

FIRST STEPS EARLY INTERVENTION SERVICES SYSTEM
Rider B: Service Coordinator

Provider Name (Organization/Independent Provider)

Service Coordinator Name

- A. Definition of Service Coordinator Services:** The Service Coordinator has represented to the Division of Disability and Rehabilitation Services (DDRS) the ability to provide service coordination for eligible children and their families under this program, certifying that he/she meets all current state credentialing and/or licensure requirements established as of the effective date of this Agreement. Service coordination activities include the active monitoring, review and revisions of the Individualized Family Service Plan (IFSP) with the family members and Service Providers, service delivery monitoring, advocacy and transition services into, within, and from the service delivery system. Service Coordinators are obligated to inform the family of their rights, opportunities and responsibilities under this program in an accurate and timely manner. Service Coordinators must ensure that the practices as set forth in detail in the First Steps Practice Manual are implemented correctly.
- B. The Service Coordinator agrees to:**
1. Be knowledgeable of and abide by all applicable federal and state laws, rules, regulations, and policies related to the First Steps Early Intervention Services System (First Steps) including but not limited to 20 U.S.C. §1431 et seq.; 34 C.F.R. Part 303 (Early Intervention Program for Infants and Toddlers with Disabilities); 34 C.F.R. Part 99 (Family Education Rights and Privacy Act (FERPA)); 34 C.F.R. Part 104 (Nondiscrimination on the Basis of Handicap); Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. §794 and 45 CFR Part 84); the Americans with Disabilities Act of 1990 (42 U.S.C. §12101 et seq.); PL 104-191 (Health Insurance Portability and Accountability Act of 1996 (HIPAA)); 470 IAC 3.1 and successor rules and IC 12-12.7-2 (First Steps Early Intervention System);
 2. Attend and participate in all mandatory trainings offered by the United Training System (UTS);
 3. Continually meet and maintain all applicable and necessary standards and regulations for licensing, credentialing, program licensure and funding requirements for services provided. This expressly includes the assurance by the Service Coordinator that he/she will complete all obligated licensure and enrollment requirements. The Service Coordinator will also submit a provider annual update and complete credentialing activities within two (2) years of enrollment with the Central Reimbursement Office (CRO). The Service Coordinator understands and agrees that invoices will not be paid without proper licensing and credentialing activities completed;
 4. Provide service coordination to eligible children and their families upon referral as set forth in the IFSP. These responsibilities include, but are not limited to:
 - a) Assisting in the implementation and monitoring of the IFSP with the parent(s)/legal guardian(s);
 - b) Conducting formal and informal review of the IFSP with the parent/legal guardian and other IFSP Service Providers, ensuring that at least quarterly, written progress reports are obtained from each Service Provider and reviewed with the parent/legal guardian in a timely manner;
 - c) Facilitating the provision of assessments at no cost to the family as requested by the IFSP Team;
 - d) Completing all required paperwork and assisting the family in identifying and accessing additional resources and programs;
 - e) Ensuring that, at a minimum, a quarterly review and an annual evaluation of the IFSP is conducted, and that the new IFSP generated from this evaluation meeting is incorporated into the child's record at the System Point of Entry (SPOE), and that the appropriate authorizations for funding are obtained;
 - f) Meeting and communicating regularly with the parent/legal guardian as defined in the IFSP, and conducting these contacts using a variety of communication techniques (including, but not limited to, face-to-face, telephone, written correspondence, and team meetings) to ensure that the family is well informed and is an active participant in the implementation of the IFSP;
 - g) Facilitating the transition activities into, within, and from First Steps for eligible children;
 - h) Advocating that the eligible child receives appropriate services;

5. Ensure, at all times, that his/her representation of DDRS, including the SPOE(s) is accurate and family-centered, and that no activities are conducted that are adversarial to or inconsistent with federal and state program policies, regulations and practices;
6. Notify the SPOE of any planned or recommended changes in the delivery of services to eligible children under this Agreement, including the termination of services prior to the end of the period of services as reflected on the IFSP. This must take place within two (2) days of parent/guardian signed consent;
7. Maintain the child's early intervention record at the SPOE for all referred and eligible children, with originals of releases, consents, IFSPs, eligibility form, and evaluation/assessment materials and for five (5) years after the child has exited First Steps. All other required documentation may be legible copies;
8. Submit monthly clinical records on a quarterly basis to the SPOE for each individual child/family receiving service coordination services;
9. Make available to state personnel, and their agents, all records and information necessary to assure the appropriateness of payments made to the Provider and to assure the Service Coordinator's compliance with all applicable statutes and regulations. Such records and information shall include, without being limited to, the following:
 - a) financial records;
 - b) records of all services for which payments have been made, or are to be made, by the CRO, including all claims support documentation as required by First Steps;
 - c) Service Coordinator credentialing records;
10. Provide accurate information for the statewide service provider matrix and update Service Coordinator's availability at least monthly or as changes occur;
11. Maintain business e-mail and dedicated fax and phone line.

C. *The DDRS agrees to:*

1. Include the Service Coordinator on the statewide service provider matrix for service coordination services he/she is qualified for and has agreed to provide for eligible children and their families;
2. Have the CRO use a schedule of maximum allowable fee reimbursements for all authorized service;

D. *The Service Coordinator and DDRS mutually agree to:*

1. Ensure the provision of services using appropriately credentialed and/or licensed early intervention service providers, and to maintain the integrity of the IFSP process through accurate and timely implementation of the services as mutually determined and agreed to by the IFSP Team, and consented to in writing by the child's parent/legal guardian;
2. Ensure services are family-centered, inclusive and culturally competent, understanding the importance of involving the child and family members in service planning and in the development of outcomes identified in the IFSP;
3. Ensure effective implementation of procedural safeguards for each eligible child and family; and each Service Coordinator shall ensure that family members are knowledgeable about services provided and transition activities into, within, and from the service delivery system;
4. Participate in the routine monitoring and supervision activities as set forth, including self-assessment, on-site monitoring, data collection and reporting obligations, record or chart audits, financial audits, complaint investigation, and consumer satisfaction surveys.

E. *Rider Effective Dates:* For initial, original enrollment, the agreement effective date is the date of the actual enrollment. For renewal agreements, the effective date will be the signature date. This Rider constitutes the agreement between the parties. No representation oral or written not incorporated herein shall be binding upon the parties. This Rider, upon execution, supersedes and replaces any prior Rider B: Service Coordinator Agreement previously executed by the Service Coordinator.

F. *Conflict of Interest:* The assigned Service Coordinator cannot provide direct early intervention services. No

individual early intervention direct Service Provider may be the assigned Service Coordinator for an individual child. The Service Coordinator agrees that he/she, their spouse, children, or other relatives by direct descent or marriage, shall not benefit directly or indirectly from the responsibilities and obligations agreed to within this Rider. These obligations include, but are not limited, to, referral activities for assessment, evaluation and/or direct service delivery for an eligible child and/or family.

G. The Service Coordinator agrees to the following terms and conditions:

1. This Agreement, or any individual Rider B, may be terminated by DDRS with thirty (30) days advance written notice via certified mail or certified email for the following reasons:

- a) violation of this agreement;
- b) result of a First Steps complaint investigation;
- c) conviction of a Service Coordinator of a felony;
- d) conviction of a Service Coordinator of a misdemeanor relating to the health or safety of children;
- e) mutual agreement of the parties to this agreement;
- f) for any reason, if the DDRS determines that such termination is in its best interest.

Termination of services shall be effected by delivery to the Service Coordinator of a Termination Notice at least thirty (30) days prior to the termination effective date. The Service Coordinator shall be compensated for services properly rendered prior to the effective date of termination. DDRS will not be liable for services performed after the effective date of termination.

2. This Agreement may be terminated by the Service Coordinator with thirty (30) days advance written notice. Notice must be delivered via certified mail or certified email to the provider enrollment contractor;

3. If DDRS determines based on circumstances that the health, safety, or welfare of children or families may be at risk by continued provision of services by a Service Coordinator, it may issue an emergency suspension under IC 4-21.5-4 of any agreement with the Service Coordinator to provide services under this program.

Signature of Service Coordinator

Date

Service Coordinator Name (Printed)