

New York City Billable AND Non-Billable Service Coordination Activities

Service Coordination activities are cumulative on a daily basis.

12-A. AFTER REFERRAL (INITIAL SERVICE COORDINATION)

Please Note: Detailed information about the role and responsibilities of the Initial Service Coordinator (ISC) can be found in the NYS Early Intervention Program Regulations, 10NYCRR 69-4.7 (a) – (p).

CATEGORY	BILLABLE SC ACTIVITIES	NONBILLABLE SC ACTIVITIES
Surrogacy	<p>Discussing the following with foster care caseworkers:</p> <ul style="list-style-type: none"> • The selection of a surrogate parent when necessary. 	
Contacts	<ul style="list-style-type: none"> • Speaking with parent/guardian when he/she responds to the SC’s message(s). • Leaving one or more messages in the same day for a parent/guardian or evaluation site 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 (3) phone calls at two (2) minutes each; two (2) or more activities that together total at least five (5) minutes.) 	<ul style="list-style-type: none"> • Billing for contacts that take 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 voicemail message. • Leaving a voicemail message • Travel
Meetings	<ul style="list-style-type: none"> • Meeting with the family in the office. 	<ul style="list-style-type: none"> • Waiting for a parent who fails to keep appointments; waiting for other EI personnel when unaccompanied by parent.
Providing Information to Families	<ul style="list-style-type: none"> • Discussing with parents, both in person and on the phone, such topics as: <ul style="list-style-type: none"> ○ Overview of Early Intervention (EI) and role of Service Coordinator (SC) (Initial and Ongoing); ○ Family rights (including due process) and responsibilities under the Early Intervention Program (EIP) and review of the EI handbook: A Parent’s Guide; ○ Evaluation process, including voluntary family assessment, and the parent’s role in the evaluation, and eligibility criteria; 	<ul style="list-style-type: none"> • Writing notes in child’s case record; • 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); • Providing clinical counseling services to parents.

	<ul style="list-style-type: none"> ○ The parent’s primary area(s) of concern; ○ Natural environments or other settings for service delivery; ○ Services available in EI; ○ Family priorities and needs (housing, food, primary, health care, etc.). Provide assistance with accessing services; the need for consent before information can be shared regarding the child and family; ○ Ascertaining any current receipt of case management services or other services from public or private agencies; ○ The IFSP process including members of the team, and the rights of parents to chose an On-going SC; ○ Showing the parent the IFSP forms and discussing the IFSP process. ● Informing the parent that the child’s and parent’s social security information will be requested at the IFSP meeting. ● Upon parent request, helping the parent to make a direct referral to CPSE for children who are 2 ½ years or older at the time of referral; ● Explaining the use of third party insurance. ● Providing families with the list of EI evaluation sites, and assisting families with choosing an appropriate evaluation agency. ● Assisting families w/locating a Primary Care Provider. 	
Information Gathering	<ul style="list-style-type: none"> ● Obtaining various parental consents necessary for participation in EI services. ● Obtaining insurance information from parent/caregiver. Explaining to parent/caregiver how the information will be used. 	
Referrals	<ul style="list-style-type: none"> ● Making referrals to non-EI services. 	

Administrative Tasks	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).	Performing administrative/clerical activities, including: <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 (ex: introductory letters about the agency or SC)
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