

NYEIS Service Coordination Claims Information and Frequently Asked Questions

Background

The Department adheres to Medicaid standards for billing and documentation. Service coordination is billed in 15-minute units that reflect the time expended for making contacts to accomplish the service coordination activities as described in 10 NYCRR 69-4.6 and 69-4.7. Time for billable activities provided to *the same child on the same day* may be aggregated into 15-minute unit increments. A minimum of six minutes must be aggregated in one day for one child in order to meet the threshold required to bill for one service coordination unit. Once this threshold is met, the second billable service coordination unit begins at 16 minutes, the third unit begins at 31 minutes, and the fourth unit begins at 46 minutes.

There are some activities that are considered to be billable service coordination activities but that may not meet the minimum of 6 minutes required to be entered as a billable service and therefore would not be entered as a claim in NYEIS (e.g., a telephone call that takes place with a parent for only 3 minutes and is the only billable activity for the day). In addition some service coordination activities related to the planning or implementation of a child's IFSP are considered administrative in nature and are NOT separately billable under any circumstance. The cost for these administrative activities has been factored into the Department's reimbursement rate for service coordination services and may not be billed separately. Please see the guidance document on *Billing for Initial and Ongoing Service Coordination Activities in the Early Intervention Program* for additional information on this topic. The document can be found on the Department's Website at:
http://www.health.ny.gov/community/infants_children/early_intervention/.

Question:

How should service coordination claims be entered in NYEIS?

Response:

In NYEIS, a service coordination claim is equal to the total billable service coordination activities for one child for one day. When entering a claim for service coordination, at least one "Time in" and "Time Out" pair must be entered and the total time entered must be greater than or equal to 6 minutes (e.g., Service coordinator spoke to the parent on the phone about transition for 10 minutes from 9:00 to 9:10 AM. This claim would be entered in NYEIS because it reached the 6 minute threshold, and is a billable service coordination activity.)

NYEIS calculates the number of total units for the service date based on the total number of minutes entered for all of the "Time in" and "Time Out" pairs entered on the claim for a service date. For example, Service coordinator spoke to the parent on the phone about the child's services for 10 minutes from 10:00 to 10:10 AM and then spoke to a provider on the same day about the child's services for 10 minutes from 10:30 -10:40 AM. Both "Time in" and "Time Out" pairs for these billable service coordination activities must be entered on one claim in NYEIS. NYEIS will then automatically calculate the total number of units for this claim and service date as 2 units.

All of the service time for a service date must be entered on one claim. An error will be presented if more than one claim is entered for the same service date. For example: as listed above, if each of the 10 minute “Time in” and “Time Out” pairs for these billable service coordination activities that happened on the same day were entered into NYEIS on separate claims with the same service date, NYEIS would have generated an error.

Question:

If there is only one billable service coordination activity on a date and it is not at least 6 minutes, is it a billable service and should it be entered into NYEIS?

Response:

No. If the billable activity does not meet or exceed the 6 minute billing threshold, a claim should not be entered in NYEIS. Documentation of this activity must be maintained in the child’s record. Activities that would be billable but do not meet the required time threshold of 6 minutes are not entered as claims in NYEIS, but must be documented in the child’s record.

Question:

Do service coordination activities that are considered administrative in nature need to be entered in NYEIS?

Response:

No, service coordination activities that are considered administrative in nature are NOT separately billable under any circumstance and should not be entered in NYEIS. However, documentation of these activities must be maintained in the child’s record.

Question:

Can billable service coordination activities completed by a supervisor on behalf of a child’s service coordinator be entered in NYEIS?

Response:

Yes. In situations where the service coordinator is not available and their supervisor is acting in place of the service coordinator, billable service coordination activities completed by the supervisor on behalf of a child’s service coordinator can be entered in NYEIS.

In order for claiming to occur in NYEIS, when the service coordinator’s supervisor performs activities in place of their staff, the supervisor’s role must be temporarily changed:

- NYEIS users are only allowed to have one User Role in NYEIS at a time
- To be selected as a service coordinator on a service authorization (SA), and/or claim for service coordination activities, the user must be in the user role of “PROV_ServiceCoordinator”.
- The municipality can temporarily change the service coordinator’s supervisor’s user role in NYEIS, so that the supervisor can be selected on a service authorization to allow for claiming as a service coordinator.

Once the SA has been created and/or the service coordinator supervisor has completed entering claims as the service coordinator, the role can be managed back to the supervisor's previous user role.

Important Information:

For more information on user account creation for service coordinators, please review the following Targeted Resources located on the HCS in the NYEIS folder: *Rendering Provider and Service Coordinator User Account Creation and Frequently Asked Questions, NYEIS Quick Reference Guide and User Account Creation Process for Rendering Providers who are also Service Coordinators, Sample NYEIS Rendering Provider and Service Coordinator User Account Creation*. Please also see **Unit 12: Municipal Administration** in the NYEIS User Manual, for more information on User Roles.