr Strangelove | Active |

8. Type all known information in **Search Criteria** section. *When searching be sure to enter as much detail as possible to narrow down search results. The search results are not limited to the Child's Case that is currently open.*
9. Click **Search** button. Records matching display in **Search Results** section. *To search again, click **Reset** button.*

| Search Results (Number of Items: 1) | | | | | | | |
|-------------------------------------|------------|-----------|-----------|---------------------|-------------------|----------------|--------|
| Action | First Name | Last Name | User Name | Position | Organization Unit | Provider | Status |
| Select | Strange | Love | pxh01 | Service Coordinator | Muni | Dr Strangelove | Active |

10. Click **Select** link under **Action** column to select individual. **Invite Attendee** page redisplay with **Attendee** populated.
11. Click **Save & New** button to save Attendee. Search to invite another Attendee. Repeat **Steps 6** through **10**.

Or

Click **Save** button to save activity and return to **Events** page. Activity displays on specified date. An invite has been sent to the User's Inbox to accept or reject.

Note:

- To remove an Attendee from list, click Event from Calendar view. **View Activity Details** page displays. Click **Remove** link under **Action** column in **Attendees** section to remove individual. **Remove Attendee** page displays with the message *Are you sure you want to remove this attendee?* Click **Yes** button. If the Attendee has accepted the invitation, the individual is removed from **Attendees** section and Event is removed from their calendar. Click **Close** button.

Creating Recurring Meeting Activity

The Recurring Events function in NYEIS is useful to record Events that occur on the same schedule for a period of time. A good example would be recording the schedule for multiple services a Child receives in NYEIS. If set up on the Child's Calendar, other authorized Service Providers, the Service Coordinator and the EIO/D can view details (e.g., PT every Tuesday and Thursday from 10:00 A.M. - 10:30 A.M.).

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Events** from the Navigation Bar. **Events** page displays in a **Month** view with current day in a different color.
3. Click **New Recurring Activity** button. **Create Recurring Activity** page displays.

Create Recurring Activity: Initial - 53786

Save Save & New Save & Invite Cancel

Details

*Subject: Location: *Priority: Medium

Time

*Start: 4/7/2009 00:00 *End: 4/7/2009 00:00

*Show As: Busy Ignore Conflicts:

All Day:

Concerning

Case Participant: Tiffany Martin

Activity Recurrence

*Frequency:

Recurrence Duration

Number of Occurrences: 0 To Date:

Comments

Save Save & New Save & Invite Cancel

- Enter appropriate information for the following sections using **Tab** key to navigate from field-to-field: **Details**, **Time** and **Concerning** (displays a selection of Case Participants). *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as **mm/dd/yyyy** format.*
- To select a frequency pattern, click **Frequency Pattern** button from **Frequency** field. **Select a Frequency Pattern** window displays.

Select a Frequency Pattern - Windows Internet Explorer

https://bealbbld.bealbany.com:9044/Curam/en_US/frequency-editor.jsp Certificate Error

| | |
|---|---|
| <input type="radio"/> Daily | <input type="radio"/> Every 1 day(s) <input type="radio"/> Every Weekday |
| <input checked="" type="radio"/> Weekly | Recur every 1 week(s) on: <input type="checkbox"/> Monday <input checked="" type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input checked="" type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday |
| <input type="radio"/> Monthly | <input type="radio"/> Day 1 of every 1 month(s) <input type="radio"/> the first Day of every 1 month(s) |
| <input type="radio"/> Bi-monthly | <input type="radio"/> day(s) 1 and 1 of every month <input type="radio"/> the first and second Monday of every month |
| <input type="radio"/> Yearly | <input type="radio"/> Every January 1 <input type="radio"/> the first Day of every January |

OK Cancel

Internet | Protected Mode: Off 100%

- Select details for the recurring activity. Click **OK**. **Create Recurring Activity** page displays with **Frequency** field populated.

Activity Recurrence
 *Frequency: Recur every 1 week(s) on Tuesday, and Thursday.

- Specify the **Number of Occurrences** for the Event or define a **To Date** in **Recurrence Duration** section.
- Type **Comments** (*Optional*).
- Click **Save** button to save activity and return to **Events** page. Activity displays on specified date.

NYEIS Integrated Case - 52740 Initial - 53786

Events: Initial - 53786

New Activity | New Recurring Activity | Create IFSP Review | View List

go to today | day | week | month | go to date: 4/7/2009

April 7, 2009

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|--------|----------------------|-----------|----------------------|--------|----------|
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 09:00 - Weekly | 8 | 9 09:00 - Weekly | 10 | 11 |
| 12 | 13 | 14 09:00 - Weekly | 15 | 16 09:00 - Weekly | 17 | 18 |
| 19 | 20 | 21 09:00 - Weekly | 22 | 23 09:00 - Weekly | 24 | 25 |
| 26 | 27 | 28 09:00 - Weekly | 29 | 30 09:00 - Weekly | 1 | 2 |

Or

Click **Save & New** button to save activity and create an additional activity.

Or

Click **Save & Invite** button to invite Attendees.  See **Inviting Attendees** for further information.

Responding to an Invite

- Display User Home Page. Click **Home** from Menu Bar. **My Calendar** section displays Invites.

| My Calendar | |
|--------------------|-------------------------------|
| Start Date | Subject |
| 4/7/2009 08:00 | Staff Meeting |
| 4/13/2009 08:00 | Staff Meeting |

- Click **Subject** link for invite to display. **View Activities Detail** page displays.

| Details | | |
|------------------------|----------------------------------|-------------|
| Subject : | Staff Meeting | |
| Location: | | |
| Priority: | Medium | |
| Status: | Active | |
| Time | | |
| Start: | 4/7/2009 08:00 | |
| End: | 4/7/2009 09:00 | |
| Show As: | Busy | |
| All Day: | No | |
| Concerning | | |
| Client: | Tiffany Martin | |
| Case Reference: | 53786 | |
| Activity Recurrence | | |
| Frequency: | Recur every 1 week(s) on Monday. | |
| Recurrence Duration | | |
| Number of Occurrences: | 10 | |
| To: | | |
| Attendees | | |
| Action | Attendee | Status |
| Remove | John USER | Accepted |
| Remove | FINANCIAL USER | Provisional |
| Comments | | |

- Click **Accept** button to accept meeting. **Accept Invitation** page displays with the message *Are you sure you want to accept this invitation?* Click **Yes** button. **View Activities Detail** page displays. **Status** under the **Attendees** section is changed to **Accepted**.

Or

Click **Reject** button to reject meeting. **Reject Invitation** page displays with the message *Are you sure you want to reject this invitation?* Click **Yes** button. **My Calendar** page displays with invite removed.

Editing Activities

- Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
- Click **Events** from the Navigation Bar. **Events** page displays in a **Month** view with current day in a different color.
- Locate activity to edit. Click link. **View Activity Details** page displays.

View Activity Details:

?

| Details | |
|-------------------------|-----------------------|
| Subject: Status meeting | Priority: Medium |
| Location: | Status: Active |
| Time | |
| Start: 4/10/2009 10:00 | End: 4/10/2009 11:00 |
| Show As: Busy | All Day: No |
| Concerning | |
| Client: | Case Reference: 59392 |
| Attendees | |
| Action | Attendee |
| Remove | provider provider |
| | Status |
| | Accepted |
| Comments | |

4. Click **Edit** button. **Modify Activity** page displays.

Modify Activity:

?

| Details | |
|-----------------------------------|--|
| *Subject: Status meeting | *Priority: Medium |
| Location: | Ignore all conflicts: <input type="checkbox"/> |
| Time | |
| *Start: 4/10/2009 10:00 | *End: 4/10/2009 11:00 |
| All Day: <input type="checkbox"/> | *Show As: Busy |
| Concerning | |
| Client: Employer | |
| Case Reference: 59392 | |
| Comments | |

5. Apply necessary changes.

6. Click **Save** button. Changes are saved. **Events** page displays.

Or

Click **Save & Invite** button to invite additional Attendees to Activity.

Notes:

- Any change made to an Event is automatically updated by NYEIS and placed on the User's Calendar for an Activity that has already been accepted. *Users will not be notified by NYEIS that a change has been made.*
- The NYEIS user that creates an event on a child's calendar also has that event populated on their own personal calendar.
- Any User that has access rights to a Child's Case may edit the Child's Calendar. A User may not edit a Calendar Event on another User's Calendar.

Deleting Activities

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Events** from the Navigation Bar. **Events** page displays in a **Month** view with current day in a different color.
3. Locate activity to delete. Click link. **View Activity Details** page displays.

View Activity Details: 

| Details | | | |
|-----------|-----------------|-----------|-----------------|
| Subject: | Status meeting | Priority: | Medium |
| Location: | | Status: | Active |
| Time | | | |
| Start: | 4/10/2009 10:00 | End: | 4/10/2009 11:00 |
| Show As: | Busy | All Day: | No |

4. Click **Delete** button. **Delete Activity** page displays with message *Are you sure you want to delete this activity?*

Delete Activity:

Are you sure you want to delete this activity?

5. Click **Yes** button. **Events** page displays and Activity is removed.

Important Information

Be sure to check your Calendar on a regular basis for deleted Activities. Deleted activities are automatically removed from a User's Calendar without system notification.

Notes:

- Any change made to an Event is automatically updated by NYEIS and placed on the User's Calendar for an Activity that has already been accepted. *Users will not be notified by NYEIS that a change has been made.*
- Any User that has access rights to a Child's Case may edit the Child's Calendar. A User may not edit a Calendar Event on another User's Calendar.
- To create an **IFSP Review**  See **Creating (Scheduling) Individualized Family Service Plan Meeting** for further information.

IFSP History

NYEIS offers the User a view of the IFSP history in terms of initial submission and subsequent amendments.

1. Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Events** from the Navigation Bar. **Events** page displays in a **Month** view with current day in a different color.

NYEIS Integrated Case - 59925 Initial - 59929

Events: Initial - 59929

[New Activity](#)
[New Recurring Activity](#)
[Create IFSP Review](#)
[View List](#)

[go to today](#)
[day](#)
[week](#)
[month](#)
[go to date](#) 4/28/2011

| April 28, 2011 | | | | | | |
|----------------|-------------------------------------|---------|-----------|----------|--------|----------|
| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
| 27 | 28 | 29 | 30 | 31 | 1 | 2 |
| 3 | 4 Amendment App Amendment App | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

3. Click the **View List** button. **Events** page displays.

| Action | Event | Start Date | End Date |
|----------------------|---------------------|------------|-----------|
| View | Amendment Approved | 4/4/2011 | 4/4/2011 |
| View | Amendment Approved | 4/4/2011 | 4/4/2011 |
| View | Amendment Submitted | 4/4/2011 | 4/4/2011 |
| View | Amendment Approved | 4/4/2011 | 4/4/2011 |
| View | Amendment Submitted | 4/4/2011 | 4/4/2011 |
| View | Amendment Approved | 4/4/2011 | 4/4/2011 |
| View | Amendment Submitted | 4/4/2011 | 4/4/2011 |
| View | Amendment Approved | 4/4/2011 | 4/4/2011 |
| View | Amendment Approved | 4/4/2011 | 4/4/2011 |
| View | Amendment Submitted | 4/4/2011 | 4/4/2011 |
| View | Amendment Submitted | 4/4/2011 | 4/4/2011 |
| View | Amendment Submitted | 4/4/2011 | 4/4/2011 |
| View | Amendment Approved | 4/4/2011 | 4/4/2011 |
| View | Amendment Submitted | 4/4/2011 | 4/4/2011 |
| View | Amendment Approved | 4/4/2011 | 4/4/2011 |
| View | Amendment Submitted | 4/4/2011 | 4/4/2011 |
| View | Amendment Submitted | 4/4/2011 | 4/4/2011 |
| View | Amendment Submitted | 4/4/2011 | 4/4/2011 |
| View | Amendment Rejected | 4/4/2011 | 4/4/2011 |
| View | Amendment Submitted | 4/4/2011 | 4/4/2011 |
| View | IFSP Activated | 3/29/2011 | 3/29/2011 |
| View | IFSP Approved | 3/28/2011 | 3/28/2011 |

- The Events page list each event associated with the selected IFSP including the date that the IFSP is first approved and activated, and all subsequent Amendments.
- Click **View** in the Action column next to a specific event to See details about the IFSP event.*

View Amendment to add Respite Service Authorization: Initial - 59929

[Close](#)

| Amendment Details | |
|----------------------------|--|
| Amendment Type: | Amendment to an IFSP - Add Service Authorization |
| Amendment Reason: | Amendment to Add Service Authorization |
| User Requesting Amendment: | Ken Ober |
| Date Requested: | 4/4/2011 |
| Service Type / Method: | Respite Care |

| Respite Provider | |
|------------------|----------------|
| Name: | Sara's Respite |

| Respite Details | |
|-------------------------------|--|
| Start Date: | 3/29/2011 |
| End Date: | 9/28/2011 |
| Hours Authorized: | 100 |
| Authorized Respite Cost/Hour: | 15.00 |
| Reason for Respite: | Parents need assistance and relief from day to day care. |
| Other Reason: | |

| Parent Arrangement | |
|---|-----------------|
| Completed if SA is for Parent Arrangement of Respite Services | |
| Respite to be delivered by: | |
| Respite Giver Address | |
| Address Line 1: | Address Line 2: |
| Address Line 3: | City: |
| State: | County: |
| Zip: | Census Tract: |

| Respite Giver Contact Details | |
|-------------------------------|------|
| Phone Number: | Fax: |
| Email: | |

Comments

[Close](#)

*Not all Events listed in 'Events' have a corresponding detail page seen when 'view' is clicked

6. Click the **Close** button to return to the **Events** page.

Notes

Notes are used to provide additional information regarding the Case. Notes are viewed by Users that have assigned access rights to the Case. Notes should be used as a common area to record information about the Child's Case that all Users responsible for the Child/Family view. When a Note is created using the Notes feature within the IFSP Home Page, the Note is not viewable from other Notes sections (e.g., Integrated Case or Child Homepage). Information placed in Notes section from the IFSP Home Page should be relevant to the IFSP.



Notes are not meant to be an area for Users to record their Case Notes.

Important Information - *Sensitive Information/Information Extraneous to Early Intervention*

It is important to recognize when adding Notes to a Child's Case that there may be sensitive or extraneous information communicated or known about the Child that does not directly relate to the Early Intervention Program. Early Intervention Officials and Early Intervention Providers are responsible for being aware of and adhering to other confidentiality requirements that may apply to information included in children's early intervention records.

When disclosing or re-disclosing any information, including entering Notes in NYEIS, the Early Intervention Official or Early Intervention Provider *must* consider whether disclosure is necessary for the provision of early intervention services to the Child and/or family by the receiving party. For example, certain types of protected health information or family circumstances may not be necessary or appropriate to share with other Early Intervention Providers, and in these circumstances, would not be appropriate to record notes in NYEIS.

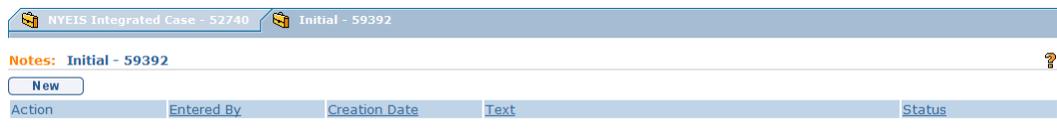
Exception

Currently not available to all NYEIS User roles.

Creating Notes

A Note can not be edited once it is created. If a change needs to be made to an original Note, the new note text is added at the end. Notes are viewed by everyone that has access rights to the Case.

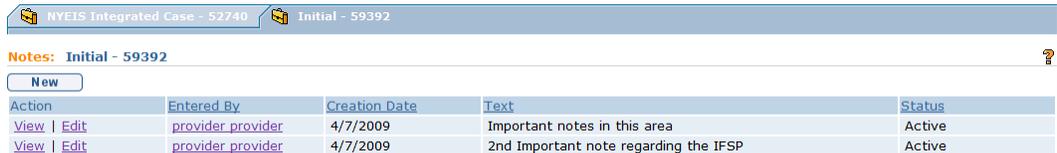
1. Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Notes** from the Navigation Bar. **Notes** page displays.



3. Click **New** button. **Create Note** page displays.



4. Type **Text** in **Note Text** section.
5. Click **Save** button to save Note and return to **Notes** page with new Note listed.

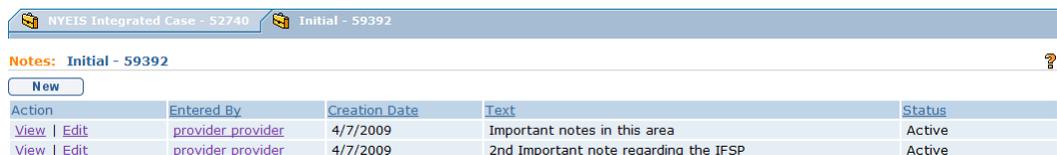


Or

Click **Save & New** button to save Note and create a new Note.

Viewing Notes

1. Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Notes** from the Navigation Bar. **Notes** page displays.



3. Click **View** link under **Action** column for Note to display. **View Note** page displays.

View Note: Initial - 59392 ?

[Edit](#) [Delete](#) [Close](#)

Details

Entered By: [provider provider](#) Status: Active
 Creation Date: 4/7/2009

Notes History

On: 04-07-2009 13:04:17
 Created By: provider provider
 Created as a result of: User note
 Important notes in this area

[Edit](#) [Delete](#) [Close](#)

4. Review information.
5. Click **Close** button. **Notes** page displays.

Exception
 Currently not available to all NYEIS User roles.

Editing Notes

The text for Notes can not be edited. New text is appended (added to the bottom) and original text is set to the **History Note** section.

1. Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Notes** from the Navigation Bar. **Notes** page displays.

NYEIS Integrated Case - 52740 Initial - 59392

Notes: Initial - 59392 ?

[New](#)

| Action | Entered By | Creation Date | Text | Status |
|---|-----------------------------------|---------------|---------------------------------------|--------|
| View Edit | provider provider | 4/7/2009 | Important notes in this area | Active |
| View Edit | provider provider | 4/7/2009 | 2nd Important note regarding the IFSP | Active |

3. Click **Edit** link under **Action** column for Note to change. **Modify Note** page displays with original Note listed under **Note History** section.

Modify Note: Initial - 59392 ?

[Save](#) [Cancel](#)

Details

Entered By: [provider provider](#) Creation Date: 4/7/2009

Note Text

*Text:

Note History

On: 04-07-2009 13:04:17
 Created By: provider provider
 Created as a result of: User note
 Important notes in this area

[Save](#) [Cancel](#)

4. Apply necessary changes to **Details** section. Type new **Text** in **Note Text** section.

5. Click **Save** button. Note is saved. **Notes** page displays.
6. Click **View** link under **Action** column to display the updated note.

View Note: Initial - 59392

Edit Delete Close

Details

Entered By: provider provider Status: Active
 Creation Date: 4/7/2009

Notes History

On: 04-07-2009 13:04:17
 Created By: provider provider
 Created as a result of: User note
 Important notes in this area
 On: 04-07-2009 13:08:13
 Modified By: provider provider
 Modified as a result of: User note
 Modified notes, additional text entered after editing the message

Edit Delete Close

Exception
 Currently not available to all NYEIS User roles.

Deleting Notes

1. Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Notes** from the Navigation Bar. **Notes** page displays.

NYEIS Integrated Case - 52740 Initial - 59392

Notes: Initial - 59392

New

| Action | Entered By | Creation Date | Text | Status |
|---|-------------------|---------------|---------------------------------------|--------|
| View Edit | provider provider | 4/7/2009 | Important notes in this area | Active |
| View Edit | provider provider | 4/7/2009 | 2nd Important note regarding the IFSP | Active |

3. Click **View** link under **Action** column for Note to delete. **View Note** page displays.

View Note: Initial - 59392

Edit Delete Close

Details

Entered By: provider provider Status: Active
 Creation Date: 4/7/2009

Notes History

On: 04-07-2009 13:04:17
 Created By: provider provider
 Created as a result of: User note
 Important notes in this area
 On: 04-07-2009 13:08:13
 Modified By: provider provider
 Modified as a result of: User note
 Modified notes, additional text entered after editing the message

Edit Delete Close

4. Click **Delete** button. **Delete Note** page displays with the message *Are you sure you want to delete this note?*

Delete Note: Initial - 59392

Are you sure you want to delete this note?

Yes

No

- Click **Yes** button. **Notes** page displays with Note deleted.

**Important Note:**

When a Note is deleted the entire Note with its history is removed from the Live System. Notes will be stored in the NYEIS database and can be retrieved by the State Administrators. Only certain Users with access rights may delete Notes.

Exception

Currently not available to all NYEIS User roles.

Tasks

Provides an alternate way to create a Task. Tasks can also be created from the Users Inbox. Tasks created from the IFSP homepage should be relevant to the IFSP. Creating a task from the IFSP Home Page will only display the task in the IFSP section and in the assigned tasks of the user it was created for. All Users with appropriate User rights will have access to the Task. See **Unit 1: Getting Started** for further information on Tasks.

Adding Tasks

- Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.
- Click **Tasks** from the Navigation Bar. **Tasks** page displays.



- Click **New** button. **Create User Task** page displays the sections **Task Details, Assignment Details** and **Comments**.

Create User Task: Art Art ?

Task Details

*Subject: Deadline:  :

*Priority:

Concerning

Case Participant:  

Case Reference:  

Assignment Details

Reserve To Me:

Assign To:  

Comments

- Fill in information as necessary. *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as **mm/dd/yyyy** format.*

Important Information

A Task is assigned to a User. Click **Reserve to Me** from the **Assignment Details** section to assign a Task to yourself. Municipal users only may assign a task to another user. Select the appropriate assignee type from the **Assign To** field prior to initiating the search. The **Search** page varies depending on the option selected in the **Assign To** field.

- Click **Search**  icon. A search page or a list of choices displays.

If a search page displays, enter **Search Criteria**. Click **Search** button. **Search Results** display. Click **Select** link under **Action** column. **Assign To** field is populated.

If a list of options display, click **Select** link under **Action** column to select appropriate data. **Assign To** field is populated. **Create User Task** page displays with selected data displayed.

- Click **Save** button to save current Task and return to the **Tasks** page.

Or

Click **Save & New** button to continue adding Tasks.

Viewing Tasks

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Tasks** from the Navigation Bar. **Tasks** page displays.



| Task ID | Subject | Priority | Status | Deadline |
|---------|----------------------|----------|--------|----------|
| 26373 | Task to be completed | Medium | Open | |

3. Click **Task ID** link from **Tasks** page. **Task Home** page displays.



| Subject |
|----------------------|
| Task to be completed |

Or

Click **Inbox** from Menu Bar. **My Workspace** page displays. Click **Find Task** link under **Shortcuts** section to search for a Task. *Open Tasks also display under My Tasks section of My Workspace page.*

Notes:

- To sort the data displayed on pages, click the underlined column heading. Click once to view the data in ascending order and click again to view the data in descending order.
- **Recent Items** section – displays the name of recently visited: Children, Providers, Vendors, etc. as a link

User Roles

The User Roles navigation bar item allows authorized users to view information on the history and current EIO/D and Service Coordinator assignments as they relate to the IFSP. This page is informational only, and cannot be edited.  See Unit 4- Case Management, page 44 for information on changing the child's assigned EI/D.

User Roles: 1st Review - 1234567



| Action | Name | Role | Start Date | End Date |
|----------------------|-------------|---------------------|------------|----------|
| View | Nancy Smith | EIO/D | 1/2/2014 | |
| View | Bob Jones | Service Coordinator | 1/2/2014 | |

Waivers

For EIOD’s or Municipal Staff with sufficient privileges, any previously generated waivers can be accessed via this link to either review or modify.

| Upfront Waivers: Initial - 53786 | | |
|----------------------------------|---|--------------------------|
| IFSP Details | | |
| Child Name: | Tiffany Martin | |
| IFSP Start Date: | 3/12/2009 | IFSP End Date: 9/11/2009 |
| Billing Rule Violations | | |
| Action | Description | Status |
| Manage | Rule16: IFSP Visits Per Day Clinically Appropriate Exceeded | Approved |

See Upfront Waiver section of this chapter for more information on checking for and/or managing waivers.

Modification History

Reactivation and/or subsequent editing of Closed IFSPs will be reflected in the **Modification History** section of the IFSP. Any users with sufficient privileges to access IFSP Events can access IFSP Modification History.

The **Modification History** will provide detail on the reference number, case type, change date, Enacting User, Enacting User’s NYEIS Login ID, reason for editing, reason for modification, and any user supplied comments as it relates to the IFSP that underwent reactivation/modification.

Additionally, any reactivated Service Authorizations residing within the IFSP that were edited will be reflected as a single line in the IFSP Modification History to account for the edit performed:

| Case Reference | Case Type | Change Date | Change By | Username | Reason For Editing | Reason For Modification | Comments |
|----------------|-----------------------|-----------------|----------------|----------|---|---------------------------------|--|
| 1234568 | Service Authorization | 10/8/2014 15:44 | Chris O'Connor | abc09 | Addition of co-visits to reflect co-visits that were agreed to, authorized and delivered | Service Authorization Amendment | |
| 1234567 | IFSP | 10/8/2014 15:25 | Chris O'Connor | abc09 | Other IFSP demographic correction/addition/change (must provide detailed information in comments) | Data Entry Error | Increasing the number of clinically appropriate visits per day to 10 as per child need |
| 1234567 | IFSP | 10/8/2014 15:24 | Chris O'Connor | abc09 | | Case Reactivation | |

Important Note: For more information on the functions that result in entries to the IFSP Modification History: See **Unit 10 - Municipal Administration** for detailed information on reactivating and/or editing an IFSP that has reached a ‘Closed’ status.

Submitting an Individualized Family Service Plan



The User should NOT submit the Demographic section of the IFSP without first adding or amending associated Service Authorizations. Service Authorizations are required prior to executing the remaining IFSP sections.  See Service Authorizations section for further information.

Important Information

- Check Upfront Waiver Rules must run prior to EIO/D approving the Case. If following submission, any billing waivers are outstanding, the IFSP will remain in 'Submitted' status until the waivers are managed.  See Upfront Waiver for further information.
- Parental Consent must be obtained prior to submitting an IFSP for approval.
- Submitted Status is assigned when the IFSP has been submitted to the EIO/D for review and approval.
- Approved Status is assigned when the IFSP has been reviewed by the EIO/D and has been approved.
- IFSPs can be submitted without Providers identified for all SAs. If an SA does not have a Provider identified, the status for that SA will be Awaiting Provider/Vendor Assignment.
- If a Service Coordinator submits the IFSP, workflow is created for EIO/D to review for completeness and required regulatory components as well as approve to IFSP.
- If the Service Coordinator is also the EIO/D submitting the IFSP, the IFSP does not need to be approved by the EIOD/SC. The EIOD/SC simply submits the IFSP.
- Approved Status is assigned when the IFSP has been reviewed by the EIO/D and has been approved. the IFSP does not need to be approved by the EIOD/SC. The EIOD/SC simply submits the IFSP.
- All Service Authorizations with Providers are submitted at time of IFSP submission. They will be approved if billing rules have passed and EIO/D has approved. If Service Coordinator submits, Service Authorizations display as Submitted. Then, the IFSP is sent to EIO/D to review and approve.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.

NYEIS Integrated Case - 23830 Initial - 24580

Individualized Family Service Plan Home: Initial - 24580

Manage

[Edit](#) [Add Service Authorization](#) [Check Upfront Waiver Rules](#) [Extend](#)
[Submit](#) [Activate Online](#) [Close](#) [Change Closure Details](#)
[Approve](#) [Clone](#) [Print IFSP](#)

IFSP Details

| | | | |
|---|--------------|------------------------|----------------|
| Child's Name: | Helen Harper | Currently Assigned SC: | To Be Assigned |
| EIO/D: | Laurel Vay | IFSP Type: | Initial |
| Effective Start Date: | 10/11/2009 | End Date: | 4/10/2010 |
| Meeting (Check if yes): | Yes | IFSP Meeting Date: | 10/10/2009 |
| Other (Check if yes): | | Initial IFSP Date: | 10/11/2009 |
| Parental Consent Obtained?: | Yes | IFSP Status: | Draft |
| Number of Amendments to this IFSP and its Service Authorizations: | | 0 | |
| Reason for IFSP Delay: | | | |
| Clinically Appropriate Visits Per Day Must Not Exceed: | | 2 | |

- Click **Submit** link from **Manage** section. **Submit IFSP For Approval** page displays with the message *Are you sure you want to submit this IFSP for approval?*

Submit IFSP For Approval: Initial - 59392

Are you sure you want to submit this IFSP for approval?

- Click **Yes** button. *Errors or additional information required, such as unmanaged billing violations, will display. These errors must be corrected before proceeding with submission process.* **Individualized Family Service Plan Home** page displays. If the IFSP has been submitted by a user other than the EIO/D, a task is created for the EIO/D to review the IFSP and the **Status** is set to **Submitted**. If the EIO/D is the User that Submitted the IFSP, then the IFSP and all associated Service Authorizations will update to **Approved** status automatically.

Important Information

If a Provider has not been assigned to a Service Authorization, the **Status** of the SA will update to **Awaiting Provider/Vendor Assignment**. The SA will not have a **Status** of **Approved** or **Active** until a Provider has been assigned.  See **Viewing/Editing Service Authorizations - Category** for further information.

| Manage | | | |
|-------------------------|---|--|--|
| Edit | Add Service Authorization | Check Upfront Waiver Rules | Extend |
| Submit | Activate Online | Close | Change Closure Details |
| Approve | | Clone | |

| IFSP Details | | | |
|---|----------------|------------------------|-----------|
| Child's Name: | Tiffany Martin | Currently Assigned SC: | Bob Smith |
| EIO/D: | John USER | IFSP Type: | Initial |
| Effective Start Date: | 4/2/2009 | End Date: | 10/1/2009 |
| Meeting (Check if yes): | | IFSP Meeting Date: | 4/1/2009 |
| Other (Check if yes) : | | Initial IFSP Date: | 4/2/2009 |
| Parental Consent Obtained?: | Yes | IFSP Status: | Approved |
| Number of Amendments to this IFSP and its Service Authorizations: | | 0 | |
| Reason for IFSP Delay: | | | |
| Clinically Appropriate Visits Per Day Must Not Exceed: | | 3 | |

Important Information

Status for IFSP displays **Delayed Processing Pending** while the System confirms the User has permission to submit. After the process runs, **Status** will show **Submitted** if a Service Coordinator executes the submit or will show **Approved** if an EIO/D executes the submit.

Upfront Waiver

Early Intervention regulations at NYCRR §69-4.30 contain billing rules that restrict payment for early intervention services based on the quantity of services delivered to a Child on a given day. Some eligible EI children with complex needs may require a combination of services that exceed amounts allowed under these EI billing rules. *It is the responsibility of the EIO/D to issue a Waiver for such necessary services prior to the delivery of those services when it is known the service will violate any EI billing rule.* The EIO/D will issue necessary Waivers using NYEIS during creation and approval of an IFSP and its associated Service Authorizations. NYEIS will advise a User of the potential for EI billing rules to be violated based on the individual service package submitted. (Co-visits or Makeup visits agreed to by the EIO/D and specified on Service Authorizations are excluded from the waiver process and are assessed separately by NYEIS during the Provider invoicing process).

The EIO/D, after viewing the services that have the potential to violate billing rules, can issue a Waiver or decline issuing a Waiver. If the Waiver is issued, any claims submitted that would violate the identified billing rule will bypass certain NYEIS edits that check the Claim against the appropriate regulatory billing rule(s). If waiver is rejected, the Service Authorization can still be billed against, however the claims may be subject to NYEIS edits and Providers may have to submit individual claim justifications to the EIOD in the form of individual waiver requests before claim becomes approved.

Process flow for Upfront Waivers:

- Prior to approving an IFSP and associated SAs, the EIO/D will select **Check Upfront Waiver Rules** link from **Individualized Family Service Plan Home** page.
- EIO/D will be presented with **Run Upfront Waiver Rules**. Select **Yes** button. The System will run Billing Violations and determine if any violations could potentially occur.
- EIO/D must **Manage** each potential billing violation by reviewing the details and approve or reject the Upfront Waiver. If a waiver is not granted, the EIO/D will include a reason. To view information about any waivers on an IFSP, a User can access the **Waiver** button from the Navigation Bar on the **IFSP Homepage**.



Upfront Waiver Rules can *only* be executed if the IFSP is in one of the following statuses: *Draft, Submitted or Delayed Processing Pending*.

Upfront Waiver Rules *must* run prior to having the EIO/D approve the IFSP.

1. Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Check Upfront Waiver Rules** link from **Manage** section. **Run Upfront Waiver Rules** page displays with the message **Select Yes to run Upfront Wavier Rules on this IFSP**. Click **Yes** button. **Upfront Waivers** page displays.

Upfront Waivers: Initial - 53786 ?

| IFSP Details | | |
|-------------------------|---|--------------------------|
| Child Name: | Tiffany Martin | |
| IFSP Start Date: | 3/12/2009 | IFSP End Date: 9/11/2009 |
| Billing Rule Violations | | |
| Action | Description | Status |
| Manage | Rule16: IFSP Visits Per Day Clinically Appropriate Exceeded | Approved |

3. View the **Billing Rule Violations** section. Click **Manage** link under **Action** column for each rule in this section. Each of the rules *must* be evaluated for approval. **Review Upfront Waiver** page displays.

Review Upfront Waiver ?

| Waiver Details | |
|-------------------------------------|---|
| Child Name: | Tiffany Martin |
| IFSP Start Date: | 3/12/2009 |
| Billing Rule Violation Description: | Rule16: IFSP Visits Per Day Clinically Appropriate Exceeded |
| Service Coordinator: | Bob Smith |
| IFSP End Date: | 9/11/2009 |
| Status: | Approved |

| Related Service Authorization List | | | | |
|------------------------------------|--------------------------------|--------------|-----------------|----------------------|
| SA Number | Service Type / Method | Total Visits | Total Co-Visits | Total Make-Up Visits |
| 53789 | OT - Basic | 27 | 6 | 6 |
| 53787 | Speech Language - Basic | 54 | 6 | 6 |
| 53791 | Family Caregiver Support Group | 12 | 0 | 0 |

Comments

As per IFSP

- Click **Approve** button. **Confirm Upfront Waiver Approval** page displays with the message: *Affirmation: I prior approve this billing rule exception based on the child's clinical need.*

Confirm Upfront Waiver Approval ?

Affirmation: I prior approve this billing rule exception based on the child's clinical need.

Comments

*

Comments explaining the rule exception *are required*. Click **Yes** button. The status of the specific **Billing Rule Violation** is **Approved**.

Or

Click **Reject** button. **Confirm Upfront Waiver Rejection** page displays with the message: *Prior approval is denied since scheduling and providing visits for this child, which exceeded the daily limits established in EIP regulations, is not clinically appropriate.*

Comments explaining the rule rejection *are required*. Click **Yes** button. **Upfront Waivers** page displays. The status of the specific **Billing Rule Violation** is **Rejected**.

Upfront Waivers: Initial - 53786 ?

| IFSP Details | |
|------------------|----------------|
| Child Name: | Tiffany Martin |
| IFSP Start Date: | 3/12/2009 |
| IFSP End Date: | 9/11/2009 |

| Billing Rule Violations | | |
|-------------------------|---|----------|
| Action | Description | Status |
| Manage | Rule16: IFSP Visits Per Day Clinically Appropriate Exceeded | Rejected |

Note:

- Changes, such as approvals and rejections, can be made any time to Waiver Billing Violations.

Amending an Individualized Family Service Plan

As mentioned earlier in this chapter, once an IFSP has been submitted and approved, changes to an IFSP are referred to as ‘Amendments’. Provided the IFSP has not yet reached a ‘Closed’ status, Any user authorized on the child's case to perform edits may submit an Amendment to an IFSP or to associated Service Authorizations.* The EIO/D will review and approve these changes.

* See Unit 10- Case Reactivation for steps that detail amending an IFSP that has reached a ‘Closed’ status

Important Information

- Child Information, Address, Contact Information can not be changed in the IFSP. Changes need to be done from the Child Homepage.  See **Unit 4: Case Management** for further information.
- If a Service Coordinator or Provider with assigned access initiates a change either to the IFSP **Demographic** section or the **Service Authorization** section, workflow is created for EIO/D to approve the change.
- Two separate areas are used to change/amend information in the IFSP: **Demographic** section and **Service Authorization** section. **Services** are changed by amending/changing Service Authorization(s) associated with the IFSP.  See **Modifying (Amending) a Service Authorization** for further information.
- **Amendment Submitted Status** is assigned when an amendment to an Approved or Active IFSP has been submitted to the EIO/D for review and approval.
- If EIO/D submits the IFSP (Demographic) Amendment, additional approvals are *not* needed. The changes are approved when the EIO/D *submits*.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Edit** link from **Manage** section. **Create Request to Amend IFSP** page displays.

Create Request to Amend IFSP Initial - 59392



| IFSP Details | |
|---|----------------------------------|
| *Reason: Data Entry Error | |
| Child's Name: Tiffany Martin | Currently Assigned SC: Bob Smith |
| EIO/D: John USER | |
| Effective Start Date: 4/2/2009 | End Date: 10/1/2009 |
| Meeting (Check if yes) : | <input type="checkbox"/> |
| IFSP Meeting Date: | 4/1/2009 |
| Other (Check if yes) : | <input type="checkbox"/> |
| Parental Consent Obtained?: | Yes |
| Signed Copy of IFSP on file?: | <input type="checkbox"/> |
| Reason for IFSP Delay: | |
| *Clinically Appropriate Visits Per Day Must Not Exceed: | 3 |

Child's Level of Functioning
 Provide a statement, based on objective criteria, of the child's present level of functioning in each of the following domains
 Physical Development, including vision and hearing

3. Select **Reason**. *Reason field is required.* The User will select either **Amendment** for a true change to the terms of the IFSP or **Data Entry Error** if the User is correcting data errors.
4. Navigate from field-to-field using the **Tab** key to edit data.
5. Click **Submit** button. **Individualized Family Service Plan Home** page displays. *If EIO/D submits, Status displays as **Approved**. If Service Coordinator submits, the Status displays 'EIOD Review Required'. EIO/D must then approve or reject with reason.*

Extending an Individualized Family Service Plan

IFSP meetings should be scheduled prior to the end date of the current IFSP period. If this is not possible, the EIO/D and parent may agree to extend the current IFSP period for up to 30 days the first time, and 30 days at a time thereafter, with no changes so services can continue without interruption. In these Cases, the next IFSP period will be diminished by the amount of the Extension.

Important Information

- An IFSP and associated SAs may be extended for 30 days the first time, and 30 days at a time thereafter.
 - When the IFSP is extended, the visits are updated proportionally for that extension period and all associated Service Authorizations are automatically extended. An exception to this unit increase is seen with Service Coordination SA's – where the units are set at the time of SA creation - and SA's with unit distribution frequencies set to 'Per IFSP period'. If additional units are needed for SA's as described above, the SA *must* be amended. *See Modifying (Amending) a Service Authorization*

- If the child will be eligible for CPSE and the User wishes to extend the current IFSP past the child's 3rd birth date, the User must first record the CPSE eligibility in the Transition record *prior* to extending the IFSP.  See **Unit 7: Transfers and Transitions** for instructions.
- If, at the time of the IFSP creation, the child's CPSE eligibility is unknown and not entered into the transition record, once the child's CPSE eligibility has been entered into the Transition record, the User may proceed to extend the IFSP. If the child's last EI eligible date is within 60 days of what would have been the end of the existing 6 month IFSP period, the User may continue to extend the existing IFSP by 30 day increments for up to 60 additional days until the child's last eligible date is reached. The IFSP MAY NOT be extended more than 60 days to reach the child's last eligible date. If the IFSP needs to be extended more than 60 days, an IFSP review must be completed.
- If an IFSP and associated SAs requiring extension are not extended before the IFSP and associated SAs reach their end date and become 'Closed', the IFSP and associated SAs will need to first be reactivated.  See **Unit 10- Municipal Administration** for information about reactivating and extending a Closed IFSP.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Extend** link from **Manage** section. **Extend IFSP** page displays.



3. Select **Reason for Extension** in **Details** section.
4. Click **Save** button. **Individualized Family Service Plan Home** page displays. **IFSP Status** displays **Extended**.

Note:

- **Extended** is assigned to the **IFSP and SA status** fields when the end date on the IFSP has been extended .
- If an EIO/D initiates an extension, additional approvals are *not* needed.
- If a Service Coordinator requests an Extension, then workflow is created for EIO/D to grant/reject the request. The assigned Service Coordinator is subsequently alerted in their Notifications when the IFSP is extended.  See **Appendix H** for more information concerning Tasks and Notifications associated with IFSP extensions.

Closing an Individualized Family Service Plan

The IFSP will be closed when the Child's Integrated Case is closed and the Child will no longer be in EI. If an IFSP is closed, all SAs associated with that IFSP will be automatically closed by NYEIS.

If the Municipality receives word that a Child is moving to another county, a Transfer would normally be initiated. If the child's parents do not give consent to notify or transfer records to the new Municipality, the Child's Integrated Case must be closed resulting in the closure of the active IFSP and associated SA's.  See **Unit 7: Transfers and Transitions** for guidance about the Transfer process.

When cloning an IFSP to begin a new IFSP period, **do not** close the existing IFSP. NYEIS will automatically close the existing IFSP and all the SAs attached to that IFSP when the end date of the existing IFSP is reached.  See **Cloning an Individualized Family Service Plan** for further information.

Important Information

- Only an authorized Municipality User may close an IFSP. If someone other than the EIO/D initiates a Close, then workflow is created for EIO/D to approve the closure. Once approved, the IFSP and all associated SAs will be closed.
- If an EIO/D initiates a Close, additional approvals are *not* needed.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Close** link from **Manage** section. **Close IFSP** page displays.



Close IFSP Initial - 59392

Save Cancel

IFSP Closure Details

*Closure Date: 4/7/2009 

*Closure Reason:

If moved out of country, specify reason:

Outcomes

Comments

Save Cancel

3. Enter information for **IFSP Closure Details, Outcomes and Comments** sections.
4. Click **Save** button. **IFSP Status** is changed to **Closed**.

Notes:

- **Closed Status** is assigned when the current date is 10 days past the displayed IFSP end date. *See Unit 6 - Grace Period* for more information on the IFSP remaining in an editable status beyond its displayed end date.
- **Pending Closure Status can be assigned to an individual SA and** is assigned when either the individual SA has been closed as of a future date. When that date is reached, the SA Status changes to **Closed** automatically. Once an IFSP or SA is set to **‘Pending Closure’**, the only modification the system will allow is revising the closure date via the **‘Change Closure Details’** link seen in the IFSP **‘Manage’** cluster (see below for more information).
- Only an authorized Municipality User may close an IFSP. If an EIO/D initiates a Close, additional approvals are not needed. If someone other than the EIO/D initiates a Close, then workflow is created for EIO/D to approve the closure.

Changing Closure Details for an IFSP

If an IFSP is set to be closed as of a future end date, its status is set to ‘Pending Closure’. The expected closure date can be modified by clicking ‘Change Closure Details’ in the IFSP ‘Manage’ cluster

- Display the **Individualized Family Service Plan Home** page. *See Viewing an Individualized Family Service Plan* for further information.



4. Click **Change Closure Details** link from **Manage** section. **Modify Case Closure: IFSP Type** page displays.

Modify Case Closure: Initial - 45678901 ?

Save Cancel

| Details | |
|-----------------|---|
| Closure Date: | 8/31/2013  |
| Actual Outcome: | Attained ▼ |
| Reason: | Transitioned to 3-5 system ▼ |

Previous Comments

On: 08-09-2013 11:34:44
 Created By: NYEIS System
 Created as a result of: User note
 IFSP45678901 has been closed by cjo03 on 2013-08-15.

Comments

Enter any comments. These comments will appear on the case notes list page.

Save Cancel

5. Navigate from field-to-field using **Tab** key to enter data.
6. Click **Save** button. **Individualized Family Service Plan Home** page displays. Closure Details for IFSP are updated.

Important Notes:

- ‘Change Closure Details’ can only be used to modify the end date of an IFSP in ‘Pending Closure’ status.
- If the closure date is changed to being the current date or earlier, the IFSP will immediately be set to ‘Closed’.

Grace Period

If not manually closing the IFSP as of a specific end-date as outlined above IFSP’s that reach their end dates will also be set to ‘Closed’ status. However, despite the IFSP end date having been reached, the system leaves the IFSP in its current status for 10 days past the displayed end date, so that the IFSP can still be extended if needed. This period of time is referred to as the ‘**Grace Period**’. Extending is the only allowable edit that can be performed during the grace period. If the end date of the IFSP is extended such that the IFSP is again ‘current’ (its end date is a future end date from the date the record is being viewed), the IFSP is treated like any current IFSP. ( See *Extending an Individualized Family Service Plan*).

Important Note:

When considering whether or not to extend an IFSP that is in its Grace Period, if the next IFSP for the child has already been created and has a start date that immediately follows the end date of the IFSP in the grace period, you should **NOT** extend the IFSP that is in its grace period. Instead, proceed to work with the next IFSP in the child’s cycle.

Cloning an Individualized Family Service Plan

Cloning allows the User to create a copy of an active IFSP. The cloned IFSP will have a start date set to the day after the end date of the active IFSP that is being cloned. The user can change information in the cloned IFSP as appropriate for the next IFSP period. It is anticipated, for many children, the IFSPs will only require modest changes.

Interim IFSP's cannot be cloned.



Be aware that cloning an IFSP brings ALL data from the previous IFSP into the cloned IFSP. Every field within the cloned IFSP needs to be reviewed and discussed with the IFSP team to ensure the information continues to be accurate.

Important Information

- Editing the content of a cloned IFSP is allowed.
- The newly cloned IFSP will start on the day after original IFSP period ended.
- Each SA that is cloned gets the **Start** and **End Date** of the new IFSP.
- When creating a cloned IFSP, the next IFSP type, in sequence, gets applied to the cloned IFSP.
- **DO NOT** Clone a Child's IFSP if the child has transferred and the IFSP originated from a different county.

1. Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.
2. Click **Clone** link from **Manage** section. **Select Service Authorizations to Copy** page displays with a list of SAs.

Select Service Authorizations to Copy ?

| | Service Authorization Reference | Service Authorization Type | Status | Start Date |
|--------------------------|---------------------------------|--------------------------------|--------|------------|
| <input type="checkbox"/> | 53787 | Speech Language - Basic | Active | 3/12/2009 |
| <input type="checkbox"/> | 56577 | Service Coordination | Draft | 3/12/2009 |
| <input type="checkbox"/> | 53791 | Family Caregiver Support Group | Active | 3/12/2009 |
| <input type="checkbox"/> | 53789 | OT - Basic | Active | 3/12/2009 |

3. Click the checkbox for each Service Authorization to clone. *To select all Service Authorizations, click checkbox next to **Service Authorization Reference**.*
4. Click **Copy** button. **Individualized Family Service Plan Homepage** of the cloned IFSP displays with an **IFSP Status** of *Draft*. Displayed at top of page is the new IFSP's unique identifier.

| NYEIS Integrated Case - 52740 | | 1st Review - 59396 | |
|---|---|--|--|
| Individualized Family Service Plan Home: 1st Review - 59396 | | | |
| Manage | | | |
| Edit | Add Service Authorization | Check Upfront Waiver Rules | Extend |
| Submit | Activate Online | Close | Change Closure Details |
| Approve | | Clone | |
| IFSP Details | | | |
| Child's Name: | Tiffany Martin | Currently Assigned SC: | Bob Smith |
| EIO/D: | John USER | IFSP Type: | 1st Review |
| Effective Start Date: | 10/2/2009 | End Date: | 4/1/2010 |
| Meeting (Check if yes): | Yes | IFSP Meeting Date: | |
| Other (Check if yes): | | Initial IFSP Date: | 4/2/2009 |
| Parental Consent Obtained?: | Yes | IFSP Status: | Draft |
| Number of Amendments to this IFSP and its Service Authorizations: | | 0 | |
| Reason for IFSP Delay: | | | |
| Clinically Appropriate Visits Per Day Must Not Exceed: | | 2 | |

- If a new SA for a service the Child is not currently receiving has to be added to the cloned IFSP,  See **Creating Service Authorizations** for more information on how to add a SA to an IFSP.

If the cloned SAs needs to be edited (e.g., Frequency, Duration, Service Provider),  See **Viewing/Editing Service Authorization** for more information on how to edit Service Authorizations on an IFSP.

Note:

- Integrated Case Home** page will list all **IFSPs** for Case including cloned IFSPs which will have a status of *Draft*.
- An IFSP should not be cloned until approximately 30 days prior to the end of the current IFSP period or until relatively certain that the current IFSP will not need to be extended. Once the current IFSP is cloned, it will have a start date immediately subsequent to the end date of the current IFSP and therefore the current IFSP **must not** be extended or the IFSPs and SA will overlap.

Creating (Scheduling) an Individualized Family Service Plan Meeting

Scheduling meetings and inviting Attendees to IFSP meetings, in the NYEIS, is similar to calendar functions used in email Applications such as Outlook.

- Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
- Click **Events** from the Navigation Bar. **Events** page displays in a **Month** view with current day in a different color.



3. Click **Create IFSP Review** button. **Create IFSP Review** page displays.

The screenshot shows the 'Create IFSP Review' form for '1st Review - 59396'. The form has sections for Details, Time, Notify, and Comments. Fields include Reviewer, Reason for Review, Location, Start/End times, and Parent/Guardian Name. Buttons for Save, Save & New, Save & Invite, and Cancel are visible at the top and bottom of the form.

4. Enter information for **Details**, **Time**, **Notify** and **Comments** sections. *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as **mm/dd/yyyy** format.*

The **Reason for Review** (IFSP Type) field is required. If the IFSP Review event is created when the user actions the **Schedule IFSP Review Meeting** task, the **Reason for Review** field value will be recorded by the system when the user actions the Task.

To specify a meeting that will last all day, click All Day checkbox. Specific times are not required. To select a meeting time of 2 P.M., type 14 in hour clock. The meeting clock is based on a 24-hour clock.

5. Click **Search**  icon for **Location** field in **Details** section to locate a meeting place. **Locations** page displays with list of possible locations. Click **Select** link under **Action** column for location. **Create IFSP Review** page displays.
6. Click **Ignore all conflicts** to eliminate the System check of calendars for meeting Participants.
7. Click **Save** button to complete data entry. **Events** page displays with meeting information on the calendar.

Events: 1st Review - 59396

4/7/2009

| April 7, 2009 | | | | | | |
|---------------|--------|----------------------------------|----------------------------------|----------|--------|----------|
| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 IFSP Closed | 8 IFSP Review | 9 | 10 | 11 |

Or

Click **Save & New** button to create another meeting.

Or

Click **Save & Invite** button to invite Attendees.  See **Unit 4: Case Management, Inviting Attendees** for further information.

Important Note:

IFSP review tasks generate on a periodic basis to the EIOD to remind that the next IFSP is coming due. The completion of an IFSP review task does not update the IFSP calendar.

Activating an Individualized Family Service Plan

After the EIO/D submits the IFSP, it *must* be activated in order for the IFSP to be available to all NYEIS Users. NYEIS functionality allows for all IFSPs in the *Approved* status to automatically be activated overnight.

There may be instances where an authorized User may have an *exceptional need* to activate an IFSP immediately, prior to the automatic nightly batch process.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.

2. Click **Activate Online** from **Manage** section. **Activate IFSP** page displays with message *Are you sure you want to activate this IFSP?*

Activate IFSP: 1st Review - 59396

Are you sure you want to activate this IFSP?

Yes

No

3. Click **Yes** button. **Individualized Family Service Plan Home** page displays. **IFSP Status** is changed to **Active**.

Important Information:

- **Active Status** indicates that the start date for the IFSP has been reached. The System runs a process each night to check for Approved IFSPs and will automatically change their **Status** to **Active**. An authorized User (EIO/D) may also set the status of an IFSP to Active manually by clicking the **Activate Online** link in the **Manage** section of the IFSP.
- Activation of the IFSP allows the service coordinator to access the child's case via "my cases". An IFSP cannot be activated if any of the service authorizations are in "Awaiting Provider/Vendor Assignment" status. Therefore, until the IFSP is *Active*, the service coordinator will have to access the child's case by completing a child search.

Managing the Individualized Family Service Plan for a Transferred or Re-Opened Integrated Case

A Municipal User may receive an Integrated Case through a Transfer, or Re-open an IC that was previously closed.

When the Transfer is accepted by the Receiving Municipality, the Child's active IFSP and associated SAs (created by the Transferring Municipality) are automatically closed by the system.

Choose the appropriate guidelines below depending on your scenario.

Municipality Accepts a Transferred Integrated Case in Draft (Open) Status

The User can confirm that the Integrated Case was not closed by the Transferring Municipality by checking the **Status History** page.

The User creates a new IFSP.  See *Creating an Interim or Initial Individualized Family Service Plan*. The Effective Date of the new IFSP must be

set to a date that occurs on or after the End Date of the last active IFSP in the Transferring County. The End Date is visible on the IFSP's page.

| NYEIS Integrated Case - 88589 | | | | | | |
|---|----------------|--------------|-----------|------------|-----------|--------|
| IFSP's: NYEIS Integrated Case - 88589 | | | | | | |
| New | | | | | | |
| Action | Case Reference | Child's Name | IFSP Type | Start Date | End Date | Status |
| View Edit | 88594 | Max Crash | Initial | 6/22/2011 | 6/27/2011 | Closed |

The system will automatically set the IFSP end date to the last active IFSP's original end date.

| NYEIS Integrated Case - 88589 | | | | | | |
|---|----------------|--------------|-----------|------------|------------|----------|
| IFSP's: NYEIS Integrated Case - 88589 | | | | | | |
| New | | | | | | |
| Action | Case Reference | Child's Name | IFSP Type | Start Date | End Date | Status |
| View Edit | 90127 | Max Crash | Initial | 6/27/2011 | 12/21/2011 | Approved |
| View Edit | 88594 | Max Crash | Initial | 6/22/2011 | 6/27/2011 | Closed |

Municipality Accepts a Transferred Integrated Case That was Closed by the Transferring Municipality

The User can confirm that the Integrated Case was closed by the Transferring Municipality by checking the **Status History** page.

Accepting a Transfer when the Integrated Case has been closed (by the Transferring Municipality) restarts the case as if it were a New Referral. However, the history associated with the closed Integrated Case is still visible. For example, existing MDE's or IFSP's that were created at the time the Integrated Case was closed are viewable when the case is re-opened.

| NYEIS Integrated Case - 19728 | | | | |
|---|------------|---------------------|-----------|--------|
| Integrated Case Home: NYEIS Integrated Case - 19728 | | | | |
| Options | | | | |
| Close Case | | | | |
| Details | | | | |
| Case Reference: | | 19728 | | |
| Child's Name: | | Orchid02 Anderson02 | | |
| Status: | | Draft | | |
| Child's Latest Referral Date: | | 6/27/2011 | | |
| Due Date of Initial IFSP: | | 8/11/2011 | | |
| Service Coordination Service Authorizations | | | | |
| Case Reference | Start Date | End Date | Status | |
| 19731 | 7/15/2010 | 5/23/2011 | Closed | |
| Evaluation Service Authorizations | | | | |
| Case Reference | Start Date | End Date | Status | |
| 21249 | 7/15/2010 | 5/23/2011 | Closed | |
| IFSPs | | | | |
| Case Reference | IFSP Type | Start Date | End Date | Status |
| 21760 | Initial | 7/30/2010 | 5/23/2011 | Closed |
| Comments | | | | |

The User creates a new IFSP after the MDE is completed and eligibility is established / re-established. See *Creating an Interim or Initial Individualized Family Service Plan*. The system automatically sets the new IFSP Type and End Date by referencing the Initial IFSP dates and calculating the appropriate Type and End Date based on the current date.

| NYEIS Integrated Case - 19728 | | | | |
|---|------------|---------------------|-----------|----------|
| Integrated Case Home: NYEIS Integrated Case - 19728 | | | | |
| Options | | | | |
| Close Case | | | | |
| Details | | | | |
| Case Reference: | | 19728 | | |
| Child's Name: | | Orchid02 Anderson02 | | |
| Status: | | Draft | | |
| Child's Latest Referral Date: | | 6/27/2011 | | |
| Due Date of Initial IFSP: | | 8/11/2011 | | |
| Service Coordination Service Authorizations | | | | |
| Case Reference | Start Date | End Date | Status | |
| 90644 | 6/27/2011 | 8/11/2011 | Approved | |
| 19731 | 7/15/2010 | 5/23/2011 | Closed | |
| Evaluation Service Authorizations | | | | |
| Case Reference | Start Date | End Date | Status | |
| 90643 | 6/30/2011 | 7/1/2011 | Approved | |
| 21249 | 7/15/2010 | 5/23/2011 | Closed | |
| IFSPs | | | | |
| Case Reference | IFSP Type | Start Date | End Date | Status |
| 90645 | 1st Review | 7/2/2011 | 7/29/2011 | Approved |
| 21760 | Initial | 7/30/2010 | 5/23/2011 | Closed |
| Comments | | | | |

Note:

- If there is an immediate need for EI services, the User may create a new IFSP prior to the MDE being completed and eligibility being determined. The IFSP type will default to an **Interim IFSP**.

Municipality Re-Opens an Integrated Case They Previously Closed

When a Municipality re-opens an Integrated Case that they previously closed, the re-open restarts the case as if it were a New Referral. However, all history

associated with the closed Integrated Case is still visible. For example, existing MDE's or IFSP's that were created at the time the Integrated Case was closed are viewable when the case is re-opened.

| NYEIS Integrated Case - 19728 | | | | |
|---|------------|---------------------|-----------|--------|
| Integrated Case Home: NYEIS Integrated Case - 19728 | | | | |
| Options | | | | |
| Close Case | | | | |
| Details | | | | |
| Case Reference: | | 19728 | | |
| Child's Name: | | Orchid02 Anderson02 | | |
| Status: | | Draft | | |
| Child's Latest Referral Date: | | 6/27/2011 | | |
| Due Date of Initial IFSP: | | 8/11/2011 | | |
| Service Coordination Service Authorizations | | | | |
| Case Reference | Start Date | End Date | Status | |
| 19731 | 7/15/2010 | 5/23/2011 | Closed | |
| Evaluation Service Authorizations | | | | |
| Case Reference | Start Date | End Date | Status | |
| 21249 | 7/15/2010 | 5/23/2011 | Closed | |
| IFSPs | | | | |
| Case Reference | IFSP Type | Start Date | End Date | Status |
| 21760 | Initial | 7/30/2010 | 5/23/2011 | Closed |
| Comments | | | | |

The User creates a new IFSP after the MDE is completed and eligibility is established / re-established. See *Creating an Interim or Initial Individualized Family Service Plan*. The system automatically sets the new IFSP Type and End Date by referencing the Initial IFSP dates and calculating the appropriate Type and End Date based on the current date.

| NYEIS Integrated Case - 19728 | | | | |
|---|------------|---------------------|-----------|----------|
| Integrated Case Home: NYEIS Integrated Case - 19728 | | | | |
| Options | | | | |
| Close Case | | | | |
| Details | | | | |
| Case Reference: | | 19728 | | |
| Child's Name: | | Orchid02 Anderson02 | | |
| Status: | | Draft | | |
| Child's Latest Referral Date: | | 6/27/2011 | | |
| Due Date of Initial IFSP: | | 8/11/2011 | | |
| Service Coordination Service Authorizations | | | | |
| Case Reference | Start Date | End Date | Status | |
| 90644 | 6/27/2011 | 8/11/2011 | Approved | |
| 19731 | 7/15/2010 | 5/23/2011 | Closed | |
| Evaluation Service Authorizations | | | | |
| Case Reference | Start Date | End Date | Status | |
| 90643 | 6/30/2011 | 7/1/2011 | Approved | |
| 21249 | 7/15/2010 | 5/23/2011 | Closed | |
| IFSPs | | | | |
| Case Reference | IFSP Type | Start Date | End Date | Status |
| 90645 | 1st Review | 7/2/2011 | 7/29/2011 | Approved |
| 21760 | Initial | 7/30/2010 | 5/23/2011 | Closed |
| Comments | | | | |

Note:

- If there is an immediate need for EI services, the User may create a new IFSP prior to the MDE being completed and eligibility being determined / re-established. The IFSP type will default to an **Interim IFSP**.

ADDING SERVICE AUTHORIZATIONS TO INDIVIDUALIZED FAMILY SERVICE PLANS

Service Authorizations are associated with and made part of an IFSP. In order for an IFSP to contain information about the services the Child/Family will receive, associated Service Authorizations *must* be created and appended to the Child's relevant IFSP.

SAs can be created for the following six SA categories:

- General Service SAs (e.g., OT, PT, Special Instruction)
- ABA Aide Services SAs
- ATD (Assistive Technology Device) SAs
- Respite SAs
- Service Coordination SAs
- Supplemental Evaluation (physician or non-physician) SAs
- Transportation SAs.

Service Authorizations are typically added to Individualized Family Service Plans (IFSPs) using two different procedures described below. The procedures are based on whether the IFSP is in **Draft** or **Approved** status. (📖 **See Unit 10-Municipal Administration** for information on adding a Service Authorization to a 'Closed' IFSP.)

- For an IFSP in **Draft** status, an SA or multiple SAs are created and added to an IFSP prior to submission. The SAs are submitted and approved by the EIO/D as part of the IFSP submission and approval process.
- For an IFSP that has already been **Approved**, and the IFSP team determined to add a new service, and parent and EIO/D agree to terms of new service, an SA may be added. The SA is submitted for approval through the IFSP Amendment process.

Important Information

When creating a new SA within an approved IFSP, the start date of the SA will automatically populate with the start date of the IFSP. If a new SA is added to an approved IFSP the user should ensure to change the start date of the new SA to accurately reflect the date that new service will begin.

Once a Service Authorization is created, its service type/method cannot be changed. If the SA has been billed, service information in the SA cannot be changed. SA's can be deleted only while in 'Draft' or 'Submitted' status. When in an 'Approved' status, the SA can be amended, suspended, unsuspended or

closed.  See **Viewing/Editing Service Authorization – Type and Modifying (Amending) a Service Authorization**

Important Information for all Service Authorizations

- The **Add Service Authorization** feature functions in a wizard mode. **Previous** and **Next** buttons display to move between data entry windows. Clicking **Previous** will navigate to a prior window. *Data entry on current window will be lost.* Clicking **Exit** button closes the **Add Service Authorization** feature and any data that has been entered will *not* be saved.
- Data validation will take place after **Continue** is clicked *on each page*. *Errors or additional information required will display at the top of page.* Click **Save** button to continue after correcting errors.
- Each of the six SA Categories and the corresponding **Service Types & Methods** selected will require different data entry sections.
- Navigate from field-to-field using **Tab** key. When doing a search, the **Reset** button clears all data entry from the search section allowing new search criteria. *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk.*
-  See **Unit 10- Case Reactivation** if you need to add a Service Authorization to a 'Closed' IFSP.

Adding Service Authorizations to an Individualized Family Service Plan in Draft Mode

Below outlines the process to take when adding SAs to an IFSP in **Draft** status:

- Seven categories are available to select from to add to the IFSP.  See **Service Authorizations - Category**. Continue to add SAs until complete.
- All Service Authorizations can be edited.  See **Viewing/Editing Service Authorizations - Category**.
- After all SAs are complete, the Upfront Waiver process needs to be executed.  See **Upfront Waiver** for more information.
- IFSP will be submitted for approval, with all attached SAs.  See **Submitting Individualized Family Service Plan**.
- **Awaiting Provider/Vendor Assignment Status** is assigned when the SA is part of an IFSP that has been approved but has been created without a Provider of record assigned. When an authorized User assigns the

Provider of record, the Status on the SA will change to match the Status of the associated IFSP.

- IFSPs can be submitted without Providers identified for all SAs. If an SA does not have a Provider identified, the status for that SA will be **Awaiting Provider/Vendor Assignment**. The SA will not have a Status of **Active** until a Provider has been assigned.  See **Viewing/Editing Service Authorizations - Category**.

Adding Service Authorizations to an Approved Individualized Family Service Plan through Amendment Feature

Below outlines the process to take when adding SAs to an **Approved** IFSP:

- Seven categories are available to select from to add to the IFSP.  See **Service Authorizations - Category**. Continue to add SAs until complete.
- All Service Authorizations can be edited.  See **Viewing/Editing Service Authorizations - Category**.
- An IFSP will be submitted for approval, with all attached SAs.  See **Submitting Individualized Family Service Plan**.
- Depending on the user creating the SA, changes may or may not immediately be seen. SA's added by the EIOD or higher municipal role will result in the SA's immediately issuing in the same status as the IFSP. SA's added by Provider Service Coordinators result in the IFSP going to 'EIOD Review Required' status and an amendment approval task generates for the assigned EIOD to approve. Until the amendment request is approved, the SA will not be seen in the IFSP.

Useful Tip for Provider Service Coordinators:

Since the addition of a new SA requires EIOD approval via amendment approval task and the SA will not be seen until the request is approved, it is sometimes confusing for Service Coordinators to know that they successfully submitted their request. An indication that the IFSP has a pending amendment request is if the IFSP is in 'EIOD Review Required' status.

Important Information

When creating a new SA within an approved IFSP, the start date of the SA will automatically populate with the start date of the IFSP. If a new SA is added to an approved IFSP the user should ensure to change the start date of the new SA to accurately reflect the date that new service will begin.

Notes:

- **Awaiting Provider/Vendor Assignment Status** is assigned when the SA is part of an IFSP that has been approved but has been created without a Provider of record assigned. When an authorized User assigns the Provider of record, the Status on the SA will change to match the Status of the associated IFSP.
- An SA can be created without a Provider when an IFSP is Active. The SA Status will be set to **Awaiting Provider Assignment**. The SA will not have a Status of **Active** until a Provider has been assigned.  See **Viewing/Editing Service Authorizations - Category**.
- Adding a SA to an approved IFSP may cause new upfront waivers, which will need to be managed. NYEIS does not generate a Notification of these new waivers. After approving the addition of an SA to an approved IFSP, a cluster labeled IFSP Notification(s) will appear on the IFSP homepage if the SA requires an Upfront Waiver.

Individualized Family Service Plan Home: Initial - 62468 

Manage

| | | | |
|---|---|--|---|
|  Edit |  Add Service Authorization |  Check Upfront Waiver Rules |  Extend |
|  Submit |  Activate Online |  Close |  Change Closure Details |
|  Approve | |  Clone |  Print IFSP |

IFSP Notification(s)

The IFSP currently has unmanaged billing violations.

IFSP Details

| | |
|---------------------------------|--------------------------------------|
| Child's Name: Derek Stewart | Currently Assigned SC: Shawn Springs |
| EIO/D: John Bobeck | IFSP Type: Initial |
| Effective Start Date: 3/31/2011 | End Date: 9/30/2011 |

The EIO/D MUST go to the **Waivers** link from the IFSP homepage. Waivers that need to be managed will be listed. The EIO/D must manage each waiver.  See **Upfront Waiver** for more information.

General Category Service Authorizations

Creating a Service Authorization - GENERAL

1. Display IFSP.  See **Viewing an Individualized Family Service Plan** for more information. Click **Add Service Authorization** link from **Manage** section. **Select Service Type & Method** page displays.

2. Select **General** from **Category** drop down in **Selection Criteria** section. Click **Search** button. **Select Service Type & Method** listing displays. Scroll through list to locate specific Service Type & Method combination. Click **Select** link under **Action** column to add item. **Select Delivery Details** page displays.

3. Enter information for **Delivery Details** section. **Qualified Personnel (QP)** allows multiple selections. Some EI services can be delivered by different Qualified Personnel (e.g. special instruction). To select more than one Qualified Personnel, hold **Ctrl** key and click each Qualified Personnel role to add to record. Select **Location Type** from the drop down menu and if other than Home or Provider Location, address must be entered. If services will be provided in a Group setting, indicate the **Group Type**. Indicate the **Service Intervention Methodology** (ABA or other).

Important Information
 ABA should be indicated if the child will receive ABA services by qualified personnel. ABA services that will be delivered by an ABA Aide require the creation of a separate type of service authorization.

4. Click **Next** button. **Select Provider & Location** page displays.

Select Provider & Location
Audiology - Basic

Previous Continue Exit

Search Criteria
The search results will include only providers whose catchment area is the same as the child's municipality of residence unless you select a different catchment area. You can select multiple catchment areas by holding down the Ctrl key and selecting the desired catchment area options with your mouse.

| | | | |
|----------------------------|----------------------|--------------------|----------------------|
| Provider Name: | <input type="text"/> | Site: | <input type="text"/> |
| DBA Name: | <input type="text"/> | NPI: | <input type="text"/> |
| Special Population Served: | <input type="text"/> | State Provider ID: | <input type="text"/> |
| Qualified Personnel Type: | <input type="text"/> | City: | <input type="text"/> |
| Language: | <input type="text"/> | Zip: | <input type="text"/> |

Catchment Area: Albany, Allegany, Broome, Cattaraugus, Cayuga, Chautauqua, Chemung, Chenango, Clinton

Search Reset

Search Results

| Action | Provider Name | State Provider ID | Catchment Areas | Site | Address Line 1 | City |
|--------|---------------|-------------------|-----------------|------|----------------|------|
|--------|---------------|-------------------|-----------------|------|----------------|------|

Previous Continue Exit

- Type all known information for Provider in **Search Criteria** section. Click **Search** button. Providers with current approval in the child’s catchment area for the Service Type & Method specified for the SA display. If the Provider has multiple locations for a specific Service Type & Method, all available locations for the child are displayed in **Search Results** section. Click **Select** link under **Action** column for Provider. **Create General Service Authorization Details** page displays.

Or

Click **Continue** button to enter Provider information at a later time. **Create General Service Authorization Details** page displays. A Service Authorization may be submitted to the EIO/D without the **Service Provider** being identified and the status of the SA will be **Awaiting Provider Assignment**. Once a Provider has been added to the Service Authorization, the status of the SA will automatically update to the status of the associated IFSP.

Create General Service Authorization Details
Audiology - Basic

Previous Next Exit

Service Authorization Details

Script Recommendation Provided By:

Script recommendation on file?:

Script Start Date:

Script End Date:

Frequency & Duration

*Start Date: 10/2/2009

*End Date: 4/1/2010

*Number of Visits:

*Per:

*Number of Minutes Per Visit:



Before these EI services can begin, a script is required by a physician, physician’s assistant or nurse practitioner for OT, PT, nursing and

health related services. An order or Referral from licensed speech language pathologist is required for speech language pathology services. Check the script recommendation on file if script has been obtained. The script/order must be kept on file in the Child’s record and can be attached to the Child’s record in NYEIS using the attachment feature  See Unit 4: Case Management, Attachments for further information. The script must match the services as listed on the IFSP and must cover the IFSP dates of service. Script details are viewable on the Service Authorization Home Page and may be edited.

Important Information
 If the script, order or referral has not been obtained at the time the SA is created, the information must be entered when it received. The information is recorded by creating an SA amendment and selecting the **Data Entry Error** reason. This action will not result in the system closing the existing SA. But it creates a Task for the EIO/D to review and approve the amendment, and informs the EIO/D that the script has been received.

6. Navigate from field-to-field using **Tab** key to fill in all known information for **Service Authorizations Details, Frequency & Duration** and **Comments** sections. Click **Next** button to save data. **Create Service Authorization Prior Approval** page displays.

Important Information
 On **Service Authorization Details** page, the **Start Date** and **End Date** fields *must* be within the associated IFSP date range. The SA start date can begin after the IFSP period start date, and the SA end date can end before the IFSP

period end date. This allows for the IFSP to be activated with services in place and SAs created for services that have been agreed to by the EIO/D and the parent, and for which Service Providers have been found. If the parent and EIO/D do not agree on a service, and/or a Provider can not be located, the SA can have a different start date from the IFSP period as long as it is within the IFSP date range. Also, if one service will be amended or discontinued, the SA can have an end date different from the IFSP period as long as it is within the IFSP date range.

7. Navigate from field-to-field using **Tab** key to fill in all known information in **Authorized Visits, Make-Up Visits, Co-Visits** and **Qualified Personnel for Co-Visits** sections.

Authorized Visits Section

- **Child shall receive no more than x number of all types of service in one day** field is pre-populated from demographic data entered on IFSP Home Page which reflect the decisions made by the IFSP team.

| Authorized Visits | |
|---|---|
| Child shall receive no more than X number of all types of service in one day: 2 | Visits per day clinically appropriate for this SA must not exceed: <input type="text"/> |

- User completes the **Visits per day clinically appropriate per day must not exceed** field with information reflecting the decisions made by the IFSP team regarding the intensity for that service that is clinically appropriate in one day for Child. If the number of visits in field for service is exceeded in one day, excess Claims received will not immediately be approved and will instead go to a 'Pending' status. The Provider will receive a task to provide justification and request a waiver from the EIO/D.

Make-Up Visits Section

- If appropriate, click **Make-Up Visits Allowed** checkbox to allow the Child/Family to receive a specific number of Make-Up Visits for a specific service, if visits are missed during the IFSP period. Enter the number of make-up visits allowed per IFSP period, month, or week.

Important Information

- By allowing Make-Up Visits, the EIO/D is acknowledging that the Make-Up Visits may occur on the same day with other EI services and/or that the Make-Up Visit may be delivered as a 2nd visit for the same service on the same day, thus breaking one or more EI billing rules. As long as the Provider indicates at the time of invoicing the Claim is for a Make-Up

Visit, NYEIS will allow the Claim to pass fiscal edits.  See **Unit 12: Municipal Financial** for further information.

- Make-Up Visits *must* be discussed with the IFSP team. Information to be discussed and deliberated includes therapist and family vacations or chronic illnesses. The number of Make-Up Visits allowed and when they will be delivered *must* also be discussed. Local Municipal policies and procedures regarding Make-Up Visits that are consistent with EI regulations remain in effect.

Co-Visits Section

- On **Create Service Authorization Prior Approval** page, click **Co-Visits Allowed** checkbox to allow Child to have more than one Provider participate in a session. Enter the number of co-visits allowed per IFSP period, month, or week. *If Co-Visits Allowed is selected, then **Qualified Personnel for Co-Visits** must be selected.*
- If Co-Visits are determined to be appropriate, enter into NYEIS the number allowed, when they will be delivered, and the Qualified Personnel involved in the visits.
- **Qualified Personnel (QP)** allows multiple selections. Some EI services can be delivered by different Qualified Personnel (e.g. special instruction). To select more than one Qualified Personnel, hold **Ctrl** key and click each Qualified Personnel role to add to record.

Important Information

Similar to Make-Up Visits, details about Co-Visits *must* also be discussed at IFSP meetings.  See **Appendix G** for SDOH guidance regarding Co-Visits. By approving Co-Visits, the EIO/D is acknowledging that Co-Visits may break one or more EI billing rules. As long as the Provider indicates at the time of invoicing that the Claim is for a Co-Visit, NYEIS will allow the Claim to pass fiscal edits.  See **Unit 12: Municipal Financial** for further information.

8. Click **Create Service Authorization** button to save record. **Service Authorization Home** page displays with several Tab Folders along the top of the page. Navigate to another Tab by clicking on Tab name. Located on the Tab are the Child's Integrated Case and IFSP.

NYEIS Integrated Case - 12345 2nd Review - 23456 Audiology - Basic - 34567

Service Authorization Home: Audiology - Basic - 34567

Manage

Edit
 Activate Online
 Close
 Suspend
 Submit
 Delete
 Change Closure Details
 Unsuspend
 Approve
 Extend

Service Authorization Details

| | | | |
|------------------------------------|---------------|---------------------------------|-------------------|
| Service Authorization Reference: | 34567 | Service Type/Method: | Audiology - Basic |
| Script Recommendation Provided By: | Physician | Script recommendation on file?: | Yes |
| Script Start Date: | 4/27/2014 | Script End Date: | 10/17/2014 |
| Service Coordinator: | Mary J Sample | Date Authorization Issued: | |
| Status: | Draft | Accepted by Provider?: | No |

See **Viewing/Editing Service Authorization – General** for more information on how to edit an SA.

Notes:

- Providers who have a NYEIS user account and appropriate role that permits access to the agency’s Service Authorizations work queue will receive an Accept / Reject Service Authorization task after the EIO/D approves the IFSP or SA. Subsequent to accepting the SA, the Provider can assign the Rendering Provider if the EIO/D has not already done so. See **Service Authorization Acceptance Request** for more information.
- If the Provider of Record who has been assigned to the Service Authorization does not have a user with NYEIS user account in a role that permits access to the agency’s Service Authorization work queue, the Accept / Reject Service Authorization task will be forwarded to the EIO/D to accept the task and assign the rendering provider.
- **Diagnosis Codes** that have been entered previously in the Child’s case will appear on the service authorization in the **Child Diagnosis Codes** cluster.
- If **Location Type** is not Child’s Home or Agency Provider Site, then an address *must* be entered in record.
- On **Service Authorization Details** page, **Start Date** and **End Date** fields *must* be within related **IFSP** date range.
- **Total Visits** is calculated by: the **Number of Visits/Units** multiplied by the SA Period (**End Date** minus the **Start Date** divided by either Weekly/Monthly visits). In the case of regular visit units, units round up for partial weeks and months. CoVisit and Make Up Visit units do NOT

round up for partial weeks and months. You cannot assign Co Visit or Make up units in excess of the total regular units assigned to the SA.

- **Service Authorization Service Delivery Details** (e.g., Remaining Units, Units Authorized) can be viewed by authorized users from the **Service Authorization Homepage** Navigation Bar.  See **Service delivery Details for Service Authorizations** for further information.

Viewing/Editing Service Authorization - GENERAL

If the SA is part of an approved IFSP, a Service Authorization *can not* be edited, without an amendment to the IFSP (either amended to change the terms of the SA or to correct data errors).

It is important to understand the difference between editing and amending. An IFSP and Service Authorization can be edited only prior to the IFSP being submitted for approval. After an IFSP has been submitted for approval, any changes, *even data entry errors*, *must* be made by submitting an amendment  See **Amending an Individualized Family Service Plan** or **Modifying (Amending) a Service Authorization** for further information.

Different fields within **General Service Authorizations** are edited using one of the following methods:

- **Service Authorization Home *General Category* page: Provider & Location Details, Rendering Provider, Qualified Personnel and Qualified Personnel for Co-Visits** can be edited as outlined in **Step 3** through **Step 6**.
 - Remaining SA data is edited using the detail from **Step 7** through **Step 9**.
1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
 2. Scroll to **Service Authorizations List** section.

| Service Authorizations List | | | | |
|---------------------------------|---|------------|--------|----------|
| Service Authorization Reference | Service Type/Method | Start Date | Status | Reason |
| 59399 | Non-physician Supplemental Eval - Audiology | 10/2/2009 | Draft | Original |
| 59398 | Family Caregiver Support Group | 10/2/2009 | Draft | Original |
| 59397 | Speech Language - Basic | 10/2/2009 | Draft | Original |
| 59400 | Audiology - Basic | 10/2/2009 | Draft | Original |

3. Click **Service Authorization Reference** link. **Service Authorization Home** page displays.

NYEIS Integrated Case - 52740 1st Review - 59396 Audiology - Basic - 59400

Service Authorization Home: Audiology - Basic - 59400

Manage

[Edit](#) [Activate Online](#) [Close](#) [Suspend](#)
[Submit](#) [Delete](#) [Change Closure Details](#) [Unsuspend](#)
[Approve](#) [Extend](#)

Service Authorization Details

| | | | |
|------------------------------------|-----------|---------------------------------|-------------------|
| Service Authorization Reference: | 59400 | Service Type/Method: | Audiology - Basic |
| Script Recommendation Provided By: | Physician | Script recommendation on file?: | No |
| Script Start Date: | | Script End Date: | |
| Service Coordinator: | Bob Smith | Date Authorization Issued: | |
| Status: | Draft | | |

Child Details

| | | | |
|-------------------------|--|-----------------------|--------------|
| Child's Name: | Tiffany Martin | Legal Guardian(Male): | Steve Martin |
| Legal Guardian(Female): | Linda Martin | Child's Phone: | 518 555-1212 |
| Child's Address: | 123 MainStreet Garwood (Albany) New York 12205 | | |

[Change/Assign Provider and Location](#)

Provider & Location Details

| | | | |
|----------------------------|---|--------------------|-------------------|
| Agency Name: | Midway Social Services | NPI: | 8569745 |
| State ID: | 899999999 | Provider Location: | Midway Location 2 |
| Provider Location Address: | One New Scotland Ave Albany (Albany) | | |

- To edit **Provider and Location** data, click **Change/Assign Provider and Location** button above **Provider & Location Details** section. **Select Provider & Location** page displays.

Select Provider & Location
Audiology - Basic

[Previous](#) [Continue](#) [Exit](#)

Search Criteria

The search results will include only providers whose catchment area is the same as the child's municipality of residence unless you select a different catchment area. You can select multiple catchment areas by holding down the Ctrl key and selecting the desired catchment area options with your mouse.

| | | | |
|----------------------------|----------------------|--------------------|----------------------|
| Provider Name: | <input type="text"/> | Site: | <input type="text"/> |
| DBA Name: | <input type="text"/> | NPI: | <input type="text"/> |
| Special Population Served: | <input type="text"/> | State Provider ID: | <input type="text"/> |
| Qualified Personnel Type: | <input type="text"/> | City: | <input type="text"/> |
| Language: | <input type="text"/> | Zip: | <input type="text"/> |

Catchment Area:

- Albany
- Allegany
- Broome
- Cattaraugus
- Cayuga
- Chautauqua
- Chemung
- Chenango
- Clinton

[Search](#) [Reset](#)

Search Results

| Action | Provider Name | State Provider ID | Catchment Areas | Site | Address Line 1 | City |
|--------|---------------|-------------------|-----------------|------|----------------|------|
|--------|---------------|-------------------|-----------------|------|----------------|------|

[Previous](#) [Continue](#) [Exit](#)

Type known information in **Search Criteria** section. Click **Search** button. Records matching criteria display in **Search Results** section. *To search again, click **Reset** button.* Click **Select** link for Provider or click **Cancel** button to return to previous page.

- To edit **Rendering Provider** data, click **Change/Assign Rendering Provider** button above **Rendering Provider Details** section. **List Agency Provider Employees** page displays.

List Agency Provider Employees **Audiology - Basic - 64005**

Assign Provider as Rendering Provider Cancel

| Agency Provider Employees | | | | | |
|---------------------------|------------------------|---------------|------------|--------------------|------------------------------|
| Action | Employer Name | Employee Name | NPI | State ID | License/Certification Number |
| Select | Beth Butters | John Josephs | 5366355779 | 297 | B43225 |
| Select | Beth Butters | John Josephs | 5366355779 | 234324324235423452 | B43225 |
| Select | Children's Health Care | Beth Butters | 9802215446 | 260 | 9832 |
| Select | Children's Health Care | Earl Everett | 8321400659 | 263 | 8540321 |
| Select | Children's Health Care | Tom Truman | 2135466545 | 288 | 213412341234 |

Assign Provider as Rendering Provider Cancel

Click **Select** link for the Agency Provider Employee/Contractor.

Important Information
 This page will only show a list of Rendering Providers that are employees/individual contractors of the Agency Provider described in **Step 3.** See **Unit 9: Provider Management, Employees and Contractors** for additional guidance.

6. Click **Add** button above **Qualified Personnel List** section. **Add QP** page displays.

Add QP **Audiology - Basic - 59400**

Save Cancel

QP Added
Audiologist

Add QP

Qualified Personnel:

- Pediatrician
- Physician Other Than Pediatrician
- Physician Assistant
- Nurse Practitioner
- Registered Nurse
- Licensed Practical Nurse
- Certified Dietitian/Nutritionist (NYS or ADA)
- Occupational Therapist
- Occupational Therapist Assistant
- Physical Therapist

Save Cancel

Select **Qualified Personnel** from drop down list. To add multiple **Qualified Personnel**, press and hold **Ctrl** key while clicking additional Personnel. Click **Save** button to add information to Service Authorization.

Or

To delete **Qualified Personnel**, click **Remove** link. **Remove QP Confirmation** page displays with the message *Are you sure you want to remove this QP from the Service Authorization?* Click **Yes** button.

7. Click **Add** button above **Qualified Personnel List for Co-Visits** section. **Add Co-visit QP** page displays. Select **Qualified Personnel** from drop down list. To add multiple **Qualified Personnel**, press and hold **Ctrl** key while clicking additional Personnel. Click **Save** button to add information to Service Authorization.

Or

To delete specific **Qualified Personnel for Co-Visits**, click **Remove** link. **Remove Co Visit QP Confirmation** page displays with the message *Are you sure you want to remove this Co-Visits QP from the Service Authorization?* Click **Yes** button.

Important Information

- A User cannot edit the Qualified Personnel for Co-Visit for an SA if they did not initially create the Co-Visit as a reflection of the decision(s) that was made during the IFSP process. If the SA was created with Co-Visits not allowed as part of the IFSP for a specific Service Authorization, then the **Add Co-Visit QP Not Allowed** page displays.
- If **Co-Visits** are necessary, and should have been created for a specific SA on the Child's IFSP to reflect the decision(s) made at the IFSP meeting, then the User may add **Co-Visits** to the **Service Authorization** using the Edit function.

8. Click **Edit** link under **Manage** section from **Service Authorization Home** page. **Modify Service Authorization** page displays.

Modify Service Authorization Assistive Tech - Basic - 30978

Save Cancel

| Service Authorization Details | | | |
|--|----------------------|---------------------------------|--|
| Service Authorization Reference: | 30978 | Service Type/Method: | Assistive Tech - Basic |
| Script Recommendation Provided By: | Physician | Script recommendation on file?: | <input checked="" type="checkbox"/> |
| Script Start Date: | | Script End Date: | |
| Child's Name: | Barnaby Jones | | |
| Service Details | | | |
| Service Type: | Assistive Technology | Method of Delivery: | Basic Home/Community-based Indiv/Coll Visit |
| Location Type: | Child's Home | Group Type: | |
| Service Intervention Methodology: | | | |
| Service Location Address | | | |
| Address Line 1: | | Address Line 2: | |
| Address Line 3: | | City: | |
| State: | | County: | |
| Zip: | | Census Tract: | |
| Frequency & Duration Details | | | |
| Start Date: | 10/15/2010 | End Date: | 10/29/2010 |
| Number of Visits/Units: | 1 | Per: | IFSP Period |
| Visits per day, clinically appropriate for | | | |

9. Navigate from field-to-field using **Tab** key to edit data. *Some fields will be read-only. Date fields must be formatted as **mm/dd/yyyy** format. Type **Comments** (Optional).*

Important Information

Once the Service Type and Method have been created, they can not be edited. Only the SA details can be edited. If the Service Type and Method were entered incorrectly, the SA *must* be deleted and a new one created.

10. Click **Save** button. **Service Authorization Home** page displays.

Note:

- Child data can only be edited from the Child Home Page. See **Unit 4 Case Management** for more information.

Amending Service Authorization - GENERAL

See **Modifying (Amending) a Service Authorization** for more information on how to amend a General SA.

ABA Aide Services Category Service Authorizations

Creating a Service Authorization – ABA Aide SERVICES

1. Display IFSP. See **Viewing an Individualized Family Service Plan** for more information. Click **Add Service Authorization** link from **Manage** section. **Select Service Type & Method** page displays.

Select Service Type & Method

Exit

Selection Criteria

Category:

Search Reset

Select Service Type & Method

| Action | Service Type/Method |
|--------|---------------------|
| Exit | |

2. Select **ABA Aide Services** from **Category** drop down in **Selection Criteria** section. Click **Search** button. **Select Service Type & Method** listing displays. Click **Select** link under **Action** column to add item. **Select Delivery Details** page displays.

Select Delivery Details

ABA Aide Services

Previous Next Exit

Delivery Details

Location Type:

Group Type:

If other than home or provider location please enter address

| | | | |
|-----------------|----------------------|-----------------|----------------------|
| Address Line 1: | <input type="text"/> | Address Line 2: | <input type="text"/> |
| Address Line 3: | <input type="text"/> | City: | <input type="text"/> |
| State: | <input type="text"/> | County: | <input type="text"/> |
| Zip: | <input type="text"/> | Census Tract: | <input type="text"/> |

Previous Next Exit

3. Enter information for **Delivery Details** section. Select **Location Type** from the drop down menu and if other than Home or Provider Location, address must be entered. Select **Group Type** from drop down menu.
4. Click **Next** button. **Select Provider & Location** page displays.

Select Provider & Location ?
ABA Aide Services

[Previous](#) [Continue](#) [Exit](#)

Search Criteria

The search results will include only providers whose catchment area is the same as the child's municipality of residence unless you select a different catchment area. You can select multiple catchment areas by holding down the Ctrl key and selecting the desired catchment area options with your mouse.

| | | | |
|----------------------------|----------------------|--------------------|----------------------|
| Provider Name: | <input type="text"/> | Site: | <input type="text"/> |
| DBA Name: | <input type="text"/> | NPI: | <input type="text"/> |
| Special Population Served: | <input type="text"/> | State Provider ID: | <input type="text"/> |
| Qualified Personnel Type: | <input type="text"/> | City: | <input type="text"/> |
| Language: | <input type="text"/> | Zip: | <input type="text"/> |

Catchment Area:

- Albany
- Allegany
- Broome
- Cattaraugus
- Cayuga
- Chautauqua
- Chemung
- Chenango
- Clinton

[Search](#) [Reset](#)

Search Results

| Action | Provider Name | State Provider ID | Catchment Areas | Site | Address Line 1 | City |
|--------|---------------|-------------------|-----------------|------|----------------|------|
|--------|---------------|-------------------|-----------------|------|----------------|------|

[Previous](#) [Continue](#) [Exit](#)

5. Type all known information for Provider in **Search Criteria** section. Click **Search** button. Providers with current approval for the Service Type & Method specified for the SA display. If the Provider has multiple locations, for a specific Service Type & Method, then all appropriate locations are displayed in **Search Results** section. Click **Select** link under **Action** column for Provider. **Create ABA Service Authorization Details** page displays.

Or

Click **Continue** button to enter Provider information at a later time. **Create ABA Aide Service Authorization Details** page displays. A Service Authorization may be submitted to the EIO/D without the **Service Provider** being identified and the status of the SA will be **Awaiting Provider Assignment**. Once a Provider has been added to the Service Authorization, the status of the SA will automatically update to 'Approved'.

Create ABA Service Authorization Details ?
ABA Aide Services

| Frequency & Duration | |
|--------------------------|-------------------------------|
| Start Date: | 8/2/2010 <input type="text"/> |
| End Date: | 9/1/2010 <input type="text"/> |
| Number of Hours: | <input type="text"/> |
| Number of days per week: | <input type="text"/> |
| Per: | <input type="text"/> |

Comments

- Navigate from field-to-field using **Tab** key to fill in all known information for **Frequency & Duration** and **Comments** sections. Click **Next** button to save data. **Create Service Authorization Prior Approval** page displays.

Important Information

- On **Service Authorization Details** page, the **Start Date** and **End Date** fields *must* be within the associated IFSP date range.
- The SA start date can begin after the IFSP period start date, and the SA end date can end before the IFSP period end date. This allows for the IFSP to be activated with services in place and SAs created for services that have been agreed to by the EIO/D and the parent, and for which Service Providers have been found.
- If the parent and EIO/D do not agree on a service, and/or a Provider can not be located, the SA can have a different start date from the IFSP period as long as it is within the IFSP date range. Also, if one service will be amended or discontinued, the SA can have an end date different from the IFSP period as long as it is within the IFSP date range.

Create Service Authorization Prior Approval ?
ABA Aide Services

| Make-Up Visits | |
|---------------------------|--------------------------|
| Make-Up Visits Allowed?: | <input type="checkbox"/> |
| Number of make-up visits: | <input type="text"/> |
| Per: | <input type="text"/> |

| Co-Visits | |
|----------------------|--------------------------|
| Co-Visits Allowed?: | <input type="checkbox"/> |
| Number of co-visits: | <input type="text"/> |
| Per: | <input type="text"/> |

- Navigate from field-to-field using **Tab** key to fill in all known information in **Make-Up Visits** and **Co-Visits** clusters.

Make-Up Visits Section

If appropriate, click **Make-Up Visits Allowed** checkbox to allow the Child/Family to receive a specific number of Make-Up Visits for a specific service, if visits are missed during the IFSP period. Enter the number of make-up visits allowed per IFSP period, month, or week.

Important Information

- By allowing Make-Up Visits, the EIO/D is acknowledging that the Make-Up Visits may occur on the same day with other EI services and/or that the Make-Up Visit may be delivered as a 2nd visit for the same service on the same day, thus breaking one or more EI billing rules. As long as the Provider indicates at the time of invoicing the Claim is for a Make-Up Visit, NYEIS will allow the Claim to pass fiscal edits. 📖 See **Unit 12: Municipal Financial** for further information.
- Make-Up Visits *must* be discussed with the IFSP team. Information to be discussed and deliberated includes therapist and family vacations or chronic illnesses. The number of Make-Up Visits allowed and when they will be delivered *must* also be discussed. Local Municipal policies and procedures regarding Make-Up Visits that are consistent with EI regulations remain in effect.

Co-Visits Section

On **Create Service Authorization Prior Approval** page, click **Co-Visits Allowed** checkbox to allow Child to have more than one Provider participate in a session. Enter the number of co-visits allowed per IFSP period, month, or week. *If Co-Visits Allowed is selected, then Qualified Personnel for Co-Visits must be selected.*

If Co-Visits are determined to be appropriate, enter into NYEIS the number allowed, when they will be delivered, and the Qualified Personnel involved in the visits.

Important Information

Similar to Make-Up Visits, details about Co-Visits *must* also be discussed at IFSP meetings. 📖 See **Appendix G** for SDOH guidance regarding Co-Visits. By approving Co-Visits, the EIO/D is acknowledging that Co-Visits may break one or more EI billing rules. As long as the Provider indicates at the time of invoicing that the Claim is for a Co-Visit, NYEIS will allow the Claim to pass fiscal edits. 📖 See **Unit 12: Municipal Financial** for further information.

- Click **Create Service Authorization** button to save record. **IFSP Home** page displays with several Tab Folders along the top of the page. Navigate to another Tab by clicking on Tab name. Located on the Tab are the Child's Integrated Case and IFSP.
- To select the **ABA Service Supervisor**, click the **Service Authorization number** of the applicable SA in the **Service Authorizations List** cluster on the **IFSP Home** page. The **Service Authorizations Home** page displays. Click the **Add Supervisor** button above the **ABA Supervisor** cluster. **Select ABA Supervisor** page displays with a list of authorized Supervisors employed by the agency.

Service Authorization Home: ABA Aide Services - 72738

Manage

Edit Activate Online Close Suspend
Submit Delete Change Closure Details Unsuspend
Approve Extend

Service Authorization Details

| | | | |
|----------------------------------|-------------|----------------------------|-------------------|
| Service Authorization Reference: | 72738 | Service Type/Method: | ABA Aide Services |
| Service Coordinator: | John Bobeck | Date Authorization Issued: | |
| Status: | Draft | Accepted by Provider?: | No |

Child Details

| | | | |
|-------------------------|--|---------------------------|-------------|
| Child's Name: | Patrick Decker | Child's Reference Number: | 1473 |
| Legal Guardian(Female): | jennifer | Legal Guardian(Male): | |
| Child's Address: | One Gullane Ave Albany (Albany) New York 12211 | Child's Phone: | 518 4541122 |

Change/Assign Provider and Location

Provider & Location Details

| | | | |
|----------------------------|--|--------------------|------------------------------|
| Provider of Record: | Many ABA Aides Inc. | NPI: | 333-33333- |
| State ID: | 37632 | Provider Location: | Many ABA Aides Inc. Location |
| Provider Location Address: | 3 Main st Albany (Albany) New Jersey 44444 | | |

Add Supervisor

Click the **Select** link under the **Action** column next to the name of the Supervisor to assign to the service. The **Service Authorization Home** page displays with the name of the selected Supervisor.

Select ABA Supervisor: ABA Aide Services - 72738

Cancel

| Action | Supervisor Name | Qualified Personnel | State ID | License/Certification | NPI |
|---------------|--------------------|---------------------------------|----------|-----------------------|---------|
| <a>Select | Chip ABASupervisor | School Psychologist | | | 33333 |
| <a>Select | Jerry Canfield | Licensed Clinical Social Worker | | | 2934949 |

Cancel

- To add ABA Aides, click the **Add Rendering Provider** button located above the **Rendering Provider Details** cluster on the **Service Authorization Home** page. The **Select ABA Aide** page displays.

| Provider & Location Details | | | |
|--|--|-------------------------|---------------------------------|
| Provider of Record: | Many ABA Aides Inc. | NPI: | 333-33333- |
| State ID: | 37632 | Provider Location: | Many ABA Aides Inc. Location |
| Provider Location Address: | 3 Main st Albany (Albany) New Jersey 44444 | | |
| Add Supervisor | | | |
| ABA Supervisor | | | |
| Supervisor Name: | Jerry Canfield | Qualified Personnel: | Licensed Clinical Social Worker |
| State ID: | | NPI: | 2934949 |
| Add Rendering Provider | | | |
| Rendering Provider Details | | | |
| Action | Employee Name | | |
| Service Details | | | |
| Service Type: | ABA Aide Services | Method of Delivery: | ABA Aide Services |
| Location Type: | Child's Home | Group Type: | |
| Service Location Address: | | | |
| Frequency & Duration Details | | | |
| Start Date: | 9/11/2010 | End Date: | 3/10/2011 |
| Number of Hours: | 1 | Per: | Week |
| Rate for Visit: | 35.00 | Total Authorized Hours: | 26 |
| Number of days per week: | 3 | | |

11. Click the **Select** link under the **Action** column next to the name of the ABA Aide to assign to the service.

Select ABA Aide: ABA Aide Services - 72738 ?

[Cancel](#)

| Action | Employee Name |
|------------------------|-----------------|
| Select | Mary Lou Mather |
| Select | Bill ABAAide |
| Select | Lou ABAAide |
| Select | Bill Howser |
| Select | Paul ABAAide |

[Cancel](#)

The **Service Authorization Home** page displays with the name of the selected ABA Aide.

| Provider & Location Details | | | |
|--|--|----------------------|---------------------------------|
| Provider of Record: | Many ABA Aides Inc. | NPI: | 333-33333- |
| State ID: | 37632 | Provider Location: | Many ABA Aides Inc. Location |
| Provider Location Address: | 3 Main st Albany (Albany) New Jersey 44444 | | |
| Add Supervisor | | | |
| ABA Supervisor | | | |
| Supervisor Name: | Jerry Canfield | Qualified Personnel: | Licensed Clinical Social Worker |
| State ID: | | NPI: | 2934949 |
| Add Rendering Provider | | | |
| Rendering Provider Details | | | |
| Action | Employee Name | | |
| | Remove Bill Howser | | |
| Service Details | | | |
| Service Type: | ABA Aide Services | Method of Delivery: | ABA Aide Services |
| Location Type: | Child's Home | Group Type: | |
| Service Location Address: | | | |

 See **Viewing/Editing Service Authorization – ABA AIDE SERVICES** for more information on how to edit an SA.

Notes:

- Providers who have a NYEIS user account and appropriate role that permits access to the agency's Service Authorizations work queue will receive an Accept / Reject Service Authorization task after the EIO/D approves the IFSP or SA. Subsequent to accepting the SA, the Provider can assign the Supervisor and ABA Aides if the EIO/D has not already done so.  See **Service Authorization Acceptance Request** for more information.
- If the Provider of Record who has been assigned to the Service Authorization does not have a user with NYEIS user account in a role that permits access to the agency's Service Authorization work queue, the Accept / Reject Service Authorization task will be forwarded to the EIO/D to accept the task and assign the Supervisor and ABA Aides.
- **Diagnosis Codes** that have been entered previously in the Child's case will appear on the service authorization in the **Child Diagnosis Codes** cluster.
- If **Location Type** is not Child's Home or Agency Provider Site, then an address *must* be entered in record.
- On **Service Authorization Details** page, **Start Date** and **End Date** fields *must* be within related **IFSP** date range.
- **Total Visits** is calculated by: the **Number of Visits/Units** multiplied by the SA Period (**End Date** minus the **Start Date** divided by either Weekly/Monthly visits). In the case of regular visit units, units round up for partial weeks and months. CoVisit and Make Up Visit units do NOT round up for partial weeks and months. You cannot assign Co Visit or Make up units in excess of the total regular units assigned to the SA.
- **Service Authorization Service Delivery Details** (e.g., Remaining Units, Units Authorized) can be viewed by authorized users from the **Service Authorization Homepage** Navigation Bar.  See **Service delivery Details for Service Authorizations** for further information.

Viewing/Editing Service Authorization – ABA AIDE SERVICES

If the SA is part of an approved IFSP, a Service Authorization *can not* be edited, without an amendment to the IFSP (either amended to change the terms of the SA or to correct data errors).

It is important to understand the difference between editing and amending. An IFSP and Service Authorization can be edited only prior to the IFSP being

submitted for approval. After an IFSP has been submitted for approval, any changes, *even data entry errors*, must be made by submitting an amendment  See **Amending an Individualized Family Service Plan or Modifying (Amending) a Service Authorization** for further information.

Different fields within **ABA Aide Service Authorizations** are edited using one of the following methods:

- **Service Authorization Home *General Category* page: **Provider & Location Details** and **Rendering Provider** can be edited as outlined in **Step 4** through **Step 5**, and **Step 10** through **Step 11** above respectively.**

Remaining SA data is edited using the detail from **Step 7**.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Scroll to **Service Authorizations List** section.

| Service Authorizations List | | | | |
|---------------------------------|---------------------|------------|--------|----------|
| Service Authorization Reference | Service Type/Method | Start Date | Status | Reason |
| 72738 | ABA Aide Services | 9/11/2010 | Draft | Original |

3. Click **Service Authorization Reference** link. **Service Authorization Home** page displays.

NVEIS Integrated Case - 69633 Initial - 72737 ABA Aide Services - 72738

Service Authorization Home: ABA Aide Services - 72738

Manage

 [Edit](#)
 [Activate Online](#)
 [Close](#)
 [Suspend](#)

 [Submit](#)
 [Delete](#)
 [Change Closure Details](#)
 [Unsuspend](#)

 [Approve](#)
 [Extend](#)

Service Authorization Details

| | | | |
|----------------------------------|-------------|----------------------------|-------------------|
| Service Authorization Reference: | 72738 | Service Type/Method: | ABA Aide Services |
| Service Coordinator: | John Bobeck | Date Authorization Issued: | |
| Status: | Draft | Accepted by Provider?: | No |

Child Details

| | | | |
|-------------------------|--|---------------------------|-------------|
| Child's Name: | Patrick Decker | Child's Reference Number: | 1473 |
| Legal Guardian(Female): | jennifer | Legal Guardian(Male): | |
| Child's Address: | One Gullane Ave Albany (Albany) New York 12211 | Child's Phone: | 518 4541122 |

[Change/Assign Provider and Location](#)

Provider & Location Details

| | | | |
|----------------------------|--|--------------------|------------------------------|
| Provider of Record: | Many ABA Aides Inc. | NPI: | 333-33333- |
| State ID: | 37632 | Provider Location: | Many ABA Aides Inc. Location |
| Provider Location Address: | 3 Main st Albany (Albany) New Jersey 44444 | | |

4. To edit **Provider and Location** data, click **Change/Assign Provider and Location** button above **Provider & Location Details** section. **Select Provider & Location** page displays.

Select Provider & Location
ABA Aide Services

Previous Continue Exit

Search Criteria
The search results will include only providers whose catchment area is the same as the child's municipality of residence unless you select a different catchment area. You can select multiple catchment areas by holding down the Ctrl key and selecting the desired catchment area options with your mouse.

Provider Name: Site:

DBA Name: NPI:

Special Population Served: State Provider ID:

Qualified Personnel Type: City:

Language: Zip:

Catchment Area: Albany, Allegany, Broome, Cattaraugus, Cayuga, Chautauqua, Chemung, Chenango, Clinton

Search Reset

Search Results

| Action | Provider Name | State Provider ID | Catchment Areas | Site | Address Line 1 | City |
|--------|---------------|-------------------|-----------------|------|----------------|------|
|--------|---------------|-------------------|-----------------|------|----------------|------|

Previous Continue Exit

Type known information in **Search Criteria** section. Click **Search** button. Records matching criteria display in **Search Results** section. *To search again, click **Reset** button.* Click **Select** link for Provider or click **Previous** button to return to previous page.

- To add/change Supervisor data, click Add Supervisor button above the ABA Supervisor cluster. Select ABA Supervisor page displays.

Select ABA Supervisor: ABA Aide Services - 72738

Cancel

| Action | Supervisor Name | Qualified Personnel | State ID | License/Certification | NPI |
|--------|--------------------|---------------------------------|----------|-----------------------|---------|
| Select | Chip ABASupervisor | School Psychologist | | | 33333 |
| Select | Jerry Canfield | Licensed Clinical Social Worker | | | 2934949 |

Cancel

Click **Select** link for the Supervisor.

- To add/change **Rendering Provider** data, click **Add Rendering Provider** button above **Rendering Provider Details** cluster. **Select ABA Aide** page displays.

Select ABA Aide: ABA Aide Services - 72738

Cancel

| Action | Employee Name |
|--------|-----------------|
| Select | Mary Lou Mather |
| Select | Bill ABAAide |
| Select | Lou ABAAide |
| Select | Bill Howser |
| Select | Paul ABAAide |

Cancel

Click **Select** link for the ABA Aide.

Important Information

This page will only show a list of ABA Aides that are employees of the Agency Provider described in **Step 4**.  See **Unit 9: Provider Management, Employees and Contractors** for additional guidance.

- To remove Rendering Provider data, click the **Remove** link under the **Action** column next to the name of the ABA Aide listed in the **Rendering Provider Details** section.

| Add Rendering Provider | |
|----------------------------|---------------|
| Rendering Provider Details | |
| Action | Employee Name |
| Remove | Bill Howser |

Remove ABA Aide Confirmation page displays with the message *Are you sure you want to remove the ABA Aide?* Click **Yes** button.

- To edit other SA fields, Click **Edit** link under **Manage** section from **Service Authorization Home** page. **Request Amendment to Service Authorization** page displays.

Request Amendment to Service Authorization ABA Aide Services - 33540

| Amendment Request Details | |
|----------------------------------|-----------------------|
| Reason for Modification: | ABA Aide Modification |
| Service Authorization Details | |
| Service Authorization Reference: | 33540 |
| Service Type/Method: | ABA Aide Services |
| Date Authorization Issued: | 11/3/2010 |
| Child's Name: | Barnaby Jones |
| Service Details | |
| Service Type: | ABA Aide Services |
| Method of Delivery: | ABA Aide Services |
| Location Type: | Child's Home |
| Group Type: | |
| Service Location Address | |
| Address Line 1: | Address Line 2: |
| Address Line 3: | City: |
| State: | County: |
| Zip: | Census Tract: |
| Frequency & Duration Details | |
| Start Date: | 11/3/2010 |
| End Date: | 10/29/2010 |
| Number of Hours: | 1 |
| Per: | Week |
| Rate for Visit: | 0.00 |
| Number of days per week: | 1 |
| Make-Up Visits | |

- Navigate from field-to-field using **Tab** key to edit data. *Some fields will be read-only. Date fields must be formatted as **mm/dd/yyyy** format. Type **Comments** (Optional).*

Important Information

- Only Service Authorizations which were created allowing Co-Visits will have co-visits that can be edited. If an error occurred and **Co-Visits** are necessary, and should have been created for a specific SA on the Child's IFSP to reflect the decision(s) made at the IFSP meeting, then the User may add **Co-Visits** to the **Service Authorization** using the Edit function.
- Once the Service Type and Method have been created, they can not be edited. Only the SA details can be edited. If the Service Type and Method were entered incorrectly, the SA *must* be deleted and a new one created.

10. Click **Submit** button. **Service Authorization Home** page displays. A workflow is created for the EIO/D to approve the Amendment.

Note:

Child data can only be edited from the Child Home Page.  See **Unit 4 Case Management** for more information.

Amending Service Authorization – ABA AIDE SERVICES

 See **Modifying (Amending) a Service Authorization** for more information on how to amend an ABA Aide Services SA.

Assistive Technology Device Category Service Authorizations

Creating a Service Authorization - ASSISTIVE TECHNOLOGY DEVICE

There are two types of Assistive Technology Devices: Durable Medical Equipment (DME) and Non DME Devices. The EIP *must* be consistent with the NYS Medicaid program in many areas, including assistive technology devices. Many EI ATD are found on the Medicaid DME list and are eligible for Medicaid reimbursement. It is a policy of the EIP that for those children that are enrolled in Medicaid, all EI ATD on the Medicaid DME list will be reimbursed at the rates set by the NYS Medicaid program. Children that are not enrolled in Medicaid should still receive equipment from the Medicaid DME list if it will meet the needs of the child. This equipment may be purchased from a non-Medicaid vendor at a non-Medicaid rate. Children that are not enrolled in Medicaid should not receive equipment that is not from the Medicaid list unless the need for the equipment is clearly justified as required to meet the child's needs.

In NYEIS, ATD Providers are called Vendors. A small number of EI Providers are also EI ATD Vendors. Other outside Vendors may also provide EI ATDs. NYS Medicaid has its own process to approve ATD Vendors to provide ATDs for Medicaid eligible individuals, and some of the Medicaid ATD Vendors are also EI ATD Vendors. If an EI Child has Medicaid, the EIO/D *must* ensure the Child with Medicaid receives their EI ATD through a NYS Medicaid-approved ATD Vendor. In addition, commercial insurance companies also contract with certain providers for the delivery of ATD that will be covered by insurance. If a child has commercial insurance coverage for ATD, the EIO/D *must* ensure that whenever possible, the child receives their EI ATD through a participating provider. If a participating ATD provider cannot be located, this information should be documented in the child's file and the ATD may be provided from a non-participating provider.



An ATD Vendor *must* be in the System prior to assigning it to a Service Authorization. If an AT Vendor is not located in the System after a search, they *must* be registered.  See **Unit 10: Municipal Administration, Registering Vendors** for more information

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information. Click **Add Service Authorization** link from **Manage** section. **Select Service Type & Method** page displays.

Select Service Type & Method ?

Exit

Selection Criteria

Category:

Search Reset

Select Service Type & Method

| Action | Service Type/Method |
|--------|---------------------|
| | |

Exit

2. Select **ATD** from **Category** drop down in **Selection Criteria** section. Click **Search** button. **Select Service Type & Method** listing displays. Click **Select** under **Action** column. (Note: this is not a true service type/method, but rather the way NYEIS allows a User to access a search for a Vendor to provide an ATD device). **Vendor Search** page displays.

Vendor Search ?

| Search Criteria | |
|--------------------------------------|----------------------------|
| Vendor Name: <input type="text"/> | Vendor Type: ATD |
| Address Line 1: <input type="text"/> | City: <input type="text"/> |
| Municipality: <input type="text"/> | |

| Search Results | | | | | | |
|---|------------------|-------------|-------------|----------------|------|--------------|
| Action | Reference Number | Vendor Name | Vendor Type | Address Line 1 | City | Municipality |
| <input type="button" value="Previous"/> <input type="button" value="Continue"/> <input type="button" value="Exit"/> | | | | | | |

3. Type all known information in **Search Criteria** section.
4. Click **Search** button. Records matching criteria display in **Search Results** section. *To search again, click **Reset** button.*
5. Click **Select** link under **Action** column for Vendor of choice. **Create AT Device Service Authorization** page displays.

Create AT Device Service Authorization ?

| AT Device Details | |
|--|--|
| *Start Date: <input type="text" value="10/2/2009"/> | |
| *End Date: <input type="text" value="4/1/2010"/> | |
| DME Code: <input type="text"/> | |
| *Quantity: <input type="text"/> | |
| <small>Enter the following information for Non-DME Devices</small> | |
| Non-DME Device: <input type="text"/> | |
| Authorized up to Amount: <input type="text"/> | |
| Non-DME Description: <input type="text"/> | |

| Indicate need/use of AT Device |
|--------------------------------|
| <input type="text"/> |

6. Navigate from field-to-field using **Tab** key to fill in all known information in **AT Device Details** and **Indicate need/use of AT Device** sections. *Date fields must be formatted as **mm/dd/yyyy** format. Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk.*

Important Information

- If a DME Code (Durable Medical Equipment) is selected, the rate associated with the DME Code is auto-populated in the Service Authorization.**
- If a DME Code is not entered, then information for non-DME device must be filled in. DME Code information can be located through a search by clicking Search icon. Search can be completed by DME**

Code, DME Description, DME Category or DME Subcategory.

If the DME code rate populated is incorrect, the non-DME device information can be completed with the correct rate information and the DME code noted in the comments section.

- Click **Create Service Authorization** button. **AT Device Service Authorization Home** page displays with several Tab Folders along the top of the page. Navigate to another Tab by clicking on Tab name. Located on the tab are the Child's Integrated Case and IFSP.

See **Viewing/Editing Service Authorization – Assistive Technology Device** for more information on how to edit an SA.

Important Information

- On **Service Authorization Details** page, the **Start Date** and **End Date** fields *must* be within the associated IFSP date range. The SA start date can begin after the IFSP period start date and the SA end date can end before the IFSP period end date. This allows for the IFSP to be activated with services in place and SAs created for services that have been agreed to by the EIO/D and the parent, and for which Service Providers have been found. If the parent and EIO/D do not agree on a service, and/or a Provider can not be located, the SA can have a different start date from the IFSP period as long as it is within the IFSP date range.
- If one service will be amended or discontinued, the SA can have an end date different from the IFSP period as long as it is within the IFSP date range.

Note:

- Diagnosis Codes** that have been entered previously in the Child's case will appear on the service authorization in the **Child Diagnosis Codes** cluster.

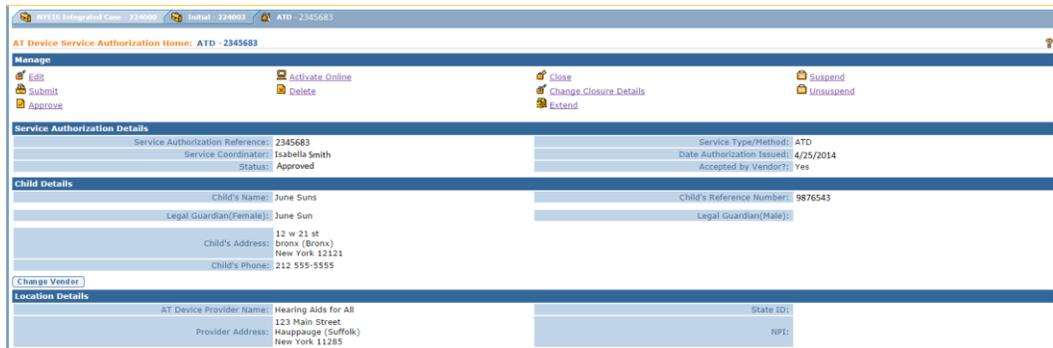
Viewing/Editing Service Authorization - ASSISTIVE TECHNOLOGY DEVICE

A Service Authorization *can not* be edited once it is part of an approved IFSP.

1. Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.
2. Scroll to **Service Authorizations List**.

| Service Authorizations List | | | | |
|---------------------------------|-----------------------------|------------|----------|----------|
| Service Authorization Reference | Service Type/Method | Start Date | Status | Reason |
| 2345678 | Service Coordination | 4/25/2014 | Approved | Original |
| 2345679 | Special Instruction - Basic | 4/25/2014 | Approved | Original |
| 2345680 | PT - Basic | 4/25/2014 | Approved | Original |
| 2345681 | OT - Basic | 4/25/2014 | Approved | Original |
| 2345682 | Speech Language - Basic | 4/25/2014 | Approved | Original |
| 2345683 | ATD | 4/25/2014 | Approved | Original |

3. Click the **Service Authorization Reference** link next to Service/Type Method ATD. **AT Device Service Authorization Home** page displays.



AT Device Service Authorization Home: ATD - 2345683

Manage

Edit, Submit, Approve, Activate Online, Delete, Close, Change Closure Details, Extend, Suspend, Unsuspend

Service Authorization Details

Service Authorization Reference: 2345683, Service Type/Method: ATD, Service Coordinator: Isabella Smith, Status: Approved, Date Authorization Issued: 4/25/2014, Accepted by Vendor?: Yes

Child Details

Child's Name: June Sun, Child's Reference Number: 9876543, Legal Guardian(Female): June Sun, Legal Guardian(Male):, Child's Address: 12 w 21 st, Bronx (Bronx), New York, 12121, Child's Phone: 212-555-5555

Location Details

AT Device Provider Name: Hearing Aids for All, State ID: NPL, Provider Address: 123 Main Street, Hauppauge (Suffolk), New York, 11785

4. Click **Edit** link from **Manage** section. **Modify AT Device Service Authorization** page displays.

Modify AT Device Service Authorization ATD - 2345683 ?

| Service Authorization Details | |
|--|----------------------------|
| Service Authorization Reference: 2345683 | Service Type/Method: ATD |
| Child's Name: June Suns | Date Authorization Issued: |

| Location Details | |
|---|--|
| AT Device Provider Name: Hearing Aids For All | |

| AT Device Details | |
|--------------------------------|--|
| * Start Date: 4/25/2014 | * End Date: 10/24/2014 |
| DME Description: | * Quantity: 1 |
| Non-DME Device: batteries | Non-DME Description: V5266 1 BOX OF BATTERIES @ \$ |
| Authorized up to Amount: 30.00 | |

| Indicate need/use of AT Device | |
|--------------------------------|--|
| User Manual Screenshot | |

5. Navigate from field-to-field using **Tab** key to edit data. *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as **mm/dd/yyyy** format. **Start Date** and **End Date** fields *must* be within related **IFSP** date range.*

Type comments in **Indicate need/use of AT Device** section.

6. Click **Save** button. **AT Device Service Authorization Home** page displays.

Note:

- Service Authorization Service Delivery Details (e.g., Remaining Units, Units Authorized) can be viewed by authorized users from the Service Authorization Homepage Navigation Bar. See **Service Delivery Details for Service Authorizations** for further information.
- Child data can only be edited from the Child Home Page. See **Unit 4 Case Management** for further information.

Amending Service Authorization - ASSISTIVE TECHNOLOGY DEVICE

See **Modifying (Amending) a Service Authorization** for more information on how to amend an ATD SA.

Respite Category Service Authorizations

In NYEIS, Respite Providers are called Vendors. A small number of EI Providers are also EI Respite Vendors. Other outside Vendors may also provide EI respite services and parents may be reimbursed for arranging for respite services.

If the IFSP team recommends respite services for a family, local Municipality respite requirements *must* still be met as long as they are consistent with EI regulations.

Creating a Service Authorization - RESPITE - Parent Arranging Respite

A Respite Vendor *must* be in the System prior to assigning it to a Service Authorization. If a Respite Vendor is not located in the System after a search, they *must* be registered. If the Respite is being provided by the family, then the family member *must* be registered as a Vendor of type Family Provider and will not be displayed in a Vendor search that is performed in any other Municipality.  See **Unit 10: Municipal Administration, Registering Vendors** for more information.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information. Click **Add Service Authorization** link from **Manage** section. **Select Service Type & Method** page displays.



2. Select **Respite** from **Category** drop down in **Selection Criteria** section. Click **Search** button.
3. Click **Select** link under **Action** column next to **Respite Care** under **Service Type/Method**. *Note: this is not a true service type/method, but rather the way NYEIS allows a User to access a search for a Vendor to provide the Respite service.* The **Select Respite Type** screen displays.



4. Click **Parent Will Arrange Respite** link. **Vendor Search** page displays.

Vendor Search ?
Respite Care

[Previous](#) [Continue](#) [Exit](#)

| Search Criteria | |
|-----------------|----------------------|
| Vendor Name: | <input type="text"/> |
| Vendor Type: | Family Member |
| Address Line 1: | <input type="text"/> |
| City: | <input type="text"/> |
| Municipality: | <input type="text"/> |

[Search](#) [Reset](#)

| Search Results | | | | | | |
|--|------------------|-------------|-------------|----------------|------|--------------|
| Action | Reference Number | Vendor Name | Vendor Type | Address Line 1 | City | Municipality |
| Previous Continue Exit | | | | | | |

- Type all known information in **Search Criteria** section.
- Click **Search** button. Records matching criteria display in **Search Results** section. *To search again, click **Reset** button.*

If Vendor is not found,  See **Unit 10: Municipal Administration, Registering Vendors** for more information.

- Click **Select** link under **Action** column for Vendor of choice. **Create Respite Service Authorization Details** page displays.

Create Respite Service Authorization Details ?
Respite Care

[Previous](#) [Create Service Authorization](#) [Exit](#)

| Respite Details | |
|---------------------------------|--|
| Start Date: | 4/27/2014  |
| End Date: | 10/17/2014  |
| ★ Authorized Respite Cost/Hour: | <input type="text"/> |
| ★ Hours Authorized: | <input type="text"/> |
| Reason for Respite: | <input type="text"/> |
| Other Reason: | <input type="text"/> |

| Parent Arrangement | |
|---|----------------------|
| Complete if Service Authorization is for Parent Arrangement of Respite Services | |
| Respite to be delivered by: | <input type="text"/> |

| Respite Giver Address | |
|-----------------------|----------------------|
| Address Line 1: | <input type="text"/> |
| Address Line 2: | <input type="text"/> |
| City: | <input type="text"/> |
| State: | <input type="text"/> |
| County: | <input type="text"/> |
| Zip: | <input type="text"/> |
| Census Tract: | <input type="text"/> |

| Respite Giver Contact Details | |
|-------------------------------|----------------------|
| Phone: | <input type="text"/> |
| Fax: | <input type="text"/> |
| Email: | <input type="text"/> |

| Comments |
|----------------------|
| <input type="text"/> |

- Navigate from field-to-field using **Tab** key to fill in all known information in **Respite Details, Parent Arrangement, Respite Giver Address, Respite Giver Contact Details** and **Comments** sections. *Date fields must be formatted as **mm/dd/yyyy** format. **Start Date** and **End Date** must be within related IFSP date range.*

Parent Arrangement and Respite Giver Contact Details *should* be entered.

- Click **Create Service Authorization** button. **Respite Service Authorization Home** page displays with several Tab Folders along the top of the page. Navigate to another Tab by clicking on Tab name. Located on the tab are the Child's Integrated Case and IFSP.

- Click **Print**  button of web browser. SA *must* be printed. Mail or directly hand the SA form to the parent.

 See **Viewing/Editing Service Authorization – Respite** for more information on how to edit an SA.

Important Information

- The Parent should see the SA number when submitting for payment for Respite services. The Municipality will be responsible for creating the invoice for the parent reimbursed respite in NYEIS.  See **Unit 8: Provider - Invoicing, Invoices** for details.
- On **Service Authorization Details** page, the **Start Date** and **End Date** fields *must* be within the associated IFSP date range. The SA start date can begin after the IFSP period start date and the SA end date can end before the IFSP period end date. This allows for the IFSP to be activated with services in place and SAs created for services that have been agreed to by the EIO/D and the parent, and for which Service Providers have been found. If the parent and EIO/D do not agree on a service, and/or a Provider can not be located, the SA can have a different start date from the IFSP period as long as it is within the IFSP date range.
- If one service will be amended or discontinued, the SA can have an end date different from the IFSP period as long as it is within the IFSP date range.

Creating a Service Authorization - RESPITE - Respite Provider

A Respite Vendor *must* be in the System prior to assigning it to a Service Authorization. If a respite Vendor is not located in the System after a search, they *must* be registered. See **Unit 10: Municipal Administration, Registering Vendors** for more information.

1. Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information. Click **Add Service Authorization** link from **Manage** section. **Select Service Type & Method** page displays.

2. Select **Respite** from **Category** drop down in **Selection Criteria** section. Click **Search** button.
3. Click **Select** link under **Action** column next to **Respite Care** under **Service Type/Method**. *Note: this is not a true service type/method, but rather the way NYEIS allows a User to access a search for a Vendor to provide the Respite service.* The **Select Respite Type** screen displays.

4. Click **Respite Provider** link. **Vendor Search** page displays.

5. Type all known information in **Search Criteria** section.

6. Click **Search** button. Records matching criteria display in **Search Results** section. *To search again, click **Reset** button.*

If Vendor is not found,  See **Unit 10: Municipal Administration, Registering Vendors** for more information.

7. Click **Select** link under **Action** column for Vendor of choice. **Create Respite Service Authorization Details** page displays.

8. Navigate from field-to-field using **Tab** key to fill in all known information in **Respite Details, Parent Arrangement** (*field is not applicable for respite Provider*), **Respite Giver Address, Respite Giver Contact Details** and **Comments** sections. *Date fields must be formatted as **mm/dd/yyyy** format. **Start Date** and **End Date** must be within related IFSP date range.*
9. Click **Create Service Authorization** button. **Respite Service Authorization Home** page displays with several Tab Folders along the top of the page. Navigate to another Tab by clicking on Tab name. Located on the Tab are the Child’s Integrated Case and IFSP.

| | | | | | |
|--|--|----------------------------|--------------|----------------------|--|
| NYEIS Integrated Case - 52740 | | 1st Review - 59396 | | Respite Care - 59406 | |
| Respite Service Authorization Home: Respite Care - 59406 | | | | | |
| Manage | | | | | |
| Edit | Activate Online | Close | Suspend | | |
| Submit | Delete | Change Closure Details | Unsuspend | | |
| Approve | Extend | | | | |
| Service Authorization Details | | | | | |
| Service Authorization Reference: | 59406 | Service Type/Method: | Respite Care | | |
| Service Coordinator: | Bob Smith | Date Authorization Issued: | | | |
| Status: | Draft | | | | |
| Child Details | | | | | |
| Child's Name: | Tiffany Martin | | | | |
| Legal Guardian(Female): | Linda Martin | Legal Guardian(Male): | Steve Martin | | |
| Child's Address: | 123 MainStreet Garwood (Albany) New York 12205 | | | | |
| Child's Phone: | 518 555-1212 | | | | |

See **Viewing/Editing Service Authorization – Respite** for more information on how to edit an SA.

Important Information

- On **Service Authorization Details** page, the **Start Date** and **End Date** fields *must* be within the associated IFSP date range. The SA start date can begin after the IFSP period start date. The SA end date can end before the IFSP period end date. This allows for the IFSP to be activated with services in place and SAs created for services that have been agreed to by the EIO/D and the parent, and for which Service Providers have been found. If the parent and EIO/D do not agree on a service, and/or a Provider can not be located, the SA can have a different start date from the IFSP period as long as it is within the IFSP date range.
- If one service will be amended or discontinued, the SA can have an end date different from the IFSP period as long as it is within the IFSP date range.

Viewing/Editing Service Authorization - RESPITE

A Service Authorization *can not* be edited once it is part of an approved IFSP.

1. Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.
2. Scroll to **Service Authorizations List**.

| Service Authorizations List | | | | |
|---------------------------------|-----------------------------|------------|----------|----------|
| Service Authorization Reference | Service Type/Method | Start Date | Status | Reason |
| 2345678 | Service Coordination | 4/25/2014 | Approved | Original |
| 2345679 | Special Instruction - Basic | 4/25/2014 | Approved | Original |
| 2345680 | PT - Basic | 4/25/2014 | Approved | Original |
| 2345681 | OT - Basic | 4/25/2014 | Approved | Original |
| 2345682 | Speech Language - Basic | 4/25/2014 | Approved | Original |
| 59407 | Respite Care | 4/25/2014 | Draft | Original |

- Click the **Service Authorization Reference** link next to **Service/Type Method Respite Care**. **Respite Service Authorization Home** page displays.

NYEIS Integrated Case - 52740 | 1st Review - 59396 | Respite Care - 59407

Respite Service Authorization Home: Respite Care - 59407

Manage

[Edit](#) [Activate Online](#) [Close](#) [Suspend](#)
[Submit](#) [Delete](#) [Change Closure Details](#) [Unsuspend](#)
[Approve](#) [Extend](#)

Service Authorization Details

Service Authorization Reference: 59407 Service Type/Method: Respite Care
 Service Coordinator: Bob Smith Date Authorization Issued:
 Status: Draft

Child Details

Child's Name: Tiffany Martin
 Legal Guardian(Female): Linda Martin Legal Guardian(Male): Steve Martin
 Child's Address: 123 MainStreet, Garwood (Albany), New York 12205
 Child's Phone: 518 555-1212

[Change Vendor](#)

Respite Provider

Who Arranges Respite: Albany Services Provider State ID:
 Provider Address: 11 State Street, Albany (Albany), New York 12207 Provider NPI:

- Click **Edit** link from **Manage** section. **Modify Respite Service Authorization Home** page displays.

Modify Respite Service Authorization Respite Care - 59407

[Save](#) [Cancel](#)

Service Authorization Details

Service Authorization Reference: 59407 Child's Name: Tiffany Martin

Respite Provider

Name: Albany Services

Respite Details

Start Date: 10/2/2009 End Date: 4/1/2010
 *Hours Authorized: 10 *Authorized Respite Cost/Hour: 30.00
 Reason for Respite: Other Reason:

Parent Arrangement

Completed if SA is for Parent Arrangement of Respite Services

Respite to be delivered by:

Respite Giver Address

Apt/Suite: Address Line 2:
 Address Line 3: City:
 State: County:
 Zip: Census Tract:

Respite Giver Contact Details

Phone Number: Fax:
 Email:

- Navigate from field-to-field using **Tab** key to edit data. *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic*

that will not have an asterisk. Date fields must be formatted as **mm/dd/yyyy** format. **Start Date** and **End Date** fields must be within related IFSP date range. Type **Comments** (Optional).

- Click **Save** button. **Respite Service Authorization Home** page displays.

Note:

- Service Authorization Service Delivery Details** (e.g., Remaining Units, Units Authorized) can be viewed by authorized users from the **Service Authorization Homepage** Navigation Bar.  See **Service Delivery Details for Service Authorizations** for further information.
- Child data can only be edited from the Child Home Page.  See **Unit 4 Case Management** for further information.

Amending Service Authorization - RESPITE

 See **Modifying (Amending) a Service Authorization** for more information on how to amend a Respite SA.

Service Coordination Category Service Authorizations

Creating a Service Authorization - SERVICE COORDINATION

- Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information. Click **Add Service Authorization** link from **Manage** section. **Select Service Type & Method** page displays.



Select Service Type & Method 

Exit

Selection Criteria

Category:

Search Reset

Select Service Type & Method

| Action | Service Type/Method |
|--------|---------------------|
| | |

Exit

- Select **Service Coordination** from **Category** drop down in **Selection Criteria** section. Click **Search** button.

- Click **Select** link under **Action** column next to **Service Coordination** under **Service Type/Method**. *It should be noted that this is not a true service type/method, but rather the way NYEIS allows a User to access a search for a service coordinator to provide the ongoing service coordination. **Select Provider and Location** page displays.*

Select Provider & Location ?

[Previous](#) [Exit](#)

Search Criteria

The search results will include only providers whose catchment area is the same as the child's municipality of residence unless you select a different catchment area. You can select multiple catchment areas by holding down the Ctrl key and selecting the desired catchment area options with your mouse.

| | | | |
|----------------------------|----------------------|--------------------|----------------------|
| Provider Name: | <input type="text"/> | NPI: | <input type="text"/> |
| DBA Name: | <input type="text"/> | State Provider ID: | <input type="text"/> |
| Special Population Served: | <input type="text"/> | City: | <input type="text"/> |
| Language: | <input type="text"/> | Zip: | <input type="text"/> |
| Site: | <input type="text"/> | | |

| | |
|-----------------|---|
| Catchment Area: | Albany Allegany Broome Cattaraugus Cayuga Chautauqua Chemung Chenango Clinton |
|-----------------|---|

[Search](#) [Reset](#)

Search Results

| Action | Provider Name | State Provider ID | Catchment Areas | Site | Address Line 1 | City |
|--------|---------------|-------------------|-----------------|------|----------------|------|
|--------|---------------|-------------------|-----------------|------|----------------|------|

[Previous](#) [Exit](#)

- Type all known information in **Search Criteria** section.
- Click **Search** button. Records matching criteria display in **Search Results** section. *To search again, click **Reset** button.*

- Click **Select** link under **Action** column for Agency or Individual Service Coordination Provider of choice. **Create Service Coordination Service Authorization** page displays.

Create Service Coordination Service Authorization
Service Coordination

Previous Create Service Authorization Exit

Service Coordinator Details
It is not mandatory to select a Service Coordinator when creating the Service Authorization. However, a Service Coordinator must be assigned in order to submit the Service Authorization for approval/activation.

Name: 

Frequency & Duration Details

*Start Date:  *End Date: 

Number of Units:

Comments

Previous Create Service Authorization Exit

- Navigate from field-to-field using **Tab** key to fill in all known information in **Service Coordinator Details**, **Frequency & Duration Details** and **Comments** sections. *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as **mm/dd/yyyy** format. **Start Date** and **End Date** fields *must* be within related IFSP date range.*
- Click **Search**  icon to the right of **Name** field in **Service Coordinator Details** section. **Service Coordinator Search** page displays with all possible Coordinators. *It is not necessary to enter a Service Coordinator at this time. A Service Coordinator must be entered before submitting the Service Authorization for approval.  See **Modifying (Amending) a Service Authorization** for further information.*

Service Coordinator Search

Show Search Criteria Cancel

| Action | Name | Agency Name | Caseload |
|------------------------|-------------------|--|----------|
| Select | Chris Fredete | Albany County Department of Children, Youth & Families | 5 |
| Select | John Bobeck | Albany County Department of Children, Youth & Families | 15 |
| Select | Ken Ober | Albany County Department of Children, Youth & Families | 12 |
| Select | Melissa Morrehead | Albany County Department of Children, Youth & Families | 0 |

Show Search Criteria Cancel

- Type **Number of Units** anticipated for Service Coordinator in the **Frequency and Duration Details** section.

Note:

- Default list of possible Service Coordinators is based on the following criteria: current caseload, special populations served, serving known siblings in the program and languages spoken that match the referred Child’s primary language. Additional criteria included in default search: Service Coordinator *must* be approved to deliver the service within the Child’s catchment area and *must* be available for assignment.
- If the Service Coordinator that the family has selected is not available to select, click **Show Search Criteria** button. Type known information in **Search Criteria** section. *Use the % in any of the fields to display all Service Coordinators.* Click **Search** button. Records of matching Service Coordinators display in **Search Results** section. *To search again, click **Reset** button.* Click **Select** under **Action** column for the appropriate Service Coordinator.
- **Service Coordinator Search** page displays four column headings: **Action, Name, Agency Name, and Caseload.**
- **Caseload** - Number of children in Service Coordinator caseload. This is the total number of cases including if the Service Coordinator provides service coordination services for multiple agencies.

10. Click **Create Service Authorization** button. **Service Authorization Home** page displays with several Tab Folders along the top of the page. Navigate to another Tab by clicking on Tab name. Located on the tab are the Child’s Integrated Case and IFSP.

📖 See **Editing a Service Authorization – Service Coordination** for more information on how to edit an SA.

Note:

- A **Service Coordinator** does not have to be entered during initial data entry. The status for that SA will be **Awaiting Provider/Vendor Assignment**. The SA will not have a **Status** of **Active** until a Service Coordinator has been assigned. 📖 See **Viewing/Editing Service**

Authorizations - Category This data is required prior to submitting the IFSP for approval.

Viewing/Editing Service Authorization - SERVICE COORDINATION

A Service Authorization *can not* be edited once it is part of an IFSP that has been **Approved**.

1. Display the **Individualized Family Service Plan Home** page. See **Viewing an Individualized Family Service Plan** for further information.
2. Scroll to **Service Authorizations List**.

| Service Authorizations List | | | | |
|---------------------------------|---|------------|--------|----------|
| Service Authorization Reference | Service Type/Method | Start Date | Status | Reason |
| 59408 | Service Coordination | 10/2/2009 | Draft | Original |
| 59399 | Non-physician Supplemental Eval - Audiology | 10/2/2009 | Draft | Original |
| 59400 | Audiology - Basic | 10/2/2009 | Draft | Original |
| 59397 | Speech Language - Basic | 10/2/2009 | Draft | Original |

3. Click the **Service Authorization Reference** link next to **Service/Type Method Service Coordination**. **Service Coordination Service Authorization Home** page displays.

NYEIS Integrated Case - 12345 Initial - 23456 Service Coordination - 59408

Service Authorization Home: Service Coordination - 59408

Manage

Edit
 Activate Online
 Close
 Suspend
 Submit
 Delete
 Change Closure Details
 Unsuspend
 Approve
 Extend

Service Authorization Details

| | | | |
|----------------------------------|---------------|----------------------------|----------------------|
| Service Authorization Reference: | 59408 | Service Type/Method: | Service Coordination |
| Service Coordinator: | Lowell Lowell | Date Authorization Issued: | 11/20/2013 |
| Status: | Draft | Accepted by Provider?: | Yes |

Child Details

| | | | |
|-------------------------|---|-----------------------|-----------|
| Child's Name: | Tiffany Martin | Reference Number: | 99999 |
| Legal Guardian(Female): | Catherine Stark | Legal Guardian(Male): | Ned Stark |
| Child's Address: | 111 Large Castle Rd Winterfell, New York 11111 | Child's Phone: | |

[Change/Assign Service Coordination Provider](#)

Service Coordination Provider Details

| | |
|---------------------------------|--|
| Authorized Service Coordinator: | |
| Provider of Record: | Very Large Agency, Inc |
| State ID: | 9876 |
| Provider Location Address: | 234 Main Street Winterfell, New York 11111-2222 |
| NPI: | 1234567890 |
| Provider Location: | Primary Location - Provider Conversion |

4. Click **Edit** link from **Manage** section. **Modify Service Authorization** page displays.

Modify Service Authorization Service Coordination - 59408

Save Cancel

Service Authorization Details

Service Authorization Reference: 59408 Child's Name: Tiffany Martin

Service Coordination Provider Details

Authorized Service Coordinator: Lowell Lowell

Service Details

Start Date: 10/2/2009 End Date: 4/1/2010

Number of Units: 20

Comments

Test

Save Cancel

5. Navigate from field-to-field using **Tab** key to edit data. *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as **mm/dd/yyyy** format. Type **Comments** (Optional).*
6. Click **Save** button. **Service Authorization Home** page displays.

Note:

- The Service Coordinator can be edited by clicking the **Change/Assign Service Coordination Provider** button and following the same process as **Assigning a Service Coordinator** when creating the **Service Authorization**.
- Service Authorization Service Delivery Details (e.g., Remaining Units, Units Authorized) can be viewed by authorized users from the Service Authorization Homepage Navigation Bar.  See Service Delivery Details for Service Authorizations for further information.
- Child data can only be edited from the Child Home Page.  See **Unit 4 Case Management** for further information.

Amending Service Authorization - SERVICE COORDINATION

 See **Modifying (Amending) a Service Authorization** for more information on how to amend a Service Coordination SA.

Supplemental Evaluation Category Service Authorizations

Creating a Service Authorization – SUPPLEMENTAL EVALUATION

Creating a Supplemental Evaluation is necessary as part of the IFSP process and will be authorized as part of an IFSP. (This is separate from the MDE Process of determining if a Child is eligible for EI services.) The MDE process and the Systematic generation of SAs for evaluations are reviewed in **Unit 5: Evaluation**. The following steps create a Supplemental Evaluation Service Authorization as part of the IFSP.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information. Click **Add Service Authorization** link from **Manage** section. **Select Service Type & Method** page displays.

Select Service Type & Method 

Selection Criteria

Category:

Select Service Type & Method

| Action | Service Type/Method |
|-------------------------------------|---------------------|
| <input type="button" value="Exit"/> | |

2. Select **Supplemental Evaluation** from **Category** drop down in **Selection Criteria** section. Click **Search** button. **Select Service Type & Method** listing displays. *Note: this is not a true service type/method, but rather the way NYEIS allows a User to access a search for a type of supplemental evaluation to be competed.* Scroll through list to locate specific Service Type & Method. Click **Select** link under **Action** column to add item. **Select Delivery Details** page displays.

Select Delivery Details 

Non-physician Supplemental Eval - OT

Delivery Details

| | | |
|----------------------|--|--|
| Qualified Personnel: | <ul style="list-style-type: none"> Audiologist Pediatrician Physician Other Than Pediatrician Physician Assistant Nurse Practitioner Registered Nurse Licensed Practical Nurse Certified Dietitian/Nutritionist (NYS or ADA) | |
| Location Type: | <input type="text"/> | |
| Group Type: | <input type="text"/> | |

If other than home or provider location please enter address

| | | | |
|-----------------|----------------------|-----------------|----------------------|
| Apt/Suite: | <input type="text"/> | Address Line 2: | <input type="text"/> |
| Address Line 3: | <input type="text"/> | City: | <input type="text"/> |
| State: | <input type="text"/> | County: | <input type="text"/> |
| Zip: | <input type="text"/> | Census Tract: | <input type="text"/> |

3. Enter or select information for **Delivery Details** section. *Group Type is not applicable for supplemental evaluations.* Click **Next** button. **Select Provider & Location** page displays.

4. Type all known information for a Provider in **Search Criteria** section. Click **Search** button. Approved Providers for the Service Type & Method specified for the SA display.
Both Provider and location are specified in the search results. If the Provider has multiple locations for a specific Service Type & Method, then all appropriate locations are returned for the User to select. Records matching criteria display in **Search Results** section. Click **Select** link under **Action** column for Provider. **Create Evaluation Details** page displays.

Or

Click **Continue** to go to next page without selecting a Provider. **Create Evaluation Details** page displays. **Service Provider** *must* be added to record prior to activating a Service Authorization.

5. Enter information for **Evaluation Details** and **Comments** sections. *Date fields must be formatted as mm/dd/yyyy format. Change End Date to reflect a*

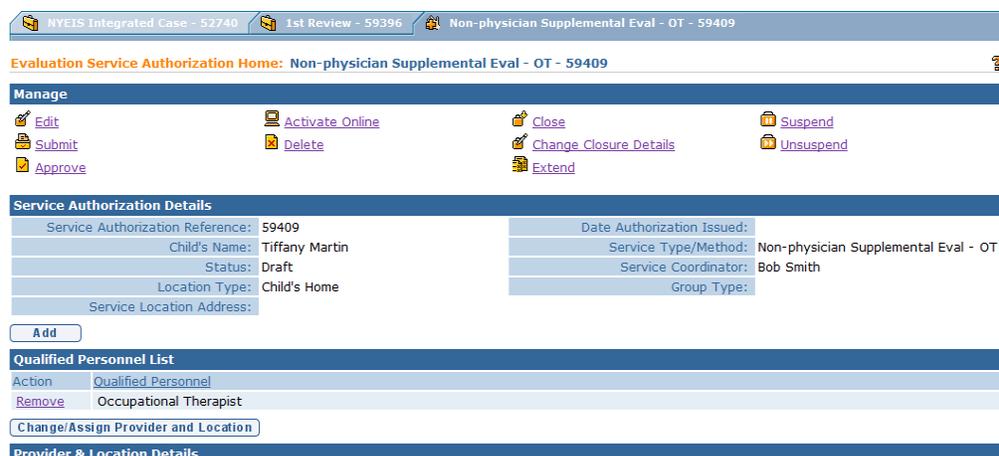
date the evaluation is to be completed by. **End Date** must be within the current IFSP dates.

Evaluation Due Date may be either the date an Evaluator *must* have the evaluation completed for review by the Agency employed or contracted with or is the date the evaluation is due to the Municipality.

Important Information

- Municipalities are encouraged to use NYEIS functionality to control and monitor the completion of Supplemental Evaluations in a timely manner by setting an end date for the Supplemental Evaluation SA.
- If the Supplemental Evaluation is not completed, data entered, **and** accepted by the EIO/D by the end date, the system prevents data entry of the evaluation information as the SA is in **Closed** status. This can jeopardize payment to the provider because the data for the completed evaluation was not entered into NYEIS and/or the evaluation was not accepted by the EIO/D.

6. Click **Create Service Authorization** button to save data. **Evaluation Service Authorization Home** page displays with several Tab Folders along the top of the page. Navigate to another Tab by clicking on Tab name. Located on the tab are the Child’s Integrated Case and IFSP.



 **See Viewing/Editing Service Authorization – Supplemental Evaluation** for more information on how to edit an SA.

Note:

- **Diagnosis Codes** that have been entered previously in the Child’s case will appear on the service authorization in the **Child Diagnosis Codes** cluster.

- If **Location Type** is not Child's Home or Agency Provider Site, then an address *must* be entered in record.

Important Information

- On **Service Authorization Details** page, the **Start Date** and **End Date** fields *must* be within the associated IFSP date range. The SA start date can begin after the IFSP period start date and the SA end date can end before the IFSP period end date. This allows for the IFSP to be activated with services in place and SAs created for services that have been agreed to by the EIO/D and the parent, and for which Service Providers have been found. If the parent and EIO/D do not agree on a service, and/or a Provider can not be located, the SA can have a different start date from the IFSP period as long as it is within the IFSP date range.
- If one service will be amended or discontinued, the SA can have an end date different from the IFSP period as long as it is within the IFSP date range.
- Supplemental evaluations should be completed as per discussions at the IFSP meeting. It is not always appropriate for the end date to reflect the end of the current IFSP period. The end date should be changed to reflect the date that the IFSP team agrees that the supplemental evaluation should be completed by.

Viewing/Editing Service Authorization - SUPPLEMENTAL EVALUATION

A Service Authorization *can not* be edited once it is part of an approved IFSP.

Different aspects of **Supplemental Evaluation Service Authorizations** are edited using one of the following methods.

Evaluation Service Authorization Home page: **Service Coordinator, Qualified Personnel, Provider & Location Details** and **Rendering Provider** can be edited as outlined in **Step 3** through **Step 6**.

Remaining SA data is edited using the details from **Step 7** through **Step 9**.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Scroll to **Service Authorizations List**.

| Service Authorizations List | | | | |
|---------------------------------|---|------------|--------|----------|
| Service Authorization Reference | Service Type/Method | Start Date | Status | Reason |
| 59397 | Speech Language - Basic | 10/2/2009 | Draft | Original |
| 59408 | Service Coordination | 10/2/2009 | Draft | Original |
| 59407 | Respite Care | 10/2/2009 | Draft | Original |
| 59406 | Respite Care | 10/2/2009 | Draft | Original |
| 59405 | Respite Care | 10/2/2009 | Draft | Original |
| 59409 | Non-physician Supplemental Eval - OT | 10/2/2009 | Draft | Original |
| 59399 | Non-physician Supplemental Eval - Audiology | 10/2/2009 | Draft | Original |

- Click the **Service Authorization Reference** link next to **Service/Type Method Type** of supplemental evaluation (e.g., Non-physician Supplemental Eval - Speech). **Evaluation Service Authorization Home** page displays.

[NYEIS Integrated Case - 52740](#)
[1st Review - 59396](#)
[Non-physician Supplemental Eval - OT - 59409](#)

Evaluation Service Authorization Home: Non-physician Supplemental Eval - OT - 59409

Manage

[Edit](#)
[Activate Online](#)
[Close](#)
[Suspend](#)
[Submit](#)
[Delete](#)
[Change Closure Details](#)
[Unsuspend](#)
[Approve](#)
[Extend](#)

Service Authorization Details

| | |
|--|---|
| Service Authorization Reference: 59409 | Date Authorization Issued: |
| Child's Name: Tiffany Martin | Service Type/Method: Non-physician Supplemental Eval - OT |
| Status: Draft | Service Coordinator: Bob Smith |
| Location Type: Child's Home | Group Type: |
| Service Location Address: | |

[Add](#)

Qualified Personnel List

| Action | Qualified Personnel |
|------------------------|------------------------|
| Remove | Occupational Therapist |

[Change/Assign Provider and Location](#)

Provider & Location Details

| | |
|--|--|
| Agency Name: Saratoga Children's Services | NPI: 43567789 |
| State ID: 772 | Provision Location: Saratoga Main Office |
| Provision Location Address: 965 Amber Drive Saratoga (Saratoga) New York 15869 | |

- Click **Add** button above **Qualified Personnel List** section. **Add QP** page displays.

Add QP Non-physician Supplemental Eval - OT - 59409

[Save](#) [Cancel](#)

QP Added

Occupational Therapist

Add QP

Qualified Personnel:

- Audiologist
- Pediatrician
- Physician Other Than Pediatrician
- Physician Assistant
- Nurse Practitioner
- Registered Nurse
- Licensed Practical Nurse
- Certified Dietitian/Nutritionist (NYS or ADA)
- Occupational Therapist Assistant
- Physical Therapist

[Save](#) [Cancel](#)

Select **Qualified Personnel** from drop down list. To add multiple **Qualified Personnel**, press and hold **Ctrl** key while clicking additional Personnel.

Click **Save** button to add information to Service Authorization.

Or

To delete **Qualified Personnel**, click **Remove** link under **Action** column. **Remove QP Confirmation** page displays with the message *Are you sure you want to remove this QP from the Service Authorization?* Click **Yes** button.

5. To edit Provider and Location data, click **Change/Assign Provider and Location** button above **Provider & Location Details** section. **Select Provider & Location** page displays.

Select Provider & Location Non-physician Supplemental Eval - OT - 59409

Previous Continue Exit

Search Criteria

| | | | |
|----------------------------|----------------------|--------------------|----------------------|
| Provider Name: | <input type="text"/> | Site: | <input type="text"/> |
| DBA Name: | <input type="text"/> | NPI: | <input type="text"/> |
| Special Population Served: | <input type="text"/> | State Provider ID: | <input type="text"/> |
| Qualified Personnel Type: | <input type="text"/> | City: | <input type="text"/> |
| Language: | <input type="text"/> | Zip: | <input type="text"/> |

Catchment Area: Albany, Allegany, Broome, Cattaraugus, Cayuga, Chautauqua, Chemung, Chenango, Clinton

Search Reset

Search Results

| Action | Provider Name | State Provider ID | Catchment Areas | Site | Address Line 1 | City |
|--------|---------------|-------------------|-----------------|------|----------------|------|
|--------|---------------|-------------------|-----------------|------|----------------|------|

Previous Continue Exit

Type known information in **Search Criteria** section. Click **Search** button. Records matching criteria display in **Search Results** section. *To search again, click **Reset** button.* Click **Select** link for Provider or click **Cancel** button to return to previous page.

6. To edit Rendering Provider data, click **Change/Assign Rendering Provider** button above **Rendering Provider Details** section. **List Agency Provider Employees** page displays with a list of agency QP able to complete the type of evaluation displayed.

List Agency Provider Employees Non-physician Supplemental Eval - PT - 64006

Assign Provider as Rendering Provider Cancel

Agency Provider Employees

| Action | Employer Name | Employee Name | NPI | State ID | License/Certification Number |
|--------|-----------------|---------------|------------|----------|------------------------------|
| Select | Toonces Academy | Sally Toonces | 43838823-1 | | 69594949 |

Assign Provider as Rendering Provider Cancel

Click **Select** link for Agency Provider Employee/Contractor.

Important Information

This page will only show a list of Rendering Providers that are employees/contractors of the Agency Provider defined. If an Agency Provider is not selected, an error message displays.  See **Unit 9: Provider Management, Employees and Contractors** for additional guidance.

- Click **Edit** link from **Manage** section. **Modify Evaluation Service Authorization** page displays.

Modify Evaluation Service Authorization Non-physician Supplemental Eval - OT - 59409 

| Service Authorization Details | |
|----------------------------------|--------------------------------------|
| Service Authorization Reference: | 59409 |
| Child's Name: | Tiffany Martin |
| Service Type/Method: | Non-physician Supplemental Eval - OT |

| Delivery Details | |
|--------------------------|-----------------|
| Location Type: | Child's Home |
| Group Type: | |
| Service Location Address | |
| Apt/Suite: | Address Line 2: |
| Address Line 3: | City: |
| State: | County: |
| Zip: | Census Tract: |

| Evaluation Details | |
|---------------------------------|---|
| Start Date: | 10/2/2009  |
| End Date: | 4/1/2010  |
| Evaluation Due Date: | 4/6/2009  |
| Supplemental Evaluation Domain: | Physical |

| Comments |
|--------------|
| |

- Change **End Date** to reflect a date the evaluation is to be completed by. End Date *must* be within the current IFSP dates.

Evaluation Due Date is either the date an Evaluator *must* have the evaluation completed for review by the Agency employed or contracted with or is the date the evaluation is due to the Municipality.

- Type **Comments** (*Optional*).
- Click **Save** button. **Evaluation Service Authorization Home** page displays.

Note:

- Service Authorization Service Delivery Details** (e.g., Remaining Units, Units Authorized) can be viewed from the **Service Authorization Homepage** Navigation Bar.  See **Service Delivery Details for Service Authorizations** for further information.

- Child data can only be edited from the Child Home Page.  See **Unit 4 Case Management** for further information.

Amending Service Authorization - SUPPLEMENTAL EVALUATION

 See **Modifying (Amending) a Service Authorization** for more information on how to amend a Supplemental Evaluation SA.

Entering/Editing Evaluation Results – SUPPLEMENTAL EVALUATION

After the Supplemental Evaluation SA is accepted by the provider, the system creates a Task in the provider’s Evaluations work queue to record the results of the evaluation. The provider records the results and submits the evaluation for review. The system creates a Task for the child’s EIO/D to review the evaluation, and reject or accept. If rejected, the system marks the evaluation ‘Rejected’ and creates a new Task in the provider’s Evaluations work queue to edit the Evaluation based on the EIO/D’s comments and resubmit.

If the Supplemental Evaluation is bilingual, the User records the Bi-Lingual details in the evaluation. After the evaluation is accepted by the EIO/D, the system creates the Bi-Lingual Add-On Service Authorization and adds it to the associated IFSP. The provider subsequently references the new Bi-Lingual Add-On SA to submit a claim for the Bi-Lingual evaluation.

Important Note:

If a Supplemental Evaluation is NOT indicated as having been conducted bilingually, upon acceptance of the submitted evaluation the bilingual add-on Service Authorization will not generate.

1. Click **Inbox** from the Navigation Bar. **My Workspace** page displays.
2. Click **Work Queues** from the Navigation Bar. **My Work Queues Home** page displays.
3. Click **View** link under **Action** column next to **Evaluations** work queue. **Task Home** page displays.

| Work Queue Tasks: 16640_Evaluations | | | | | | | | | |
|-------------------------------------|---------|---|---------------|-----------------------------------|-------------|---------------------|-----------------|--------------|----------|
| Action | Task ID | Subject | Referral Date | Referral Source | Agency Name | Service Coordinator | Assignment Date | Municipality | Deadline |
| Reserve | 105219 | Record and submit the Supplemental Evaluation for Baxter Murray in Albany | 7/20/2011 | Employee/Contractors Ref. Source1 | iHope Inc. | Kate Maher | 9/26/2011 | Albany | |

4. Click **Task ID** link next to the Task. **Task Home** page displays.

Task Home: Submit Supplemental Evaluation Task - 105219

Manage

[Add Comment](#) [Reserve](#) [Forward](#) [Restart](#)
[Close](#) [Un-Reserve](#) [Defer](#)

Subject

Record and submit the Supplemental Evaluation for Baxter Murray in Albany

Details

| | | | |
|--------------|--------------------------------|----------------|-----------------|
| Task ID: | 105219 | Status: | Open |
| Priority: | | Deadline: | |
| Reserved By: | | Last Assigned: | 9/26/2011 12:17 |
| Time Worked: | 00:00 [Change] | | |

Primary Action **Supporting Information**

[Record Supplemental Evaluation results](#) [Service Authorization Home Page](#)

5. Click **Record Supplemental Evaluation results** link in the **Primary Action** section. **View Supplemental Evaluation** page displays.

The **View Supplemental Evaluation** page includes the following sections: **Child Details, Evaluator Agency Details, Evaluator Details, Type of Evaluation, Developmental Domain Results, Location, Evaluation Diagnosis Results, Evaluation Methods, Diagnostic Tests Administered, General Evaluation Comments and Parent Caregiver Report/Comments.**

Note that the **Evaluation Status** field value in the **Evaluator Agency Details** section is 'Draft'. This indicates that the evaluation has not been submitted to the EIO/D for review.

The four Evaluation Statuses are:

- **Draft** – default status when the Supplemental Evaluation SA is created.
- **Submitted** – indicates that the provider has submitted the evaluation to the EIOD for review.
- **Rejected** – indicates that the EIO/D has reviewed the evaluation and rejected it. EIO/D records comments indicating why the evaluation was rejected. System creates a new Task in the provider's Evaluations work queue to access, edit evaluation based on EIO/D's comments, and resubmit.
- **Accepted** – indicates that the EIO/D has accepted the evaluation. Enables provider to submit a claim for the supplemental evaluation. If provider indicated that the evaluation was bilingual, the system creates the Bi-lingual Add On service authorization.

View Supplemental Evaluation: Baxter Murray - 500388

Close Edit Submit

Child Details

Name: Baxter Murray Date of Birth: 1/1/2011
 Primary Phone Number: (518) 241 Evaluation Due By: 9/30/2011
 Primary Address: 25 Spring St
 Albany (Albany)
 New York 12110

Evaluator Agency Details

Agency Name: iHope Inc. Agency State ID: 16640
 Evaluator NPI: A587864765 Reviewer Name: iHope Inc.
 Evaluation Status: Draft

Evaluator Details

Evaluator Name: Thompson, Bruno Evaluator NPI: 485974986
 Qualified Personnel: Date Assigned: 9/26/2011

Type of Evaluation

In Depth Assessment - Developmental Domain: Diagnostic Evaluation - General Area:

Developmental Domain Results

New

| Action | Domain | Developmental Status | Qualified Personnel | Date Completed |
|--------|--------|----------------------|---------------------|----------------|
| | | | | |

Location

Location Address: Location Type: Provider Location:

Evaluation Diagnosis Results

Eligibility Diagnosis Code (ICD):
 Other Eligible Diagnosis Code:
 If other ICD Code, justification:
 Date of Diagnosis:
 Diagnosis Made By:

- Click **New** Button in **Developmental Domain Results** section. **Select Developmental Domain** page displays.

Select Developmental Domain

Developmental Domain: Adaptive

Save Cancel

Select the applicable domain option from the drop-down and select **Save** button. **Add Developmental Domain Results** page displays.

Add New Developmental Domain Details: Baxter Murray - 500388

Save Cancel

Child Details

Name: Baxter Murray Date of Birth: 1/1/2011
 Primary Phone Number: (518) 241 Evaluation Due By: 9/30/2011
 Primary Address: 25 Spring St
 Albany (Albany)
 New York 12110

Evaluator Agency Details

Agency Name: iHope Inc. Agency State ID: 16640
 Agency NPI: A587864765 Reviewer Name: iHope Inc.

Evaluator Details

Evaluator Name: Thompson, Bruno Evaluator NPI: 485974986
 Qualified Personnel:

Developmental Domain Details

Developmental Domain: Physical
 Domain Status:
 Discipline/QP:
 Date Completed:

Comments

Save Cancel

Record the results of the evaluation in the **Developmental Domain Details** section. Record **Comments** as needed.

Important Information

- For a supplemental evaluation as a result of an IFSP, neither the option “1.0 Standard deviation or more below the mean” nor “Outside expected range’ can be selected.

Click the **Save** button. **View Supplemental Evaluation** page displays with **Developmental Domain Results** section recorded.

[View Supplemental Evaluation: Baxter Murray - 500388](#)

Close Edit Submit

| Child Details | | | | |
|-----------------------|---|--------------------|-----------|--|
| Name: | Baxter Murray | Date of Birth: | 1/1/2011 | |
| Primary Phone Number: | (518) 241 | Evaluation Due By: | 9/30/2011 | |
| Primary Address: | 25 Spring St Albany (Albany) New York 12110 | | | |

| Evaluator Agency Details | | | | |
|--------------------------|------------|------------------|------------|--|
| Agency Name: | iHope Inc. | Agency State ID: | 16640 | |
| Evaluator NPI: | A587864765 | Reviewer Name: | iHope Inc. | |
| Evaluation Status: | Draft | | | |

| Evaluator Details | | | | |
|----------------------|-----------------|--|----------------|-----------|
| Evaluator Name: | Thompson, Bruno | | Evaluator NPI: | 485974986 |
| Qualified Personnel: | | | Date Assigned: | 9/26/2011 |

| Type of Evaluation | | | | |
|---|--|---------------------------------------|--|--|
| In Depth Assessment - Developmental Domain: | | Diagnostic Evaluation - General Area: | | |

| Developmental Domain Results | | | | |
|---|----------|-------------------------------|----------------------|----------------|
| Action | Domain | Developmental Status | Qualified Personnel | Date Completed |
| View Edit | Physical | 1.5 SD or more below the mean | Registered Dietitian | 9/26/2011 |

| Location | | | | |
|----------------|--|--|--|--|
| Location Type: | | | | |

7. Click **Edit** button. **Modify Supplemental Evaluation** page displays.

Modify Supplemental Evaluation: Baxter Murray - 500388

Save Cancel

Child Details

| | | | |
|-----------------------|---|--------------------|-----------|
| Name: | Baxter Murray | Date of Birth: | 1/1/2011 |
| Primary Phone Number: | (518) 241 | Evaluation Due By: | 9/30/2011 |
| Primary Address: | 25 Spring St Albany (Albany) New York 12110 | | |

Evaluator Agency Details

| | | | |
|--------------------|------------|------------------|------------|
| Agency Name: | iHope Inc. | Agency State ID: | 16640 |
| Evaluator NPI: | A587864765 | Reviewer Name: | iHope Inc. |
| Evaluation Status: | Draft | | |

Evaluator Details

| | | | |
|----------------------|-----------------|----------------|-----------|
| Evaluator Name: | Thompson, Bruno | Evaluator NPI: | 485974986 |
| Qualified Personnel: | | Date Assigned: | 9/26/2011 |

Type of Evaluation

In Depth Assessment - Developmental Domain: Diagnostic Evaluation - General Area:

Developmental Domain Results

| Domain | Developmental Status | Qualified Personnel | Date Completed |
|----------|-------------------------------|----------------------|----------------|
| Physical | 1.5 SD or more below the mean | Registered Dietitian | 9/26/2011 |

Location

If selected location is other than "Child's Home", must enter "Location Address". If location is at a provider's site, must select the "Provider Location".

Location Type:

Location Address:  

Provider Location:  

Evaluation Diagnosis Results

EI Eligible Diagnosis Code:  

Other Eligible Diagnosis Code:  

If other ICD Code, justification:

Date of Diagnosis: 

Diagnosis Made By:

Supplemental Evaluation Type:

Date Supplemental Completed: 

Bilingual Evaluation?:

If yes, language:

If Other, description:

Evaluation Methods

- Evaluation Method
- Clinical Assessment
- Informed Clinical Opinion
- Evaluator Observation
- Parent/Caregiver Report
- Standardized Test
- Criterion Referenced Test

General Evaluation Comments

Parent Caregiver Report/Comments (Optional)

Rejection Reason(s)

Save Cancel

Navigate from section to section recording information as dictated by the evaluation results.

Important Information
 Select and define only one of the two fields in the **Type of Evaluation** cluster.

8. Click **Search**  icon to identify **Location Address** or **Provider Location** data. If selected location is other than **Child's Home**, a **Location Address** *must* be entered. If the location is at a **Provider's Site**, an address *must* be

entered in the **Provider Location** field.

If the **Location** section requires editing, be aware of the following items:

If **Location Type** is the Child's Home, then **Location Address** and **Provider Location** are not required.

If **Location Type** is Agency Provider Site, you *must* search and select the correct **Location Address** and establish a **Provider Location**.

- Data can be edited for **EI Eligibility Diagnosis Code (ICD)** by selecting the **Search**  icon. **ICD Diagnosis** page displays.

Click **Select** link under **Action** column for the **ICD Diagnosis**. This list is the EI Eligible ICD Codes that make the Child eligible for the Early Intervention Program.

ICD Diagnosis 

| Diagnoses | |
|------------------------|---|
| Action | Diagnosis |
| Select | 772.10 - Intraventricular Hemorrhage (grade IV) |
| Select | 774.70 - Kernicterus |
| Select | 389.00 - Conductive Hearing Loss (Nos.) |
| Select | 389.10 - Sensorineural Hearing Loss (Nos.) |
| Select | 389.20 - Mixed Conductive and Sensorineural Hearing Loss |
| Select | 759.70 - CHARGE Association (multiple anomalies) |
| Select | 759.81 - Prader-Willi Syndrome |
| Select | 759.83 - Fragile X Syndrome |
| Select | 759.89 - Angleman's Syndrome (syndromes affecting multiple systems) |
| Select | 760.71 - Fetal Alcohol Syndrome |
| Select | 765.01 - Extreme Prematurity Less than 500 grams |

Important Information

If there has been a diagnosis established while completing the supplemental evaluation, two methods are available for entering information. Use the **EI Eligible ICD Codes** (codes that make a Child eligible for the Early Intervention Program) or **Other Eligible Diagnosis Code**. Justification *must* be entered.

- To add data for the **Other Eligible Diagnosis Code** field, select the **Search**  icon. **Search ICD** page displays.

Search ICD

| Search Criteria | | | | |
|--|--------------------------|-----------------|------------|------------------|
| ICD Code: | <input type="text"/> | | | |
| ICD Category: | <input type="text"/> | | | |
| ICD Description: | <input type="text"/> | | | |
| EI Eligible ICD?: | <input type="checkbox"/> | | | |
| <input type="button" value="Search"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/> | | | | |
| Search Results | | | | |
| Action | ICD Code | ICD Description | Start Date | EI Eligible ICD? |

Type all known information in **Search Criteria** section. Click **Search** button. Records matching display in **Search Results** section. This is *any other* ICD Code, including unspecified developmental delay, which makes the Child eligible for the Early Intervention Program. *To search again, click **Reset** button.* Click **Select** link under **Action** column to identify **ICD Code**. **Modify Supplemental Evaluation** page displays. If selecting **Other Eligible Diagnosis Code**, the **If other ICD Code, justification** field *must* be completed.

Important Information

An ICD code must be recorded for the supplemental evaluation for purposes of billing. A user may use an existing ICD code or may enter a new EI Eligible Diagnosis Code or Other Eligible Diagnosis Code if relevant.

11. If the evaluation is bilingual, select ‘Yes’ in the **Bilingual Evaluation?** field drop-down in the **Evaluation Diagnosis Results** section. After the evaluation is submitted to and accepted by the EIO/D, the system will automatically create the Bi-Lingual Add On Service Authorization that the provider can use to claim for the bilingual evaluation.

Important Information

Failure to select ‘Yes’ in the **Bilingual Evaluation?** field will prevent the provider from being able to claim for a Bi-Lingual Add On.

12. Click **Save** button when data entry is complete. **View Supplemental Evaluation** page displays.

View Supplemental Evaluation: Louise Wall - 200038 ?

| Child Details | |
|-----------------------|---|
| Name: | Louise Wall |
| Primary Phone Number: | (518) 5441988 |
| Primary Address: | 21 Jump Street Saratoga (Saratoga) New York 12866 |
| Date of Birth: | 3/11/2011 |
| Evaluation Due By: | 1/15/2012 |

| Evaluator Agency Details | |
|--------------------------|---------------------------|
| Agency Name: | Saratoga Health Solutions |
| Evaluator NPI: | 987654321 |
| Evaluation Status: | Draft |
| Agency State ID: | 1029 |
| Reviewer Name: | Saratoga Health Solutions |

| Evaluator Details | |
|----------------------|---------------|
| Evaluator Name: | Hinger, Linda |
| Qualified Personnel: | |
| Evaluator NPI: | 761987 |
| Date Assigned: | 4/18/2012 |

| Type of Evaluation | |
|---|---------------------------------------|
| In Depth Assessment - Developmental Domain: | Diagnostic Evaluation - General Area: |

| Developmental Domain Results | | | | |
|------------------------------------|--------|----------------------|---------------------|----------------|
| Action | Domain | Developmental Status | Qualified Personnel | Date Completed |
| <input type="button" value="New"/> | | | | |

| Location | |
|-------------------|--------------------|
| Location Address: | Provider Location: |

| Evaluation Diagnosis Results | |
|-----------------------------------|--|
| Eligibility Diagnosis Code (ICD): | |
| Other Eligible Diagnosis Code: | |
| If other ICD Code, justification: | |
| Date of Diagnosis: | |
| Diagnosis Made By: | |
| Service Type: | |
| Date Supplemental Completed: | |
| Bilingual Evaluation?: | |
| If yes, language: | |
| If Other, description: | |

| Evaluation Methods | |
|--------------------|------------------------------------|
| Evaluation Method | <input type="button" value="New"/> |

| Diagnostic Tests Administered | | |
|-------------------------------|-----------|------------------------|
| Action | Test Name | Date Test Administered |
| | | |

General Evaluation Comments

Parent Caregiver Report/Comments (Optional)

Rejection Reason(s)

- If the evaluation included the use of a Standardized Test, click **New** button above the **Diagnostic Tests Administered** section of the **View Supplemental Evaluation** page. **Add Diagnostic Test Administered** page displays.

NYS EIP Regulations 69-4.8 (6)(i) require evaluators, in conjunction with informed clinical opinion, to utilize a standardized instrument or instruments approved by the Department to be used when conducting multidisciplinary evaluations (Refer to Appendix K). If the evaluator does not utilize an instrument approved by the Department as part of the multidisciplinary evaluation of a child the evaluator must provide written justification in the evaluation report why such instrument or instruments are not appropriate or if an instrument is not available for the child.

Add Diagnostic Test Administered: Jake Tanner - 1542 ?

Save Save & Add Subscore Cancel

| Diagnostic Test Details | |
|------------------------------------|----------------------|
| Test Name: | <input type="text"/> |
| If Other, enter test name: | <input type="text"/> |
| Justification why other test used: | <input type="text"/> |
| Date Test Administered: | <input type="text"/> |
| Standard Deviation: | <input type="text"/> |
| Percentile Rank: | <input type="text"/> |
| Mean: | <input type="text"/> |
| T-Score: | <input type="text"/> |
| Z-Score: | <input type="text"/> |

Save Save & Add Subscore Cancel

Enter data in the **Diagnostic Test Details** section. If a diagnostic test is entered, then the appropriate fields should be entered (**Standard Deviation, Percentile Rank, Mean, T-Score or Z-Score**). If the name of the test does not appear in the **Test Name** field drop-down menu, enter the name of the test in the **If Other, enter test name** field and record a justification for using the test in the **Justification why other test used** field.

Click **Save** button. **View Developmental Assessment** page displays.

Or

Click **Save & Add Subscore** button to enter Sub-Score Details. To add Sub-Scores,  See **Unit 5 – Evaluations, Adding Diagnostic Test Sub-Scores – Developmental Assessment** for further information. To edit Sub-Scores,  See **Unit 5 – Evaluations, Editing Diagnostic Test Sub-Scores – Developmental Assessment** for further information.

View Supplemental Evaluations page displays.

14. Click **Submit** button if data entry is completed and ready for EIO/D review.

OR

Click **Close** button to close the evaluation but not submit for review.

15. Once submitted, the **Evaluation Status** is marked as ‘Submitted’. A Task is created in the child’s **EIO/D Assigned Tasks** inbox to review and accept / reject the evaluation.

Notes:

- **Date Completed** *must* be entered.

Closing Supplemental Evaluation Tasks

 See Unit 1 – **Closing a task** for more information on closing Supplemental Evaluation Tasks that are not needed.

Transportation Category Service Authorizations

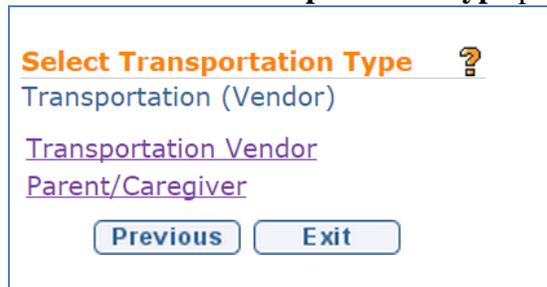
Creating a Service Authorization - TRANSPORTATION VENDOR

A Transportation Vendor *must* be in the System prior to assigning it to a Service Authorization.  See **Unit 10: Municipal Administration, Registering Vendors** for more information.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information. Click **Add Service Authorization** link from **Manage** section. **Select Service Type & Method** page displays.



2. Select **Transportation** from **Category** drop down in **Selection Criteria** section. Click **Search** button. **Select Service Type & Method** listing displays. *Note: this is not a true service type/method, but rather the way NYEIS allows a User to access a search for a transportation Vendor to provide transportation.* Click **Select** link under **Action** next to Transportation (EI) column to add item. **Select Transportation Type** page displays.



3. Click **Transportation Vendor** link. **Select Transportation Vendor** page displays.

Select Transportation Vendor ?

Transportation (Vendor)

| Search Criteria | |
|-------------------------------|------------------------------------|
| Transportation Provider Name: | Municipality: <input type="text"/> |
| DBA Name: | City: <input type="text"/> |
| EI Transport Method: | Zip: <input type="text"/> |
| State Provider ID: | |
| Child Transportation Needs: | <input type="text"/> |

| Search Results | | | | | |
|---|------------------------------|----------------------------|---------------------|----------------|------|
| Action | Transportation Provider Name | Child Transportation Needs | EI Transport Method | Address Line 1 | City |
| <input type="button" value="Previous"/> <input type="button" value="Continue"/> <input type="button" value="Exit"/> | | | | | |

4. Type all known information in **Search Criteria** section.
5. Click **Search** button. Records matching criteria display in **Search Results** section. *To search again, click **Reset** button.*
6. Click **Select** link for selected Vendor. **Create Transportation Details** page displays.

Create Transportation Details ?

| Transportation Details | |
|---|--|
| Child Transportation Needs: | <input type="text"/> |
| Start Date: 10/26/2011 | End Date: 4/25/2012 |
| Days per Week: <input type="text"/> | Total Days per Week: <input type="text"/> |
| Total Weeks: <input type="text"/> | *Total Authorized Amount: <input type="text"/> |
| *Payment Type: <input type="text"/> | EI Transport Method: <input type="text"/> |
| If Other, provide a description: <input type="text"/> | |

| Pick-up Details | |
|-------------------------|---|
| Pick-up Time for Child: | <input type="text"/> : <input type="text"/> |

7. Enter appropriate information. *Date fields must be formatted as **mm/dd/yyyy** format. Dates must be within related IFSP range. **Total Authorized Amount** and **Payment Type** fields are required.*
8. Click **Create Service Authorization** button. **Vendor Transportation Service Authorization Home** page displays with several Tab Folders along the top of the page. Navigate to another Tab by clicking on Tab name. Located on the tab are the Child's Integrated Case and IFSP.

NYEIS Integrated Case - 526 1st Annual - 200719 Transportation (Vendor) - 219714

Vendor Transportation Service Authorization Home: Transportation (Vendor) - 219714

Manage

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[Change Vendor](#)

Service Authorization Details

| | | | |
|----------------------------------|--------------------|----------------------------|---------------------------|
| Service Authorization Reference: | 219714 | Service Type: | Transportation (Vendor) |
| Child's Name: | Shauna Nolan | Date Authorization Issued: | 4/18/2012 |
| Child's Reference Number: | 115 | Transportation Type: | Early Intervention Vendor |
| Provider Name: | xyz transportation | Service Coordinator: | Monica Crown |
| El Transport Method: | School Bus | Accepted by Vendor?: | Yes |
| Status: | Active | | |

Primary Child Transportation Details

| | | | |
|-----------------------------|------------------|--|-----------|
| Start Date: | 10/26/2011 | End Date: | 4/25/2012 |
| Days of the Week: | Mon, Tues, Thurs | Total Days per Week: | 3 |
| Total Weeks: | 24 | Total Units: | 72 |
| Type of Payment: | Roundtrip | Total Authorized Amount: | 500.00 |
| Child Transportation Needs: | Infant Seat | If Other is selected, provide a description: | |

 **See Viewing/Editing Service Authorization – Transportation** for more information on how to edit an SA.

Notes:

- If **Vendor Transportation SA** is selected, the total authorized amount is calculated by multiplying the contracted rate of reimbursement by the total one-way or round-trips.
- The **Days Per Week** field is used to identify the days of the week transportation is needed (e.g., Monday, Wednesday, Friday or Monday through Friday). **Total Days Per Week** is the total number of days the Child will be transported (e.g., 3 or 5). To calculate the **Number of Units** (roundtrips), the **Total Days Per Week** is multiplied by the **Total Weeks** in the SA period.
- If **Vendor** method is selected for transportation services, then pickup, drop-off, return pickup and return drop-off times are entered into the **Create Transportation Details** page. These do not need to be exact times for actual pick-up and drop-off. **Start** and **End** times for the program the Child is attending are entered in these fields.

Important Information

- On **Service Authorization Details** page, the **Start Date**, **End Date** and **Companion Date** fields *must* be within the associated IFSP date range. The SA start date can begin after the IFSP period start date and the SA end date can end before the IFSP period end date. This allows for the IFSP to be activated with services in place and SAs created for services that have been agreed to by the EIO/D and the parent, and for which Service Providers have been found. If the parent and EIO/D do not agree on a service, and/or a Provider can not be located, the SA can have a different start date from the IFSP period as long as it is within the IFSP date range.
- If one service will be amended or discontinued, the SA can have an end date different from the IFSP period as long as it is within the IFSP date range.

Creating a Service Authorization - TRANSPORTATION PARENT/CAREGIVER

A Transportation Vendor *must* be in the System prior to assigning it to a Service Authorization.  See **Unit 10: Municipal Administration, Registering Vendors** for more information.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information. Click **Add Service Authorization** link from **Manage** section. **Select Service Type & Method** page displays.

2. Select **Transportation** from **Category** drop down in **Selection Criteria** section. Click **Search** button. **Select Service Type & Method** listing displays. *Note: this is not a true service type/method, but rather the way NYEIS allows a User to access a search for a transportation Vendor to provide transportation.* Click **Select** link under **Action** column next to Transportation (Caregiver) to add item. **Select Transportation Type** page displays.



3. Click **Parent/Caregiver** link. **Select Transportation Vendor** (transportation caregiver) page displays.

Select Transportation Vendor ?
 Transportation (Caregiver)

| Search Criteria | |
|--|------------------------------------|
| Transportation Provider Name: | Municipality: <input type="text"/> |
| DBA Name: | City: <input type="text"/> |
| EI Transport Method: <input type="text"/> | Zip: <input type="text"/> |
| State Provider ID: <input type="text"/> | |
| Child Transportation Needs: <input type="text"/> | |

| Search Results | | | | | |
|---|------------------------------|----------------------------|---------------------|----------------|------|
| Action | Transportation Provider Name | Child Transportation Needs | EI Transport Method | Address Line 1 | City |
| <input type="button" value="Previous"/> <input type="button" value="Continue"/> <input type="button" value="Exit"/> | | | | | |

4. Type all known information in **Search Criteria** section.
5. Click **Search** button. Records matching criteria display in **Search Results** section. *To search again, click **Reset** button.*
6. Click **Select** link for selected Vendor. **Create Caregiver Transportation Details** page displays.

Create Caregiver Transportation Details ?
 Transportation (Caregiver)

| Transportation Details | |
|-------------------------------------|---|
| Parent/Caregiver Name: Mom Smith | *Caregiver Transport Method: <input type="text"/> |
| Start Date: 12/15/2011 | End Date: 5/1/2012 |
| Days per Week: <input type="text"/> | Total Days per Week: <input type="text"/> |
| Total Weeks: <input type="text"/> | |

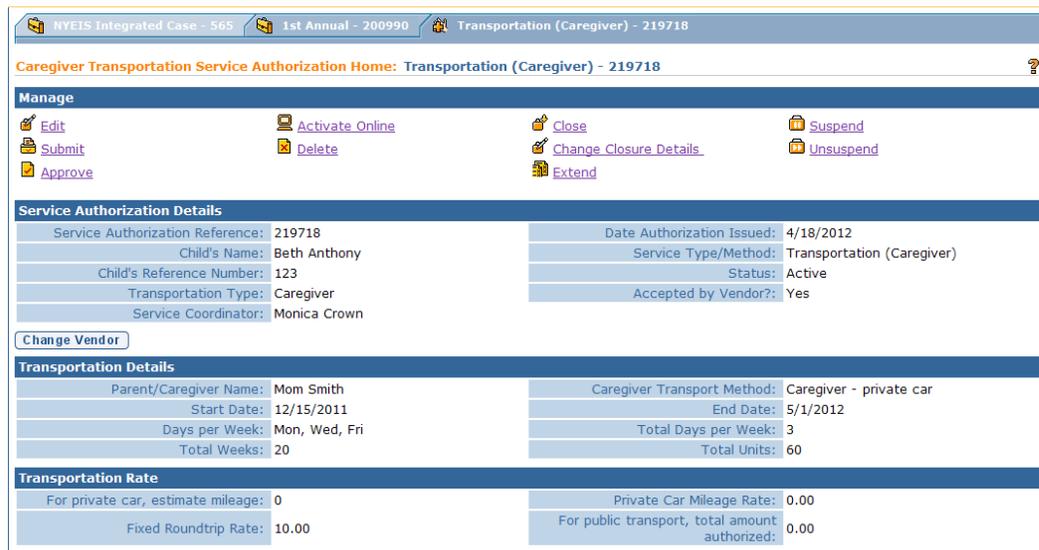
| Transportation Rate | |
|---|---|
| For private car, estimate mileage: <input type="text"/> | Private Car Mileage Rate: <input type="text"/> |
| Fixed Roundtrip Rate: <input type="text"/> | For public transport, total amount authorized: <input type="text"/> |

| Pick-up Details | |
|---|--------------------------------------|
| Same as Home Address (If no, enter address): <input type="text"/> | |
| Enter the Pick-up Address if the child is not being picked up from the Home Address | |
| Address Line 1: <input type="text"/> | Address Line 2: <input type="text"/> |
| City: <input type="text"/> | State: <input type="text"/> |

7. Enter appropriate information. *Date fields must be formatted as mm/dd/yyyy format.* Date fields *must* be within related IFSP range. The **Caregiver Transport Method, Total Days per Week, and Total Weeks** fields are required.

Transportation Rate section details are required based upon the **Caregiver Transport Method** option selected. For example, if the transport method selected is **Caregiver – private car**, the **Fixed Roundtrip Rate** or the **For private car, estimated mileage** and **Private Car Mileage Rate** values need to be recorded.

8. Click **Create Service Authorization** button. **Caregiver Transportation Service Authorization Home** page displays with several Tab Folders along the top of the page. Navigate to another Tab by clicking on Tab name. Located on the tab are the Child’s Integrated Case and IFSP.



| Service Authorization Details | |
|----------------------------------|--------------|
| Service Authorization Reference: | 219718 |
| Child's Name: | Beth Anthony |
| Child's Reference Number: | 123 |
| Transportation Type: | Caregiver |
| Service Coordinator: | Monica Crown |

| Transportation Details | |
|-----------------------------|-------------------------|
| Parent/Caregiver Name: | Mom Smith |
| Start Date: | 12/15/2011 |
| Days per Week: | Mon, Wed, Fri |
| Total Weeks: | 20 |
| Caregiver Transport Method: | Caregiver - private car |
| End Date: | 5/1/2012 |
| Total Days per Week: | 3 |
| Total Units: | 60 |

| Transportation Rate | |
|--|-------|
| For private car, estimate mileage: | 0 |
| Fixed Roundtrip Rate: | 10.00 |
| Private Car Mileage Rate: | 0.00 |
| For public transport, total amount authorized: | 0.00 |

9. Click **Print**  button of web browser. SA *must* be printed. Mail or directly hand the SA form to the parent.

 See **Viewing/Editing Service Authorization – Transportation** for more information on how to edit an SA.

Important Information

The Parent should see the SA number when submitting for payment for Transportation services. The Municipality will be responsible for creating the invoice for the parent reimbursed transportation in NYEIS.  See **Unit 8: Provider - Invoicing, Invoices** for details.

Notes:

- The **Days Per Week** field is used to identify the days of the week transportation is needed (e.g., Monday, Wednesday, Friday or Monday through Friday). **Total Days Per Week** is the total number of days the Child will be transported (e.g., 3 or 5). To calculate the **Number of Units** (roundtrips), the **Total Days Per Week** is multiplied by the **Total Weeks** in the SA period.
- **Pick-up, Drop-off** and **Return Pick-up** fields are not applicable for Caregiver Transportation.
- If **Caregiver Transportation SA** with **Transport Method** is **Private Car**, then **Total Mileage** (mileage to and from authorized location), **Mileage Rate** (determined by the Municipality) and **Fixed Rate** fields *must* be completed. (e.g., Mileage Rate = Medicaid transportation rate or Federal mileage reimbursement rate)
- If **Caregiver Transportation SA** with **Transport Method** is **Public**, then **Total Amount Authorized for Public Transportation** (e.g., bus fare, subway fare, taxi fare) field *must* be completed.

Important Information

- On **Service Authorization Details** page, the **Start Date, End Date** and **Companion Date** fields *must* be within the associated IFSP date range. The SA start date can begin after the IFSP period start date and the SA end date can end before the IFSP period end date. This allows for the IFSP to be activated with services in place and SAs created for services that have been agreed to by the EIO/D and the parent, and for which Service Providers have been found. If the parent and EIO/D do not agree on a service, and/or a Provider can not be located, the SA can have a different start date from the IFSP period as long as it is within the IFSP date range.
- If one service will be amended or discontinued, the SA can have an end date different from the IFSP period as long as it is within the IFSP date range.

Viewing/Editing Service Authorization - TRANSPORTATION

A Service Authorization *can not* be edited once it is part of an IFSP that has been **Approved**.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Scroll to **Service Authorizations List**.

| Service Authorizations List | | | | |
|---------------------------------|----------------------------|------------|--------|----------|
| Service Authorization Reference | Service Type/Method | Start Date | Status | Reason |
| 2712212 | Transportation (Vendor) | 11/20/2013 | Draft | Original |
| 2712213 | Transportation (Caregiver) | 11/20/2013 | Draft | Original |

- Click the **Service Authorization Reference** link next to **Service Type/ Method** (e.g., Vendor or Caregiver). Appropriate Type of **Transportation Service Authorization Home** page displays.

NYEIS Integrated Case - 52740 1st Review - 59396 Transportation (Caregiver) - 59411

Caregiver Transportation Service Authorization Home: Transportation (Caregiver) - 59411

Manage

[Edit](#) [Activate Online](#) [Close](#) [Suspend](#)
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[Approve](#) [Extend](#)

Service Authorization Details

| | | | |
|----------------------------------|----------------|----------------------------|----------------------------|
| Service Authorization Reference: | 59411 | Date Authorization Issued: | |
| Child's Name: | Tiffany Martin | Service Type/Method: | Transportation (Caregiver) |
| Transportation Type: | Caregiver | Status: | Draft |
| Service Coordinator: | Bob Smith | | |

[Change Vendor](#)

Transportation Details

| | | | |
|------------------------|-------------|-----------------------------|------------------------------|
| Parent/Caregiver Name: | Test Vendor | Caregiver Transport Method: | Caregiver - public transport |
|------------------------|-------------|-----------------------------|------------------------------|

- Click **Edit** link from **Manage** section. **Modify Category Transportation Service Authorization** page displays.

Modify Caregiver Transportation Service Authorization Transportation (Caregiver) - 59411

[Save](#) [Cancel](#)

Service Authorization Details

| | | | |
|----------------------------------|----------------------------|----------------------|----------------|
| Service Authorization Reference: | 59411 | Child's Name: | Tiffany Martin |
| Service Type: | Transportation (Caregiver) | Transportation Type: | Caregiver |

Transportation Details

| | | | |
|------------------------------|------------------------------|----------------------|----------|
| Caregiver Name: | Test Vendor | | |
| *Caregiver Transport Method: | Caregiver - public transport | | |
| Start Date: | 10/2/2009 | End Date: | 4/1/2010 |
| Days Per Week: | 3 | Total Days Per Week: | 0 |

- Navigate from field-to-field using **Tab** key to edit data. *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as mm/dd/yyyy format. Type **Comments** (Optional).*
- Click **Save** button. **Category Transportation Service Authorization Home** page displays.

Note:

- Service Authorization Service Delivery Details** (e.g., Remaining Units, Units Authorized) can be viewed by authorized users from the **Service Authorization Homepage** Navigation Bar. See **Service Delivery Details for Service Authorizations** for further information.

- Child data can only be edited from the Child Home Page.  See **Unit 4 Case Management** for further information

Amending Service Authorization - TRANSPORTATION

 See **Modifying (Amending) a Service Authorization** for more information on how to amend a Transportation SA.

Deleting a Service Authorization

The delete feature is used when the wrong Service Type and Method is selected for the SA. All other data entry errors can be edited.  See the editing sections of **Service Authorization**.

Service Authorizations can be deleted by non-EIO/D users when in **Draft** status only. A Service Authorization that is in **Submitted** status can *only* be deleted by the EIO/D and only if there has been a data entry error in the Service Type and Method. Service Authorizations that are **Approved**, **Active** or **Extended** cannot be deleted. If there is an error found that would warrant a deletion (e.g., wrong Service Type and Method), but the Service Authorization can not be deleted, the user should End Date it as of its start date and create a new service authorization for the correct Service Type,

Important Information

 See **Editing an Individualized Family Service Plan** or **Amending an Individualized Family Service Plan** to end date a Service Authorization in an approved IFSP.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Scroll to **Service Authorizations List** section.

| Service Authorizations List | | | | |
|---------------------------------|---|------------|--------|----------|
| Service Authorization Reference | Service Type/Method | Start Date | Status | Reason |
| 59397 | Speech Language - Basic | 10/2/2009 | Draft | Original |
| 59398 | Family Caregiver Support Group | 10/2/2009 | Draft | Original |
| 59399 | Non-physician Supplemental Eval - Audiology | 10/2/2009 | Draft | Original |
| 59400 | Audiology - Basic | 10/2/2009 | Draft | Original |
| 59409 | Non-physician Supplemental Eval - OT | 10/2/2009 | Draft | Original |
| 59410 | Transportation (EI) | 10/2/2009 | Draft | Original |
| 59408 | Service Coordination | 10/2/2009 | Draft | Original |
| 59401 | Audiology - Facility | 10/2/2009 | Draft | Original |
| 59402 | Medical DME | 10/2/2009 | Draft | Original |
| 59403 | Medical DME | 10/2/2009 | Draft | Original |
| 59405 | Respite Care | 10/2/2009 | Draft | Original |
| 59406 | Respite Care | 10/2/2009 | Draft | Original |
| 59407 | Respite Care | 10/2/2009 | Draft | Original |
| 59411 | Transportation (Caregiver) | 10/2/2009 | Draft | Original |

- Identify SA for deletion. Click **Service Authorization Reference** link for specific SA to be deleted. **Service Authorization Home** page displays.

NYEIS Integrated Case - 52740 1st Review - 59396 Respite Care - 59405

Respite Service Authorization Home: Respite Care - 59405

Manage

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Service Authorization Details

| | | | |
|----------------------------------|-----------|----------------------------|--------------|
| Service Authorization Reference: | 59405 | Service Type/Method: | Respite Care |
| Service Coordinator: | Bob Smith | Date Authorization Issued: | |
| Status: | Draft | | |

Child Details

| | | | |
|-------------------------|--|-----------------------|--------------|
| Child's Name: | Tiffany Martin | | |
| Legal Guardian(Female): | Linda Martin | Legal Guardian(Male): | Steve Martin |
| Child's Address: | 123 MainStreet Garwood (Albany) New York 12205 | | |
| Child's Phone: | 518 555-1212 | | |

[Change Vendor](#)

Respite Provider

| | | | |
|-----------------------|--|--------------------|--|
| Who Arranges Respite: | Albany Services | Provider State ID: | |
| Provider Address: | 11 State Street Albany (Albany) New York 12207 | Provider NPI: | |

- Click **Delete** link in the **Manage** section. **Delete Service Authorization Confirmation** page displays with the message *Deleting a Service Authorization is final and can not be undone. Are you sure you want to delete the Service Authorization?* Click **Yes** button. SA is removed.

Delete Service Authorization Confirmation

Deleting a Service Authorization is final and cannot be undone. Are you sure you want to delete the Service Authorization?

Modifying (Amending) a Service Authorization

Service Authorization modifications are processed after the IFSP has been submitted and approved. IFSPs and SAs that are in Draft status can be edited without having to use the modification/amendment process.

Edit functions normally available for non-closed IFSPs or SAs are not allowed for Closed status. Under certain circumstances, a closed IFSP or SA's can be **“reactivated”** and then subsequently modified. **See Unit 10- Municipal Administration** for information about reactivating and editing a closed IFSP or SA.

The **Service Type & Method** of an Approved/Active/Extended Service Authorization *can never* be modified. Rather, the SA *must* be closed as of its start

date and a new one added to the IFSP for the desired Service Type and Method.  See **Closing a Service Authorization** for more information about closing an SA.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Scroll to **Service Authorizations List** section.

| Service Authorizations List | | | | |
|---------------------------------|--|------------|----------|--|
| Service Authorization Reference | Service Type/Method | Start Date | Status | Reason |
| 203787 | ABA Aide Services | 2/25/2012 | Active | Amendment to Add Service Authorization |
| 203785 | ATD | 2/16/2012 | Active | Amendment to Add Service Authorization |
| 215817 | Assistive Tech - Basic | 2/16/2012 | Closed | Amendment to Add Service Authorization |
| 218884 | Assistive Tech - Basic | 4/1/2012 | Active | Service Authorization Amendment |
| 203786 | Non-physician Supplemental Eval - Vision | 2/16/2012 | Approved | Amendment to Add Service Authorization |
| 219650 | OT - Basic | 2/16/2012 | Active | Amendment to Add Service Authorization |
| 201242 | PT - Basic | 2/16/2012 | Active | Original |
| 211468 | PT - Basic | 5/1/2012 | Active | Service Authorization Amendment |
| 203783 | Respite Care | 3/1/2012 | Active | Amendment to Add Service Authorization |
| 201243 | Service Coordination | 2/16/2012 | Closed | Original |
| 203789 | Service Coordination | 2/16/2012 | Active | Service Authorization Amendment |
| 203784 | Transportation (Vendor) | 3/1/2012 | Active | Amendment to Add Service Authorization |

3. Click **Service Authorization Reference** link for the Service Authorization requiring modification. Appropriate **Service Authorization Home** page displays.

NYEIS Integrated Case - 3102 Initial - 201241 OT - Basic - 219650

Service Authorization Home: OT - Basic - 219650

Manage

[Edit](#)
[Submit](#)
[Approve](#)
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[Delete](#)
[Close](#)
[Change Closure Details](#)
[Extend](#)
[Suspend](#)
[Unsuspend](#)

Service Authorization Details

| | | | |
|------------------------------------|-------------|---------------------------------|------------|
| Service Authorization Reference: | 219650 | Service Type/Method: | OT - Basic |
| Script Recommendation Provided By: | Physician | Script recommendation on file?: | Yes |
| Script Start Date: | | Script End Date: | |
| Service Coordinator: | John Bobeck | Date Authorization Issued: | 4/18/2012 |
| Status: | Active | Accepted by Provider?: | Yes |

Child Details

| | | | |
|-------------------------|--|---------------------------|--------------|
| Child's Name: | Kevin Turoff | Child's Reference Number: | 160 |
| Legal Guardian(Female): | Mary Turoff | Legal Guardian(Male): | |
| Child's Address: | 123 Main St Apt # 2 Albany (Albany) New York 12205 | Child's Phone: | 518 652-9865 |

4. Click **Edit** link in the **Manage** section. An editable version of the Service Authorization page displays. The page includes a new section labeled **Amendment Request Details**.

OT - Basic - 219650

Submit Cancel

Amendment Request Details

Enter the effective date for the approval of the amendment. If the Start Date of the Service Authorization is included in the amendment request, the Decision Effective Date must be after the amended Start Date. If the End Date of the Service Authorization is included in the amendment request, the Decision Effective Date must be prior to the amended End Date.

*Reason for Modification:

Decision Effective Date:

Service Authorization Details

| | | | |
|----------------------------------|-------------------------------------|------------------------------------|----------------------|
| Service Authorization Reference: | 219650 | Date Authorization Issued: | 4/18/2012 |
| Script recommendation on file?: | <input checked="" type="checkbox"/> | Script Recommendation Provided By: | Physician |
| Service Type/Method: | OT - Basic | Child's Name: | Kevin Turoff |
| Script Start Date: | <input type="text"/> | Script End Date: | <input type="text"/> |

Service Details

| | | | |
|-----------------------------------|--------------|---------------------|---|
| Service Type: | OT | Method of Delivery: | Basic Home/Community-based Indiv/Coll Visit |
| Location Type: | Child's Home | Group Type: | |
| Service Intervention Methodology: | | | |

Service Location Address

| | | | |
|-----------------|----------------------|-----------------|----------------------|
| Address Line 1: | <input type="text"/> | Address Line 2: | <input type="text"/> |
| City: | <input type="text"/> | State: | <input type="text"/> |
| County: | <input type="text"/> | Zip: | <input type="text"/> |
| Census Tract: | <input type="text"/> | | |

Frequency & Duration Details

| | | | |
|---|-----------|--|-----------|
| *Start Date: | 2/16/2012 | *End Date: | 8/15/2012 |
| Number of Visits/Units: | 4 | Per: | Month |
| Number of Minutes Per Visit/Unit: | 45 | Visits per day clinically appropriate for this SA must not exceed: | 1 |
| Child shall receive no more than X number of all types of service in one day: | 3 | Rate for Visits: | 62.00 |

5. First select the appropriate **Reason for Modification** field drop-down option in the **Amendment Request Details** section.
 - Options listed include ...
 - i. **ABA Aide Modification** – select when changing the approved ABA Aide assigned in the SA.
 - ii. **ABA Aide Supervisor Modification** – select when changing the approved ABA Aide Supervisor identified in the SA.
 - iii. **Amendment to Add Service Authorization – do not select.** This reason is selected only when adding a Service Authorization to an approved IFSP.
 - iv. **Data Entry Error** – select when adding or changing Script information, Service Details, Frequency and Duration Details, Make-Up Visits, Co-Visits, Respite Details, Parents Arrangements, ATD Details, Delivery Details, Evaluation Details, and Transportation Details.
 - v. **Provider / Vendor Modification – do not select.** This reason is automatically assigned by the system when the user changes the Provider of Record on the Service Authorization Home page.
 - vi. **Service Authorization Amendment** – should always be selected when adding or changing SA information **after a claim on the SA has been submitted and approved.** Other circumstances that would require this option to be selected vary. Please see Important Information box below.

Important Information

- Modifications to an Approved/Active/Extended Service Authorization that are classified as a **Service Authorization Amendment** will cause the SA to be closed and a new SA with the specified changes to be created. The Start Date of the new SA is set to the **Decision Effective Date** designated by the EIO/D. The End Date of the original SA is set to one day prior to the **Decision Effective Date**.
- Modifications to an Approved/Active/Extended Service Authorization that are classified as **Data Entry Error** do not cause the current Service Authorization to be closed or a new SA to be created.
- Service Authorizations that have claims on record cannot be edited with reason 'Data Entry Error', even if claims have been voided.

6. If the EIO/D is submitting the modification and it is classified as a **Service Authorization Amendment**, they determine the decision effective date and record it in the **Decision Effective Date** field.

If a non-EIO/D user is submitting the modification and it is classified as a **Service Authorization Amendment**, they record a suggested effective date in the **Comments** field located at the bottom of the page. The EIO/D will see the suggested date when processing the **SA Amendment Approval Activity** task and record a **Decision Effective Date**

7. Navigate from field-to-field using **Tab** key to edit data.  See **Creating and Viewing/Editing Service Authorization - Category** to review information on fields specific to the SA *Category* being amended.
8. Click **Submit** button to save revised data for SA. **Service Authorization Home** page displays.
 - *If a non-EIO/D user submits the modification request, the Service Authorization Status field displays **EIOD Review Required**. The system initiates workflow and allocates the **SA Amendment Approval Activity** task in the EIO/D's Assigned Tasks inbox to review the modification request and approve or reject it.*
 - i. If approved, and the reason for modification is **Service Authorization Amendment**, the current Service Authorization will be closed with an end date one day prior to the **Decision Effective Date**. A new Service Authorization with the changes will be created effective the date of the **Decision Effective Date**. The Service Authorization status is changed to **Approved**. The new Service Authorization can be viewed by

clicking the **IFSP Home** page and navigating to the **Service Authorizations List** cluster.

- ii. If approved, and the reason for modification is **Data Entry Error**, the changes will be made to the current Service Authorization. The Service Authorization status is changed to **Approved**.
- *If the EIO/D submits the modification, the change is processed immediately.* The current Service Authorization is updated or Closed depending on whether the reason for modification is **Data Entry Error** or **Service Authorization** as described above. The new Service Authorization can be viewed by clicking the **IFSP Home** page and navigating to the **Service Authorizations List** cluster.

Service Authorization Home: OT - Basic - 219650

Manage

Service Authorization Details

| | | | |
|------------------------------------|----------------------|---------------------------------|------------|
| Service Authorization Reference: | 219650 | Service Type/Method: | OT - Basic |
| Script Recommendation Provided By: | Physician | Script recommendation on file?: | Yes |
| Script Start Date: | | Script End Date: | |
| Service Coordinator: | John Bobeck | Date Authorization Issued: | 4/18/2012 |
| Status: | EIOD Review Required | Accepted by Provider?: | Yes |

Child Details

| | | | |
|---------------|--------------|---------------------------|-----|
| Child's Name: | Kevin Turoff | Child's Reference Number: | 160 |
|---------------|--------------|---------------------------|-----|

9. The EIO/D actions the **SA Amendment Approval Activity** task, and makes a decision regarding the listed modifications.

Review Service Authorization Amendment: Kevin Turoff

Amendment Details

| | | | |
|-----------------|-----------------------|----------------------------|--------------------------------------|
| SA Reference: | 219650 | Service Type/Method: | OT - Basic |
| SA Type: | Service Authorization | Amendment Type: | Amendment to a Service Authorization |
| Amendment Date: | 4/18/2012 | User Requesting Amendment: | Monica Crown |

Decision Effective Date

Enter the effective date for the approval of the amendment. If the Start Date of the Service Authorization is included in the amendment request, the Decision Effective Date must be after the amended Start Date. If the End Date of the Service Authorization is included in the amendment request, the Decision Effective Date must be prior to the amended End Date.

*Decision Effective Date:

Requested Amendments

Check the appropriate box to approve individual amendments or click the "Select All" box at the top of the list.

| <input type="checkbox"/> | Modified Field | Reason for Amendment | Existing Value | Requested Value |
|--------------------------|------------------------------------|---------------------------------|----------------|-------------------------------------|
| <input type="checkbox"/> | Comments | Service Authorization Amendment | | Suggested effective date: 4/16/2012 |
| <input type="checkbox"/> | Number of Visits/Units | Service Authorization Amendment | 4 | 50 |
| <input type="checkbox"/> | Number of Visits/Units Time Period | Service Authorization Amendment | Month | IFSP Period |
| <input type="checkbox"/> | Co-visits allowed? | Service Authorization Amendment | false | true |
| <input type="checkbox"/> | Co-visits Time Period | Service Authorization Amendment | | IFSP Period |
| <input type="checkbox"/> | Number of Co-visits | Service Authorization Amendment | 0 | 10 |
| <input type="checkbox"/> | Number of Minutes per Visit/Unit | Service Authorization Amendment | 45 | 59 |

Comments

To approve some or all of the modifications, the EIO/D clicks the check box next to each item that is approved. If one or more modifications are approved and classified as a **Service Authorization Amendment**, the EIO/D also records the **Decision Effective Date**, which must be a date within the Service Authorization time period. Finally, the EIO/D clicks the **Save** button.

To reject all modifications, the EIO/D clicks all of the check boxes and selects the **Reject All** button. A confirmation page displays that requires the EIO/D to record the reason for the rejection.

10. Modifying (Amending) an IFSP Service Authorization may trigger new billing rule violations (i.e., Upfront Waivers). Any new and/or unmanaged billing violations will be referenced in the 'Notifications' cluster of the IFSP 'Home' Page. After approving a modification (SA Amendment or Data Entry Error), the EIO/D *must* navigate to the Waiver link on the Left-Side Navigation bar of the IFSP Home page and process all Billing Rule Violations that are listed.  See **Upfront Waiver** for more information. After approving a modification (SA Amendment or Data Entry Error), the EIO/D *must* navigate to the Waiver link on the Left-Side Navigation bar of the IFSP Home page and process all Billing Rule Violations that are listed.  See **Upfront Waiver** for more information.

Notes:

- Notifications are sent to the SA Provider of Record of a closed SA due to a modification and a new SA created as a result.
- SA modifications that are approved by the EIO/D and cause a new SA to be created for the same provider of record are not required to be accepted by the SA Provider of Record.

Closing a Service Authorization

When a Service Coordinator initiates the action to Close a Service Authorization, the system initiates workflow for the child's EIO/D to approve the closure. If the child's EIO/D initiates the action to Close the Service Authorization, the system automatically sets the SA status to 'Closed'.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Scroll to **Service Authorizations List** section.

| Service Authorizations List | | | | |
|---------------------------------|-----------------------------|------------|----------|----------|
| Service Authorization Reference | Service Type/Method | Start Date | Status | Reason |
| 2345678 | Service Coordination | 4/25/2014 | Approved | Original |
| 2345679 | Special Instruction - Basic | 4/25/2014 | Approved | Original |
| 2345680 | PT - Basic | 4/25/2014 | Approved | Original |
| 53789 | OT - Basic | 4/25/2014 | Approved | Original |
| 2345682 | Speech Language - Basic | 4/25/2014 | Approved | Original |

3. Click **Service Authorization Reference** link next to the Service Authorization that will be closed. Appropriate **Service Authorization Home** page displays.

NYEIS Integrated Case - 52740 Initial - 53786 OT - Basic - 53789

Service Authorization Home: OT - Basic - 53789

Manage

[Edit](#)
[Activate Online](#)
[Close](#)
[Suspend](#)
[Submit](#)
[Delete](#)
[Change Closure Details](#)
[Unsuspend](#)
[Approve](#)
[Extend](#)

Service Authorization Details

| | | | |
|------------------------------------|-----------|---------------------------------|------------|
| Service Authorization Reference: | 53789 | Service Type/Method: | OT - Basic |
| Script Recommendation Provided By: | Physician | Script recommendation on file?: | Yes |
| Script Start Date: | | Script End Date: | |
| Service Coordinator: | Bob Smith | Date Authorization Issued: | 3/17/2009 |
| Status: | Active | | |

Child Details

| | | | |
|-------------------------|--|-----------------------|--------------|
| Child's Name: | Tiffany Martin | | |
| Legal Guardian(Female): | Linda Martin | Legal Guardian(Male): | Steve Martin |
| Child's Address: | 123 MainStreet Garwood (Albany) New York 12205 | | |
| | | Child's Phone: | 518 555-1212 |

[Change/Assign Provider and Location](#)

Provider & Location Details

| | | | |
|----------------------------|-------------------------------------|--------------------|--------------|
| Agency Name: | All Families First | NPI: | 324589 |
| State ID: | 4358 | Provider Location: | Colonie Site |
| Provider Location Address: | One Colonie Ave Colonie (Albany) | | |

4. Click **Close** link from **Manage** section. **Close Service Authorization Category** page displays.

Close Service Authorization: OT - Basic - 53789

Details

| | |
|--|----------|
| Closure Date: | 4/8/2009 |
| Actual Outcome: | |
| Reason: | |
| If moved out of country, provide reason: | |

Comments

Enter any comments. These comments will appear on the service authorization notes list page.

5. Enter information for **Details** and **Comments** sections.
6. Click **Save** button. **Service Authorization Home** page displays. SA Status is changed to **Closed** or **Pending Closure**, if future date was selected.

Notes:

- **Pending Closure Status** is assigned when either the individual SA OR the associated IFSP has been closed as of a future date. In either case, when that date is reached, the SA Status changes to **Closed** automatically.
- **Closed Status** is assigned when either the individual SA or the associated IFSP has been closed.

Changing Closure Details for a Service Authorization

- Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
- Scroll to **Service Authorizations List** section.

| Service Authorizations List | | | | |
|---------------------------------|--------------------------------|------------|-----------------|--------|
| Service Authorization Reference | Service Type/Method | Start Date | Status | Reason |
| 53791 | Family Caregiver Support Group | 3/12/2009 | Pending closure | |
| 53789 | OT - Basic | 3/12/2009 | Closed | |

- Click **Service Authorization Reference** link next to the Service Authorization that will be changed. Appropriate **Service Authorization Home** page displays.

NYEIS Integrated Case - 52740 Initial - 53786 OT - Basic - 53789

Service Authorization Home: OT - Basic - 53789

Manage

[Edit](#)
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[Approve](#)
[Extend](#)

Service Authorization Details

| | | | |
|------------------------------------|-----------|---------------------------------|------------|
| Service Authorization Reference: | 53789 | Service Type/Method: | OT - Basic |
| Script Recommendation Provided By: | Physician | Script recommendation on file?: | Yes |
| Script Start Date: | | Script End Date: | |
| Service Coordinator: | Bob Smith | Date Authorization Issued: | 3/17/2009 |
| Status: | Closed | | |

Child Details

7. Click **Change Closure Details** link from **Manage** section. **Modify Service Authorization Closure: category** page displays.

Modify Service Authorization Closure: OT - Basic - 53789

Details

Closure Date: 

Actual Outcome:

Reason:

If moved out of country, provide reason:

Previous Comments

On: 04-08-2009 08:58:26
Created By: John USER
Created as a result of: Case closure
Enter comments in this section

Comments

Enter any comments. These comments will appear on the service authorization notes list page.

8. Navigate from field-to-field using **Tab** key to enter data.

- Click **Save** button. **Service Authorization Home** page displays. Closure Details for SA are updated.

Suspending a Service Authorization

Each Service Authorization *must* be suspended separately. If a Service Coordinator submits the Suspend, then workflow is created for EIO/D to approve the suspension. If EIO/D submits the Suspend, additional approvals are *not* needed.

Important Information

- It is appropriate to suspend a service authorization if a child is going to be away on vacation or in the hospital for a significant period of time. It is recommended that the service coordination service authorization remain open during the time that other services are suspended. This allows the service coordinator access to the child's case to communicate with the family and to un-suspend services when appropriate to do so.

- Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
- Scroll to **Service Authorizations List** section.

| Service Authorizations List | | | | |
|---------------------------------|-----------------------------|------------|----------|----------|
| Service Authorization Reference | Service Type/Method | Start Date | Status | Reason |
| 2345678 | Service Coordination | 4/25/2014 | Approved | Original |
| 2345679 | Special Instruction - Basic | 4/25/2014 | Approved | Original |
| 2345680 | PT - Basic | 4/25/2014 | Approved | Original |
| 53789 | OT - Basic | 4/25/2014 | Approved | Original |
| 2345682 | Speech Language - Basic | 4/25/2014 | Approved | Original |

- Click **Service Authorization Reference** link next to the Service Authorization that will be suspended. Appropriate **Service Authorization Home** page displays.

NYEIS Integrated Case - 52740 Initial - 53786 Speech Language - Basic - 53787

Service Authorization Home: Speech Language - Basic - 53787

Manage

[Edit](#) [Activate Online](#) [Close](#) [Suspend](#)
[Submit](#) [Delete](#) [Change Closure Details](#) [Unsuspend](#)
[Approve](#) [Extend](#)

Service Authorization Details

| | | | |
|------------------------------------|-----------------------------|---------------------------------|-------------------------|
| Service Authorization Reference: | 53787 | Service Type/Method: | Speech Language - Basic |
| Script Recommendation Provided By: | Speech Language Pathologist | Script recommendation on file?: | Yes |
| Script Start Date: | | Script End Date: | |
| Service Coordinator: | Bob Smith | Date Authorization Issued: | 3/17/2009 |
| Status: | Active | | |

Child Details

| | | | |
|-------------------------|--|-----------------------|--------------|
| Child's Name: | Tiffany Martin | Legal Guardian(Male): | Steve Martin |
| Legal Guardian(Female): | Linda Martin | Child's Phone: | 518 555-1212 |
| Child's Address: | 123 MainStreet Garwood (Albany) New York 12205 | | |

[Change/Assign Provider and Location](#)

Provider & Location Details

| | | | |
|----------------------------|-------------------------------------|--------------------|--------------|
| Agency Name: | All Families First | NPI: | 324589 |
| State ID: | 4358 | Provider Location: | Colonie Site |
| Provider Location Address: | One Colonie Ave Colonie (Albany) | | |

- Click **Suspend** link from **Manage** section. **Suspend Service Authorization: category** page displays.

Suspend Service Authorization: Speech Language - Basic - 53787

[Save](#) [Cancel](#)

Details

*Reason:

Comments

The text input below will be stored as a permanent note on this service authorization and can be viewed from the Notes List.

[Save](#) [Cancel](#)

- Complete **Reason** field. Type **Comments** (*Optional*).
- Click **Save** button. **Service Authorization Home** page displays. *If EIO/D submits, Status displays as Suspended. If Service Coordinator Suspends, the Status displays Amendment Submitted. EIO/D must then approve or reject.*

Note:

- Suspended Status** is assigned when the SA is inactivated or suspended and services can not be delivered during this time period. Suspended SA's can be reactivated.

Unsuspending a Service Authorization

Each Service Authorization *must* be unsuspending separately. If a Service Coordinator submits the Unsuspend, then workflow is created for EIO/D to approve the unsuspending. If EIO/D submits the Unsuspend, additional approvals are *not* needed.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Scroll to **Service Authorizations List** section.

| Service Authorizations List | | | | |
|---------------------------------|-------------------------|------------|-----------|--------|
| Service Authorization Reference | Service Type/Method | Start Date | Status | Reason |
| 53787 | Speech Language - Basic | 3/12/2009 | Suspended | |

3. Click **Service Authorization Reference** link next to the Service Authorization that will be unsuspended. Appropriate **Service Authorization Home** page displays.

Service Authorization Home: **Speech Language - Basic - 53787** 

Manage

 [Edit](#)
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  [Extend](#)

Service Authorization Details

| | | | |
|------------------------------------|-----------------------------|---------------------------------|-------------------------|
| Service Authorization Reference: | 53787 | Service Type/Method: | Speech Language - Basic |
| Script Recommendation Provided By: | Speech Language Pathologist | Script recommendation on file?: | Yes |
| Script Start Date: | | Script End Date: | |
| Service Coordinator: | Bob Smith | Date Authorization Issued: | 3/17/2009 |
| Status: | Suspended | | |

Child Details

| | | | |
|-------------------------|----------------|-----------------------|--|
| Child's Name: | Tiffany Martin | Legal Guardian(Male): | Steve Martin |
| Legal Guardian(Female): | Linda Martin | Child's Address: | 123 MainStreet Garwood (Albany) New York 12205 |
| Child's Address: | | Child's Phone: | 518 555-1212 |

[Change/Assign Provider and Location](#)

4. Click **Unsuspend** link from **Manage** section. **Unsuspend Service Authorization: category** page displays.

Unsuspend Service Authorization: **Speech Language - Basic - 53787**

Details

*Reason:

Comments

The text input below will be stored as a permanent note on this service authorization and can be viewed from the Notes List.

5. Complete **Reason** field. Type **Comments** (*Optional*).
6. Click **Save** button. **Service Authorization Home** page displays. *If EIO/D submits, Status displays Approved. If Service Coordinator Unsuspects, the Status displays Amendment Submitted. EIO/D must then approve or reject.*

Exception

Currently not available to all NYEIS User roles.

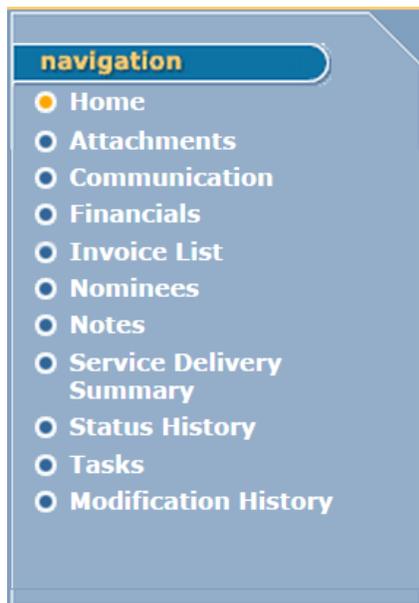
Service Delivery Details for Service Authorizations

This section displays detailed information related to a specific Service Authorization. Authorized Users that have access to the Child's IFSP will have access to view the Service Delivery Details. Information provided in the service delivery details of each SA will be helpful to users upon invoicing.

1. Display the **Individualized Family Service Plan Home** page.  See **Viewing an Individualized Family Service Plan** for further information.
2. Scroll to **Service Authorizations List** section.

| Service Authorizations List | | | | |
|---------------------------------|-----------------------------|------------|----------|----------|
| Service Authorization Reference | Service Type/Method | Start Date | Status | Reason |
| 2345678 | Service Coordination | 4/25/2014 | Approved | Original |
| 2345679 | Special Instruction - Basic | 4/25/2014 | Approved | Original |
| 2345680 | PT - Basic | 4/25/2014 | Approved | Original |
| 53789 | OT - Basic | 4/25/2014 | Approved | Original |
| 2345682 | Speech Language - Basic | 4/25/2014 | Approved | Original |

3. Click **Service Authorization Reference** link next to the Service Authorization to view. Appropriate **Service Authorization Home** page displays.
4. Select from the following items on the Navigation Bar:



Attachments – displays **Attachments** page. Lists additional attachments for the SA. Attachments should be relevant to the SA.  See **Unit 4: Case Management, Attachments** for further information.

Communication – displays **Communications** page. Lists communication that has occurred for the SA. Communications should be relevant to the SA.  See **Unit 4: Case Management, Communications** for further information.

Financials – displays **Service Authorization Financials** page. Displays an account summary.  See **Unit 12: Municipal Financial** for further information.

Invoice List – displays **Provider Claim Status History** page. Lists Claims that are specific to the SA being viewed.  See **Unit 8: Provider - Invoicing** for further information on invoicing.

Nominees – not currently used.

Notes – displays **Notes** page. Lists notes attached to the SA. Notes should be relevant to the SA.  See **Unit 4: Case Management, Notes** for further information.

Service Delivery Summary – displays **Service Delivery Summary** page. Data displayed is collected from activities relating to the specific **Service Authorization** being examined, such as Units, Costs and Provider Claim information. This page is *read-only*.

Status History – displays **SA Case Status History** page. Lists history of SA. Click **View** link under **Action** column to display a specific item. **View Case Status History** page displays. Information on the specific item is viewed in the details section. This page is *read-only*. Click **Close** to return to **Case Status History** page.

Tasks – displays tasks or creates tasks for the SA. Tasks should be relevant to the SA.  See **Unit 1: Getting Started** for further information.

Modification History – displays a list of changes made to the SA if SA was previously closed and subsequently reactivated and edited.  See Unit 10- Municipal Administration for more information on reactivation and editing of IFSPs/SAs in ‘Closed’ status.

Accept / Reject Service Authorization

Any activated IFSPs and associated Service Authorizations with a Provider assigned, initiates workflow to the assigned Provider Agency’s or individual Rendering Provider’s Service Authorization work queue. The task requires the Provider to indicate acceptance or rejection of the Service Authorization. If accepted, the Provider is required to enter a Rendering Provider if one has not already been entered. In the case of ABA Aide services, the supervisor and the rendering provider (ABA Aide) should be entered or changed (if entered) upon

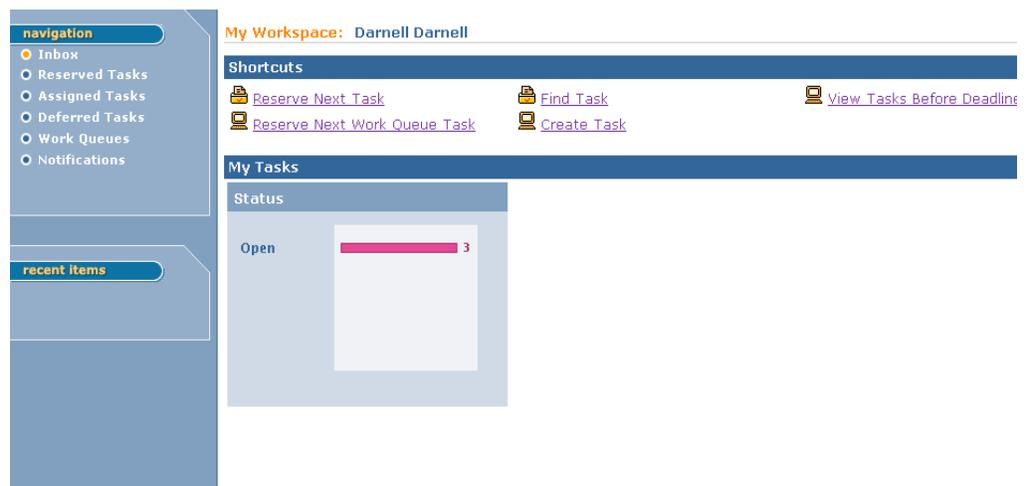
acceptance. In the Case where the Provider is not a NYEIS User, the workflow is sent to the EIO/Ds assigned tasks.

Important Information

It is important that the provider thoroughly review the SA PRIOR to accepting it to ensure that the SA reflects the services that will be delivered to the child. If a provider identifies an error in the SA, the SA should be rejected and the provider should contact the EIO/D or SC to initiate needed changes.

If the Provider rejects the Service Authorization, the EIO/D receives a task that the SA was rejected and to assign a new Provider.

1. Display Provider User Home Page.
2. Click **Inbox** from the Menu Bar. **My Workspace** page displays.



3. Click **Work Queues** button on Left Navigation Bar. Click **View** under **Action** column for Service Authorizations work queue. **Work Queue Tasks** page displays with a list of **Service Authorizations**.

Work Queue Tasks: 28416_ServiceAuthorizations

| Action | Task ID | Subject | Priority | Status | Deadline |
|-------------------------|-----------------------|---|----------|--------|-----------------|
| Reserve | 52021 | Accept/Reject Service Authorization 24593 for Helen Harper | Medium | Open | 2/19/2010 11:42 |
| Reserve | 69661 | Accept/Reject Service Authorization 29718 for Tiffany Martin-14 | Medium | Open | 4/21/2010 14:23 |
| Reserve | 69662 | Accept/Reject Service Authorization 29719 for Tiffany Martin-14 | Medium | Open | 4/21/2010 14:24 |
| Reserve | 67852 | Accept/Reject Service Authorization 35072 for Polly Picnic | Medium | Open | 4/12/2010 15:07 |
| Reserve | 47876 | Accept/Reject Service Authorization 38656 for Melissa Martin | Medium | Open | 1/22/2010 09:33 |
| Reserve | 65538 | Accept/Reject Service Authorization 48129 for Jessica Johnson | Medium | Open | 3/30/2010 10:46 |

- Click **Reserve** under **Action** column. Then click **Reserve** to move task to your **Reserved Tasks** or click **Reserve and View** button to reserve task and view **Task Homepage**.

Task Home: Assignment Task - 52021

Manage

[Add Comment](#)
 [Reserve](#)
 [Forward](#)
 [Restart](#)

[Close](#)
 [Un-Reserve](#)
 [Defer](#)

Subject

Accept/Reject Service Authorization 24593 for Helen Harper

Details

| | | | |
|--------------|---------------------------------|----------------|-----------------|
| Task ID: | 52021 | Status: | Open |
| Priority: | Medium | Deadline: | 2/19/2010 11:42 |
| Reserved By: | Darnell Darnell | Last Assigned: | 5/28/2010 14:08 |
| Time Worked: | 00:00 [Change] | | |

Primary Action

Supporting Information

[Accept/Reject Service Authorization](#)
[Service Authorization Home Page](#)

Note:

- Under **Supporting Information** click **Service Authorization Homepage** link to view detailed SA information.

- Click **Accept/Reject Service Authorization** link under **Primary Action** section. **List Agency Provider Employees** page displays. If a Rendering Provider has been assigned when the SA was created, the Provider will be listed.
- Select from one of the following actions:

List Agency Provider Employees

| Rendering Provider Details | | | |
|----------------------------|--------------------|-------------------|---|
| Rendering Provider Name: | Roseanne Litz | NPI: | 758290 |
| State ID: | 28418 | Address: | 1240 Central Ave Albany (Albany) New York 12205 |
| Employer Name: | All Families First | Employer NPI: | 1234551 |
| Employer State ID: | 28416 | Employer Address: | 1234 Wolf Road Colonie (Albany) New York 12205 |

Click **Accept** button to leave the assigned **Rendering Provider** and accept the SA.

Or

Click **Choose Rendering Provider** button to assign a different **Rendering Provider**. **List Agency Provider Employees** page displays with a list of Providers for the **SA Type**. Click **Select** under **Action** column next to **Rendering Provider** of choice. **List Agency Provider Employees** page displays with selected Rendering Provider populated. Click **Accept** button to accept SA. **Service Authorization Home** page displays with selected Rendering Provider. Or click **Choose Rendering Provider** button to choose a different Rendering Provider.

Or

Click **Reject** button to reject the Service Authorization. **Reject Provider Assignment** page displays. Type **Rejection Reason** (optional). Click **Reject** button. **My Workspace** page displays.

Or

Click **Cancel** button to close. **Task Home** page displays.

Notes:

- For **Service Coordination Service Authorizations** click **Use Currently Assigned Service Coordinator** button to accept **Service Authorization** with assigned Service Coordinator. Or enter search criteria to search for and select another desired Service Coordinator in that Agency.
- The EIO/D will receive a task in their Assigned inbox that the Provider has rejected the Service Authorization for a child. The EIO/D closes the task by clicking the **Service Authorization Home Page** link in the **Primary Action** cluster of the **Task Home** page. The **Service**

Authorization Home page displays and the EIO/D re-assigns the SA using the **Change/Assign Provider and Location** button.