Issue Clarification

Date: March 7, 2022

Topic: Authorizations and Claiming for Interpreter Services

Audience: Independent Providers; Provider Agencies; SPOEs

Issue for Clarification: Procedures to authorize and log interpreter services

Clarification: Indiana First Steps is responsible for ensuring families referred to and enrolled in the program are provided with information on their rights and procedural safeguards in their native language. To learn more about what activities must be completed in the child or family's native language review 34 CFR Part 303 (https://www.ecfr.gov/current/title-34/part-303).

To meet the needs of children and families receiving interpreter services updated guidance documents are included in this clarification outlining the procedures to authorize interpreter services and log interpreter services for payment.

Guidance Documents Included in Clarification

- Interpreter Services Authorizations FAQs

- Creating Intake Activity Authorizations for Interpreter Services

- Creating Evaluation and Assessment Authorizations for Interpreter Services

- Creating IFSP Activity Authorizations for Interpreter Services

- Entering Evaluation and Assessment Service Logs for Interpreter Services

- Entering Intake and IFSP Activity Service Logs for Interpreter Services

- Interpreter Services Activity Tracker

First Steps State Administration

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EIHub Interpreter Services – Frequently Asked Questions

Are individuals providing interpreter services required to be enrolled with Indiana First Steps?	Interpreter service providers are not required to be enrolled with Indiana First Steps if: 1. The individual is not an independent provider. *Independent providers must be enrolled with the program for authorizations and payments to issued.* 2. The agency or SPOE will be entering the service logs for the provider. *If the individual provider will be entering their own service logs directly into the Service Logging module of EIHub they must enroll with the program.*
How are authorizations for Intake activities issued in the Case Management module?	An authorization should be entered for interpreter services under the "Services" tab in the Case Management module for 2 months with the authorization starting on date of referral. The authorization should be issued as 2 times total for 90 minutes. This authorization should only be used to contact the family, schedule meetings, and attend the intake meeting. This authorization is not for the evaluation/assessment or the initial IFSP meeting. SPOE staff must enter the authorization. Please refer to the "Creating Interpreter Service Auths - Intake" guide.
How are Intake activities claimed in the Service Logging module?	In the Service Logging module, Intake activities should be claimed by selecting "Enter Visit". In general, it is recommended the service log be entered as 1 log per month for up to 90 minutes total. The date of service should be entered as the first date during the month the provider completed an activity. Please refer to the "Interpreter Service Activity Tracker" template and the "Entering Interpreter Service Logs – Intake and IFSP Activity" guide.
How are authorizations for Evaluation/Assessment issued in the Case Management module?	An authorization is entered for the initial, annual, or add-on evaluation/assessment as needed. The authorization should be entered under the "Assessment" tab in the Case Management module. This authorization may only be used for the time spent with the child and family while the evaluation/assessment is being administered. SPOE staff must enter the authorization. Please refer to the "Creating Interpreter Service Auths - Eval Assessment" guide.

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How are Evaluation/Assessment claimed in the Service Logging module	In the Service Logging module, the Evaluation/Assessment should be claimed by selecting "Enter Eval".
	This authorization may only be used for the time spent with the child and family while the evaluation/assessment is being administered.
	Please refer to the "Entering Interpreter Service Logs – Eval Assessment" guide.
How are authorizations for activities during the IFSP period issued?	An authorization should be entered for interpreter services under the "Service" tab in the Case Management module for the entire length of the IFSP. The authorization should be issued as the number of months of the IFSP (e.g.,13) times total for 90 minutes.
	This authorization may only be used for activities related to the development of the IFSP and provision of IFSP services (e.g., IFSP development meetings, scheduling ongoing IFSP services with the family, attending ongoing IFSP service sessions, attending IFSP team meetings, etc.).
	SPOE staff must enter the authorization. Please refer to the "Creating Interpreter Service Auths – IFSP" guide.
How are activities during the IFSP period claimed in the Service Logging module?	In the Service Logging module, activities during the IFSP period should be claimed by selecting "Enter Visit". In general, it is recommended the service log be entered as 1 log per month for up to 90 minutes total.
	The date of service should be entered as the first date during the month the provider completed an activity.
	Please refer to the "Interpreter Service Activity Tracker" template and the "Entering Interpreter Service Logs – Intake and IFSP Activity" guide.
Why do interpreters not need a separate authorization for IFSP Team Meetings?	An interpreter is always providing the same service regardless of the meeting type and therefore does not need a different authorization. The rate for interpreter services is the same for all activities completed.
Why do interpreters need a separate authorization for Evaluations and Assessments?	Evaluations and Assessments typically take a longer amount of time to complete than other activities. To accommodate this, the evaluation/assessment authorizations are entered separately to ensure all time spent with the child and family while the evaluation/assessment is being administered can be claimed.
What is the rate for Interpreter Services?	The rate for Interpreter Services: • Off-site = $14.91/15 minutes • On-site = $14.91/15 minutes
What do "off-site" and "on-site" mean?	"Off-site" means the interpreter is physically present with the child and family in the family's natural environment (e.g., home, child care, park, etc.) or participating in a virtual visit. "On-site" means the interpreter is in their office, clinic, or home-office.

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EIHub Interpreter Services Authorizations
Creating Intake Activity Authorizations for Interpreter Services
in the Case Management Module

To enter an interpreter services authorization the user must first open the child's record in the Case Management module of EIHub (https://hub.prod.ineihub.com/).

This authorization can only be used for activities prior to the Initial IFSP meeting taking place (e.g., contacting the family after referral, scheduling the intake meeting, attending the intake meeting, discussing eligibility, scheduling the Initial IFSP meeting, etc.). This type of authorization is often issued to an independent interpreter or an interpreter associated with the SPOE.

This authorization is **not** for the evaluation/assessment or Initial IFSP meeting.

The authorization can be issued to the independent interpreter, agency, or SPOE.

1. Navigate to the "Services" tab
2. Select the "Services Information" panel
3. Click "Add"
    a. System will automatically open to the "Service Information" panel
4. Select "State" as the "Pay Source"
5. Type "Direct Child Treatment" as the "Program"
    a. A green circle with a check mark will appear on this field
6. Select "Interpreter Services" the type of service being authorized as the "Service Type"
7. Select "Inactive" as the "Enrollment Status"
8. Click "Submit"
    a. System will automatically generate an authorization number
9. Navigate to the "Service Delivery" tab
    a. Only enter information required (as outlined below) in this tab
10. Enter the "Start Date" of the service authorization as the date of the referral
11. Enter the "End Date" of the service authorization as 2 months from the date of referral
12. Enter the "Quantity" as 2
13. Select the "Frequency" of visits as "Total"
    a. This allows the authorization to be claimed against as needed
14. Select the "Length" as 90 minutes per visit
    a. This allows the authorization to be claimed against for multiple activities that total 90 minutes of interpretation service
15. Click "Submit"

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Assign the Agency to the IFSP Service Authorization

16. Navigate to the "Company Assignment" panel
17. Select the independent provider/agency/SPOE that will be providing the service as "Company Name"
    a. This is the payee's name
18. Click "Submit"

Assign the Provider to the Authorization

Note: It is not required to add the name of the specific interpreter to the authorization. However, if the provider is not named, only the admin/support staff will be able to enter a log for the authorization in the Service Logging module.

19. Navigate to the "Therapist Assignment" panel
20. Click "Add"
    a. The system will open a pop-up to add provider's name
21. Select the provider's name in the "Therapist" field
    a. This can be the name of the individual provider or the generic agency interpreter
22. Click "Submit"

Activate the Service Authorization

23. Navigate to the "Service Information" panel
24. Select "Active" as the "Enrollment Status"
25. Click "Submit"

View the Authorized Service in the Child's Record

26. Navigate to the "Services" tab
27. View the newly authorized service listed in the services grid

Reminder: Once the authorization is "Active" only the name of the provider under the "Therapist Assignment" panel and the diagnosis code under the "ICD-10 Diagnoses" panel may be updated. All other changes to an authorization will require the first authorization to be end dated and inactivated before a new authorization with the updated information is entered.

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EIHub Evaluation and Assessment Authorizations
Creating Evaluation and Assessment Authorizations for Interpreter Services in the Case Management Module

To enter an interpreter services evaluation and assessment authorization the user must first open the child's record in the Case Management module of EIHub (https://hub.prod.ineihub.com/).

This authorization can only be used for the evaluation and assessment and may only be used for a **single** date of service.

The authorization can be issued to an independent interpreter, agency, or SPOE.

1. Navigate to the "Assessment" tab
2. Select the "Evaluation Information" panel
3. Click "Add Evaluation Information"
    a. System will automatically open to the "Evaluation Information" panel
4. Select "State" as the "Pay Source"
5. Click the "binoculars" icon in the "Program" field
    a. System will open a pop-up to select the program
6. Select "Intake Activity" from the "Program" pop-up
7. Select "Interpreter Services" as the "Service Type"
8. Select "Active" as the "Authorization Status"

Initial Evaluation and Assessment Authorization
Note: All Initial Evaluation and Assessments are required to be completed within 45 days from the date of referral unless there is a documented family exceptional circumstance.
9. Enter the "Start Date" of the service authorization as the date of the referral
10. Enter the "End Date" of the service authorization as 2 months from the date of referral
    a. 2 months is used to ease data entry, not as permission to go beyond 45 days

Annual Evaluation and Assessment or Add-On Assessment Authorization
Note: All Annual Evaluation and Assessments are required to be completed prior to the expiration of the existing IFSP unless there is a documented family exceptional circumstance.
9. Enter the "Start Date" of the service authorization as date the authorization was requested
10. Enter the "End Date" of the service authorization as 2 months from the date of the request
    a. 2 months is used to ease data entry, not as permission to go beyond the existing IFSP
11. Select the independent provider/agency/SPOE providing the service as "Agency"
    a. This is the payee name
12. Click "Submit"
    a. System will automatically generate an authorization number

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Add a Diagnosis Code to an Evaluation/Assessment Authorization

Note: For the purposes of Interpretation Services, the diagnosis code entered is only needed for completing a log in the Service Logging module.

13. Navigate to the "ICD-10 Diagnoses for Evaluation" panel
14. Click "Add"
    a. The system will open a pop-up to select the ICD10 code
15. Enter the child's diagnosis
16. Click "Submit"

Assign the Provider to the Evaluation/Assessment Authorization

Note: It is not required to add the name of the specific interpreter to the authorization. However, if the provider is not named, only the admin/support staff will be able to enter a log for the authorization in the Service Logging module.

17. Navigate to the "Evaluator Assignment" panel
18. Click the "binoculars" icon in the "Primary Evaluator" field
    a. The system will open a pop-up to select the provider
19. Select the appropriate provider's name in the "Therapist" field from the "Primary Evaluator" pop-up
20. Click "Save"

Viewing the Authorized Evaluation/Assessment Activity

21. Navigate to the "Assessment" tab
22. View the newly authorized evaluation/assessment activity in the grid

Reminder: Once the authorization is "Active" only the name of the provider under the "Therapist Assignment" panel and the diagnosis code under the "ICD-10 Diagnoses" panel may be updated. All other changes to an authorization will require the first authorization to be end dated and inactivated before a new authorization with the updated information may be entered.

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EIHub Interpreter Services Authorizations
Creating IFSP Activity Authorizations for Interpreter Services
in the Case Management Module

To enter an interpreter services authorization the user must first open the child's record in the Case Management module of EIHub (https://hub.prod.ineihub.com/).

This authorization can be used for all activities related to the child's IFSP services (e.g., attending IFSP development meetings, scheduling ongoing IFSP services with the family, attending ongoing IFSP service sessions, scheduling IFSP team meetings, attending IFSP team meetings, etc.).

This authorization is **not** for activities completed related to the child's intake or evaluation/assessment.

The authorization can be issued to an independent interpreter, agency, or SPOE. Each entity providing interpretation services for IFSP activities must have their own authorization. Only one interpreter may attend any meeting.

1. Navigate to the "Services" tab
2. Select the "Services Information" panel
3. Click "Add"
   a. System will automatically open to the "Service Information" panel
4. Select "State" as the "Pay Source"
5. Type "Direct Child Treatment" as the "Program"
   a. A green circle with a check mark will appear on this field
6. Select "Interpreter Services" the type of service being authorized as the "Service Type"
7. Select "Inactive" as the "Enrollment Status"
8. Click "Submit"
   a. System will automatically generate an authorization number
9. Navigate to the "Service Delivery" tab
   a. Only enter information required (as outlined below) in this tab
10. Enter the "Start Date" of the service authorization as the first day of the IFSP
11. Enter the "End Date" of the service authorization as the last day of the IFSP
12. Enter the "Quantity" as number of months the IFSP is active
    a. Include the month the IFSP starts and ends in the calculation
    b. e.g., "13" for IFSP active from January 24, 2021 – January 23, 2022
    c. e.g., "6" for IFSP active from January 30, 2021 – June 2, 2021
13. Select the "Frequency" of visits as "Total"
    a. This allows the authorization to be claimed against as needed
14. Select the "Length" as 90 minutes per visit
    a. This allows the authorization to be claimed against for multiple activities that total 90 minutes of interpretation service
15. Click "Submit"

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Assign the Agency to the IFSP Service Authorization
16. Navigate to the "Company Assignment" panel
17. Select the independent provider/agency/SPOE that will be providing the service as "Company Name"
    a. This is the payee's name
18. Click "Submit"

Assign the Provider to the Authorization
Note: It is not required to add the name of the specific interpreter to the authorization. However, if the provider is not named, only the admin/support staff will be able to enter a log for the authorization in the Service Logging module.
19. Navigate to the "Therapist Assignment" panel
20. Click "Add"
    a. The system will open a pop-up to add provider's name
21. Select the provider's name in the "Therapist" field
    a. This can be the name of the individual provider or the generic agency interpreter
22. Click "Submit"

Add ICD-10
Note: For the purposes of Interpretation Services, the diagnosis code entered is only needed for completing a log in the Service Logging module.
23. Navigate to the "ICD-10 Diagnoses" panel
24. Click "Add"
    a. The system will open a pop-up to add the diagnosis code
25. Enter the child's diagnosis
26. Click "Submit"

Activate the Service Authorization
27. Navigate to the "Service Information" panel
28. Select "Active" as the "Enrollment Status"
29. Click "Submit"

View the Authorized Service in the Child's Record
30. Navigate to the "Services" tab
31. View the newly authorized service listed in the services grid

Reminder: Once the authorization is "Active" only the name of the provider under the "Therapist Assignment" panel and the diagnosis code under the "ICD-10 Diagnoses" panel may be updated. All other changes to an authorization will require the first authorization to be end dated and inactivated before a new authorization with the updated information is entered.

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EIHub Service Logs
Entering Evaluation and Assessment Service Logs for Interpreter Services
in the Service Logging Module

To add a service log, you must first open the Service Logging module of EI Hub.
(https://hub.prod.ineihub.com/)

This authorization may only have **one** service log submitted and may only be used for the time spent with the child and family while the evaluation/assessment is being administered.

Time spent contacting the family prior to the Evaluation and Assessment may **not** be included in the total amount of time for this activity. This should be included in the time spent completing Intake activities.

1. Navigate to the "Rendering Provider Portal" or "Clerical Portal"
2. Select "All Cases" from the menu
3. Search for the child by name or First Steps Child ID
4. Click "Action"
5. Select "Enter Evaluation"
   a. The system will open the service log
6. Select or confirm the name of the authorized direct service provider in the "Provider" field
7. Select the correct authorization displayed in the "Authorization" section
   a. The system will auto populate the authorization number in the "Service Authorization" field
   b. The system will auto populate the "Service Type" field based on the authorization selected
8. Enter the date of the activity in the "Date of Evaluation" field
9. Enter the time the activity began in the "Start Time" field
10. Enter the time the activity ended in the "End Time" field
11. Select the type of evaluation in the "Visit Code" field
    a. You must select a visit code ending with "(B)" in order to be paid
12. Select the location of the <u>child</u> during the visit as the "Location Type" field
13. Select the <u>provider's</u> location during the visit as the "Location Code" field
    a. "On-site" means the activity took place at the provider's office/clinic
    b. "Off-site" means the activity took place away from the provider's office/clinic
    c. If the was activity completed as a virtual visit, "Off-site" may be selected
14. Select "T1013" in the "CPT Code" section
15. Enter the number of units per CPT code utilized during the visit
    a. 1 unit = 15 minutes
16. Select the ICD-10 code
17. Supporting documents from the visit may be uploaded in the "Files" section

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18. Select all who participated during the visit in the "Session Participants" section
    a. Eligibility Determination (ED) Team members should be marked as "Other"
19. Enter any necessary comments in the "Comments" section
20. Click "Save and Review" in the upper right corner
    a. System will automatically open a summary of the information entered in the service log
21. If Interpreter is completing the service log, enter provider signature
22. Click "Close" in the upper left corner
23. The service log is now saved and available to move through the billing process

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EIHub Service Logs
Entering Intake and IFSP Activity Service Logs for Interpreter Services
in the Service Logging Module

To add a service log, you must first open the Service Logging module of EI Hub.
(https://hub.prod.ineihub.com/)

Intake activities are all activities prior to the Initial IFSP meeting taking place (e.g., contacting the family after referral, scheduling the intake meeting, attending the intake meeting, discussing eligibility, scheduling the Initial IFSP meeting, etc.). These activities are often completed by an independent interpreter or an interpreter associated with the SPOE. Only **one** interpreter may attend any meeting.

IFSP activities are all activities completed during the IFSP year (e.g., attending IFSP development meetings, scheduling ongoing IFSP services with the family, attending ongoing IFSP service sessions, scheduling IFSP team meetings, attending IFSP team meetings, etc.). These activities may be completed by an independent interpreter, agency, or SPOE. Only **one** interpreter may attend any meeting.

It is recommended the service log be entered as one (1) log per month for up to 90 minutes total. The date of service should be entered as the first date during the month the provider completed an activity. An activity tracker must be uploaded with the service log if multiple activities are submitted for a single service log.

1. Navigate to the "Rendering Provider Portal" or "Clerical Portal"
2. Select "All Cases" from the menu
3. Search for the child by name or First Steps Child ID
4. Click "Action"
5. Select "Enter Visit"
   a. The system will open the service log
6. Select or confirm the name of the authorized direct service provider in the "Provider" field
7. Select the correct authorization displayed in the "Authorization" section
   a. The system will auto populate the authorization number in the "Service Authorization" field
   b. The system will auto populate the "Service Type" field based on the authorization selected

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If One Date of Service for One Activity is Logged

8. Enter the date of the activity in the "Date" field
9. Enter the time the activity began in the "Start Time" field
10. Enter the time the activity ended in the "End Time" field
11. Select where the child was located during the activity as the "Location Type"
    a. Enter address of child during activity if the system does not auto populate fields
12. Select the <u>provider's</u> location during the majority of activities as the "Location Code" field
    a. "On-site" means child came to the provider's office/clinic
    b. "Off-site" means the visit took place away from the provider's office/clinic
    c. If the was visit completed as a virtual visit, "Off-site" may be selected

If Multiple Dates of Service for Multiple Activities are Logged

8. Enter the date the first activity was completed in the "Date" field
9. Enter the "Start Time" as 8:00 a.m.
10. Enter the "End Time" to be equal to the total number of minutes for activities up to 90 minutes
    d. Activity tracker must be uploaded as supporting documentation
11. Select "Home" as the "Location Type"
    a. The system will auto populate the child's home address
12. Select the <u>provider's</u> location during the activity as the "Location Code" field
    a. "On-site" means child came to the provider's office/clinic
    b. "Off-site" means the visit took place away from the provider's office/clinic
    c. If the was visit completed as a virtual visit, "Off-site" may be selected

13. Select the CPT code "T1013"
14. Enter the number of units per CPT code utilized in total for the activities (1-6 units)
    a. 1 unit = 15 minutes
15. Select the ICD-10 code
16. Upload the activity tracker and/or any other supporting documentation for the activities
17. Select "Interpreter Services (B)" as the "Visit Code"
18. Select "Face to Face Visit Summary" as the "Form"

If One Date of Service for One Activity is Logged

19. Select the "Time Zone"
20. Select the "Delivery Method"
21. Select the "Session Participants"
    a. Service Coordinator and other First Steps providers should be marked as "Other" and named in the "Participants (Specify Other)" field
22. Summarize the activity in "What happened during the visit?" field

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If Multiple Dates of Service for Multiple Activities are Logged

19. In "What happened during visit?" field type "See attached activity log"
    a. Skip to step 23

23. Click "Save and Review" in the upper right corner of the screen
24. If interpreter is completing the service log, add signature by clicking "Provider Sign Here"
    a. Parent signature is not required
25. Click "Close" in upper left corner of the screen
26. Service log is complete and now available to move through the billing process

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EIHub Interpreter Services – Activity Tracker

Authorizations for Intake and IFSP activities allow flexibility in how services are logged in the Service Logging module. It is recommended that services are enter in Service Logging monthly or once 90 minutes of service is provided to the child and family.

As multiple activities may need to be completed over multiple days (e.g., phone calls to family, attending meeting, attending session, etc.) for 90 minutes to be reached, it is imperative that a log is kept for auditing purposes. This log must be attached to the submit service log if multiple activities were completed to reach 90 minutes of service.

Child Name			FSID		DOB	Authorization #
Date	**Activity**	**Location Code**	**Start Time**	**End Time**	**Minutes**	**Summary**
Ex. 02/15/2022	*Ex. Phone Call*	*Ex. On-site*	*Ex. 9:05 am*	*Ex. 9:15 am*	*Ex. 10*	*Ex. Scheduled intake meeting for 02/28/22 at 10:30am. Spoke with parent, Abby.*
Ex. 02/28/2022	*Ex. Intake Meeting*	*Ex. Off-site*	*Ex. 10:30 am*	*Ex. 11:45 am*	*Ex. 75*	*Ex. Attended intake meeting with parent, Abby, and Service Coordinator, Mary.*