



A place to get quick updates spotlighting what’s happening in the Kentucky Early Intervention System (KEIS). The newsletter is sent on the first Friday of every month and is hosted on [Service Provider Information](#).

### Goodbye, First Steps, Hello KEIS!

Some of you may have noticed that KEIS is getting a new name and look and may be wondering why. “First Steps” is trademarked by Seven Counties Services, Inc. and is not owned by the State program. Since Seven Counties no longer operates the KIPDA Point of Entry, the state determined that rebranding the early intervention program would be necessary. Be on the lookout for the new logo and print materials to begin surfacing as the state and local POE offices formally transition to KEIS. We are excited about all the new materials in the works.

### Billing Reminders

The KEIS State Office will begin posting current Explanation of Benefits (EOBs) and awaiting approval processing dates on the TOTS “Announcement” page weekly at the close of business. Based on submission, the post will provide the processing dates that staff are working on. It will not include processing dates for re-submissions.



### National Parent’s Day Recognition

Early intervention coaches are important in partnering with parents to help their children learn. We know parenting a child with developmental differences is often unplanned and leads to uncertainty for families. Your genuine concern, responsiveness, and use of a coaching framework with parents support a trusting relationship that builds their confidence. We appreciate all you do to support parents and invite you to take a moment and consider how you will continue to recognize their contributions on National Parent’s Day, July 28, 2024.

### TOTS “Consent” Page Update

Prior written consent is an IDEA requirement, and KEIS providers should never see children and families before consent has been obtained. A new “Consent” page has been added to TOTS. Point of Entry (POE) staff have been encouraged to incorporate documentation on the new “Consent” page at the next natural IFSP. Providers can check the child’s file to see if the service coordinator (SC) has documented the consent receipt on the new consent page. If a KEIS provider cannot locate consent, they should contact the family’s SC to determine if consent has been obtained and document the correspondence in the communication log. If consent is on file and the timely services window is ticking, but the provider wasn’t notified and has documented attempts to contact the SC, it won’t be counted as non-compliance against them. The POE would be considered non-compliant for not communicating the consent for KEIS services with the provider.

### Parent Comment on Part C Services

*“KEIS has helped me and my child so much! I appreciate the communication between the therapist and the parents to help us stay on the same page to help excel in my child’s development. Very impressed and highly recommend to anyone!”*

### Contacting the KEIS State Office

KEIS State Office is available for guidance and support. If you have any questions, please contact the following email accounts for assistance:

**General assistance:** [chfs.firststeps@ky.gov](mailto:chfs.firststeps@ky.gov)

**Billing questions:** [chfsfirststepsbilling@ky.gov](mailto:chfsfirststepsbilling@ky.gov)

**Provider information changes and enrollment:**  
[fsproviderenrollment@ky.gov](mailto:fsproviderenrollment@ky.gov)