



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](#).

### Starting the Year on a High Note

The State Lead Agency is pleased to share that we have successfully reached the halfway point of FFY24 without any formal complaints! This reflects our ongoing decline in complaints overall, including a reduction in informal complaints. We sincerely appreciate the dedication of EI providers and service coordinators in upholding regulations, policies and procedures while ensuring family satisfaction.

### KEIS Rate Increase

The Kentucky Department for Public Health is excited to announce the approval of increased rates for providers in the Kentucky Early Intervention System (KEIS), effective February 6, 2025. This adjustment highlights our continued commitment to enhancing the KEIS program. We sincerely appreciate the KEIS providers and professional associations whose efforts have made these rate increases possible. Thank you for your ongoing partnership and dedication to serving the people of Kentucky.

### Contacting KEIS

**General Assistance:**

[DPHKEIS@ky.gov](mailto:DPHKEIS@ky.gov)

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

**Provider Enrollment:**

[KEISProviderEnrollment@ky.gov](mailto:KEISProviderEnrollment@ky.gov)



### Billing Update

The KEIS Billing team is now fully staffed! Thank you for your patience as we cleared the backlog. To help streamline payments, please submit clean claims and ensure timely submission of EOBs for a faster turnaround. If you have any billing questions, contact [DPHKEISBilling@ky.gov](mailto:DPHKEISBilling@ky.gov)

### CEITMP Maintenance

The Sustainability Plan for the KEIS State Systemic Improvement Plan calls for all CEITMP-trained providers to complete periodic maintenance checks to ensure all are continuing to implement high-quality coaching with families. OSEP provides funding for KEIS based on quality and results, and the maintenance checks allow us to collect and report data to OSEP. As such, the Kentucky Department of Public Health facilitated regulation revisions (902 KAR 30:200) to support payment of \$102 for the required, fidelity-authenticated maintenance video. To fully showcase your skills and allow for accurate review, always record sessions with all present in the frame of video to capture interactions and away from environmental sounds (TV, fan, air conditioner, etc.) to ensure clear audio. Service coordinators introduce the potential to record with families during the intake process, and all providers have a script to explain the purpose of the recording.

### Discussing a Potential Diagnosis

We appreciate your commitment to achieving the best outcomes for children and families, including helping caregivers recognize potential signs and symptoms of various conditions. Discussing a possible diagnosis with a family member can be challenging. Here are some tips to help navigate these conversations effectively:

- **Build a Connection First:** Before discussing a potential diagnosis, take the time to develop a relationship with the child and family. Understanding their communication style and establishing trust will help determine when they may be ready for this conversation. Unless a family directly asks for your opinion, it's best to avoid bringing up a possible diagnosis during the first few visits.
- **Follow the Caregiver's Lead:** Pay attention to their response and respect their pace. Some caregivers may want as much information and support as possible, while others may prefer to wait or process things gradually.
- **Be Mindful and Respectful:** Ensure that your approach does not come across as intrusive or make the family uncomfortable.
- **Offer Ongoing Support:** Let families know you cannot diagnose outside of your licensure but are always available to answer questions and provide guidance when they are ready to speak with their primary care provider or request a referral to a specialist.

Your sensitivity and expertise make a meaningful difference in supporting families through this journey.