

New York City Billable AND Non-Billable Service Coordination Activities

Service Coordination activities are cumulative on a daily basis.

12-B. EVALUATION PROCESS (INITIAL SERVICE COORDINATION)

Note: Detailed information about the Initial Service Coordinator (ISC) 's responsibilities to assist the family in arranging an evaluation to determine the child's eligibility and in understanding the results of the evaluation can be found in the NYS Early Intervention Program Regulations, 10NYCRR 69-4.7(j) - (n).

CATEGORY	BILLABLE SC ACTIVITIES	NONBILLABLE SC ACTIVITIES
Contacts	<ul style="list-style-type: none"> • Speaking with parent, EI/OD, provider, or any other person involved with the child/family on the phone when he/she responds to the Service Coordinator (SC)'s message. • Leaving one (1) or more messages in the same day for a parent, an EI/OD, a provider, or other person involved with the child/family where the total time spent is five (5) minutes or more. (You may consolidate activities for the same child done on the same day that together add up to a full unit of service coordination – e.g., three phone calls at two (2) minutes each; two (2) or more activities that together total at least five (5) minutes, etc.) 	<ul style="list-style-type: none"> • Billing for contacts that takes less than five (5) minutes (e.g. leaving a message for a parent, an EI/OD, a provider, or other person involved with the child/family) when the total time spent on the child for that day is less than 5 minutes. • Receiving a message. • Leaving a message on voicemail • Writing notes or letters to a child's health care provider about the child.
Meetings	Attending the child's evaluation and/or other meetings, upon parental request and, if appropriate, (ISC cannot bill simultaneously for both ISC and translator functions).	Participating in general meetings, such as: <ul style="list-style-type: none"> • Supervisory conferences; • Team meetings; • Trainings and other conferences sponsored by their agency.
Gathering Information	Making telephone calls to ensure that evaluation site has conducted the evaluation.	

<p>Providing Information to Families</p>	<ul style="list-style-type: none"> • Ensuring that parent/guardian has received copies of the MDE and discussing parental/guardian reaction to the MDE. • Facilitating a meeting between the evaluation agency and parent as necessary. 	<ul style="list-style-type: none"> • Discussing evaluation results with the parent or the child’s medical provider (this is the evaluation team’s responsibility). • Billing for SC delivered to more than (1) child/family during the same period of time (In the event of multiple births or two (2) or more EI children in the same family, the SC time should be divided among the children and billed accordingly or can be billed to one (1) child but not the others. Ex: 32 min split between 2 or more children cannot result in more than 3 units in total). • Writing notes in child’s case record. • Providing clinical counseling services to parents. • Providing written notice to parents to families regarding denial of eligibility.
<p>Administrative Tasks</p>	<p>At the parent’s request writing a letter on behalf of the child/family (for example, to the Housing Authority regarding the child’s special needs).</p>	<p>Performing administrative/clerical activities including, but not limited to:</p> <ul style="list-style-type: none"> • Xeroxing; • Filling out billing forms; • Scheduling evaluators who are employed by the same EI provider as the SC; • Organizing paperwork; • Mailing, faxing, or receiving a letter or form; • Asking the Regional Office for forms or how to fill out forms; • Completing EI forms; • Completing and sending form letters (introductory letters about the agency or SC).
<p>Due Process</p>	<ul style="list-style-type: none"> • Attending mediations, if invited. • Attending impartial hearings, if required. 	