



KEIS First Friday Focus – October 2024

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](#).

KEIS Staffing Update

KEIS is pleased to announce two new team members: Paul Carlisle, Supervisor of the Billing and Provider Enrollment team and Audrea Collins, Part-time Billing Staff.

Paul is a former KEIS employee who knows billing and will expand his knowledge to include provider enrollment and new supervision requirements.

Audrea is a former state employee who is a fast learner and is familiar with state payment systems.

Welcome to the KEIS team!

Billing Reminders

The KEIS State Office is working diligently to improve timely correspondence. Please use the billing email DPHKEISBilling@ky.gov instead of directly emailing multiple staff. This streamlines responses, decreases backlog, saves time and minimizes confusion. KEIS State Office staff appreciates your help!

New Emails for Contacting KEIS

KEIS State Office is available for guidance and support at the following new email accounts:

General assistance: DPHKEIS@ky.gov

Billing questions:
DPHKEISBilling@ky.gov

Provider information changes/enrollment:
KEISProviderEnrollment@ky.gov



National Case Management Week

In honor of National Case Management Week (October 13-19), KEIS would like to recognize Service Coordinators (SCs) across the state. Service Coordination is the only mandated service under Part C of the Individuals with Disabilities Education Improvement Act. SCs play a critical role for all children and families who receive early intervention services. They ensure families understand their rights and procedural safeguards and coordinate, facilitate and monitor the delivery of services the child and family receive. KEIS loves our SCs and appreciate everything they do to support children, families, and providers.

From Concern to Functional Priority During Ongoing EI Visits

Concerns are the big things that worry families, like when their young child is not talking or walking when they should be. These concerns often lead them to access early intervention services, becoming a primary focus of IFSP outcomes. Functional priorities are the more focused individualized goals that are meaningful to caregivers and are addressed during ongoing visits, such as what they want to happen now and what would make things better during everyday interactions and routines with their child. Framing the discussion, inquiring about the purpose, connecting the priority to routines, setting goals, breaking down big wishes into smaller steps, and reflecting on the functional priority are commonly used scaffolding strategies to ensure our support matches caregivers' current needs.

Streamlining the Referral Process

KEIS is making efforts to streamline referrals. All providers are asked to verify their information on the provider matrix is correct. Guidance can be found on the TOTS homepage using the button for documents and forms. Click the radio button next to "QRG Provider Matrix" on that page. Per the KEIS Service Provider Agreement, providers must update availability details every ninety (90) days and ensure that contact information is accurate on TOTS. Contact KEISProviderEnrollment@ky.gov if any changes need to be made to the contact information listed on TOTS. The date that the Service Provider Information page on TOTS is reviewed must be entered and saved even if no changes are made. The goal is an accurate matrix so service coordinators can review available providers with families and easily make referrals. We appreciate your cooperation as we attempt to make the referral process easier for families, providers and POEs. Thank you!