



KEIS FIRST FRIDAY FOCUS

September 2023

A place where you can get quick updates that spotlight what's going on in Kentucky's Early Intervention System (KEIS) through the listserv on the first Friday of every month Information Page on the [KEIS website](#).

KEIS Family-Centered Practices

Last month you enjoyed an emotional video about the power of family-centered practices and coaching as a child's first steps occurred with a caregiver in New York. Now, witness a grassroot example, as a KEIS provider learns of a similar caregiver priority, invites an observation, and celebrates success. Watch the first steps [here](#).

Billing Updates

KEIS would like to welcome our new Billing Coordinator, Nicole Florence, who transferred from the Kentucky Transportation Cabinet in May. Nicole is a mom to two daughters; she got married this summer and owns a small farm with chickens, ducks, and pigs. We are excited to have Nicole on board to lead the team.

Did you know that the billing mailbox often has 700-900 emails? On average, each email has 3 explanation of Benefits (EOBs), which equates to 2100-2700 separate EOBs! This doesn't include the Gen Log or faxed EOB submissions. Our billing staff is dedicated to working as efficiently as possible to ensure that EOBs are processed timely despite the incredibly high volume.

Billing Tip: Do not submit Duplicative EOBs through the Gen Log since this increases processing time.



Kentucky Public Health
Prevent. Promote. Protect.

New Federal Guidance on Telehealth

New [telehealth guidance](#) from the Health and Human Services (HHS) Office of Civil Rights (OCR) informed providers about post-Public Health Emergency expectations. Providers were given a transition window of May 12-August 9, 2023, to ensure all telehealth platforms were compliant with the Health Insurance Portability and Accountability Act (HIPAA).

Please note that platforms such as Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, standard Zoom, or standard Skype are generally **NOT** HIPAA-compliant modalities for the provision of telehealth services. HHS provides a [list](#) of some vendors that advertise they have HIPAA-compliant video communication products and will agree to enter into a HIPAA Business Associates Agreement (BAA). Additional guidance on BAAs, including sample BAA provisions, is available [here](#). If you have questions, please first consult the resources listed above. If you still have unanswered questions, contact chfs.firststeps@ky.gov.

Agencies and providers are responsible for ensuring compliant tele-intervention platforms. Beginning August 10, 2023, providers are subject to OCR penalties for non-compliance.

Office of Special Education Programs (OSEP) Determinations

[The US Office of Special Education Programs](#) (OSEP) issued a determination of "Needs Assistance" for the Kentucky Early Intervention Program (KEIS). The final scores were 93.75% on the compliance indicators and 50% on the results. The overall score was 71.88%. The two issues that caused the reduction in points were:

- #3 Child Outcomes: no significant increase indicating progress in child scores on the summary statements from last year. The number of children reported assessed did not meet the 65% threshold. Kentucky reported 53.83% of those who exited had useable data.
- #4 Family Outcomes: low response rate, lack of analysis of the response rate to identify potential non-response bias, no report of steps taken to reduce identified bias and promote a response from a broad cross-section of families.

Point of Entry/District Determinations

In addition to State Determinations provided by OSEP, each fiscal year, the SLA is required to evaluate the POEs' performance as it relates to the SPP/APR indicators. For FFY 2021 (July 1, 2021 to June 30, 2022), all 15 POEs met requirements. This designation is a direct result of the hard work of POE staff and providers to ensure timelines are met, and appropriate services are provided.

We appreciate and congratulate you all!