**Promoting Effective and Efficient Fiscal Management Part 2**

**Questions and Answers**

1. Could you give more specifics on calculating the 3 months (for the family contacts required under EI TCM)? If the last family contact was on April 15th, when is the latest date for the next family contact?

At a minimum, a phone, email, text, or a face-to-face contact with the family must occur every three calendar months (i.e. if the service coordinator contacts the family on October 7 and November 10, then the next contact must be made no later than the last day of February). *Practice Manual Chapter 11, p. 25-26.*

1. Getting denied and being given a code 0195.

Virginia Medicaid EOB Description for Denial Code 0195-Referral Provider Not on File. This means that the claim was submitted by a provider other than a CSB or Health Department and the ORP Physician is not enrolled as a Medicaid Provider. If you have questions regarding future Denial codes feel free to contact the DMAS Helpdesk at 1-800-552-8627.

1. Can you also give us the reference in the Part C manual (or DMAS manual) for not billing EI TCM for a child who is hospitalized for an entire month?

EI TCM may not be billed for any month in which the child was hospitalized for the entire month. However, EI TCM can be billed if service coordination/case management activities occur when the child is not hospitalized for the entire month and the allowable service coordination/case management activities occur before or after the hospitalization. *Practice Manual, Chapter 11, p. 27*

1. I thought there was a requirement to have a family contact in the month after the initial / annual IFSP, but I don't see that in the PM anymore. Is that no longer a requirement?

At a minimum, a phone, email, text, or a face-to-face contact with the family must occur every three calendar months, or there must be documented attempts of such contacts. Three-calendar months does not mean every 90 days, nor does it mean quarterly. The contacts must begin no later than the next month after the month that the initial IFSP is signed, and the 3-calendar-month period restarts after each contact. *Practice Manual Chapter 11, p. 25*

1. Based on the wording in the PM regarding contact in Chapter 11, page 25:

“At a minimum, a phone, email, text, or a face-to-face contact with the family must occur every three calendar months, or there must be documented attempts of such contacts. Three-calendar months does not mean every 90 days, nor does it mean quarterly. The contacts must begin no later than the next month after the month that the initial IFSP is signed, and the 3-calendar-month period restarts after each contact.”  Does this mean that the initial IFSP does not count as a face-to-face activity for EI TCM?

There must be documented face-to-face interaction between the service coordinator and the family at the development of the initial IFSP and the annual IFSP along with documentation that the service coordinator observed the child during the calendar month that the IFSP meeting was held. *Practice Manual Chapter 11, p. 26.* This requirement is in addition to the requirement for monthly communication. The observation of the child during the month the initial or annual IFSP is intended to assure that the service coordinator actually sees the child. Meeting this requirement is a prerequisite for billing for the month the IFSP is developed and for billing each month after development of the IFSP. The every three calendar month contact requirement is in addition to this requirement.

**The following Q & A’s below from a document from 2011 are still relevant.**

1. What if an IFSP review meeting is held during the month that the family contact is required and the contact is face to face though the family’s preferred contact method is email or phone?  Would the face to face contact meet the requirement for that month for the family contact?

Yes

1. The every three month contacts after the annual IFSP – when do they begin?  If the annual IFSP is written on September 15th, is the next three month contact required to be done by the end of December?  But it is not required to be done in October (as it would be after the initial IFSP), right?

Since you had a contact during the annual IFSP, the next family contact would be due three months from then.  In this example, this would be by the end of December.

**CLARIFICATION FROM DISCUSSION DURING WEBINAR:**

1. If a Local System has documented efforts to reach a family for the 3 month contact and cannot reach them in any way, can they bill if they have done other allowable SC activities? Can they bill for the next month or is billing suspended at some point until they make that contact with the family?

Yes, the Local System can bill for the month they were due to make a contact as long as there is documented efforts to make the contact AND the Local System completed another allowable activity for that month. Local system can also bill for subsequent months during which they complete an allowable activity. However, even though the documentation of attempts to contact satisfies the required contact for the three month period, Local Systems should be continuing their efforts to contact the family rather than waiting until the next family contact is due. The fact that the family cannot be reached may indicate a greater need for communication and support. *Practice Manual Chapter 11, p. 26*