



EARLY INTERVENTION MONITORING AND QUALITY IMPROVEMENT SERVICES CONTRACT

Early Intervention Coordinating Council Meeting: September 15, 2021

Presenter

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7/26/2021

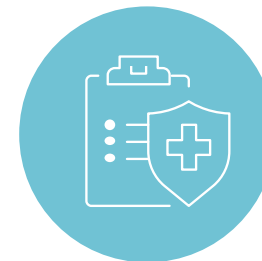
Our Mission



KEPRO's mission is to improve lives through healthcare quality and clinical expertise.



We work on behalf of government and private healthcare payers to maximize healthcare quality, improve accuracy and increase efficiency.



As a result, we drive real change in the healthcare system that allow healthcare dollars to reach more people by ensuring the right care is delivered at the right time.

Our Solutions



Care Management

CARE COORDINATION

CASE MANAGEMENT

EAP & ABSENCE MANAGEMENT

PHARMACY MANAGEMENT

UTILIZATION MANAGEMENT



Quality Oversight

APPEALS & GRIEVANCES

CMS WAIVER OVERSIGHT

EXTERNAL QUALITY REVIEW

STANDARD OF CARE REVIEW



Assessments, Eligibility & Enrollment

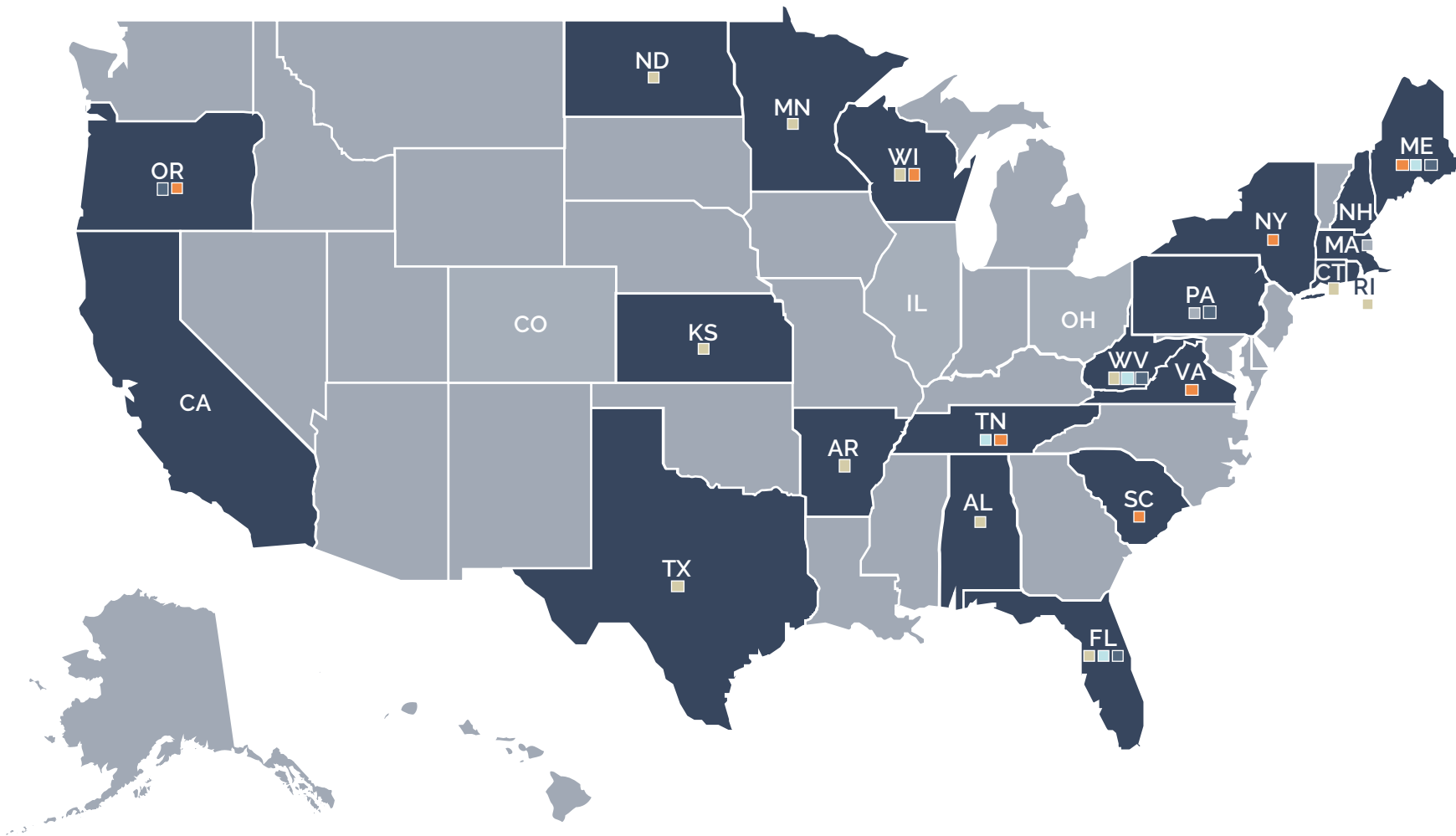
APPLICATION PROCESSING & ENROLLMENT

BEHAVIORAL HEALTH NEEDS ASSESSMENT

LEVEL OF CARE ASSESSMENTS

PREADMISSION SCREENING & RESIDENT REVIEW

2020 Map of State Government Services

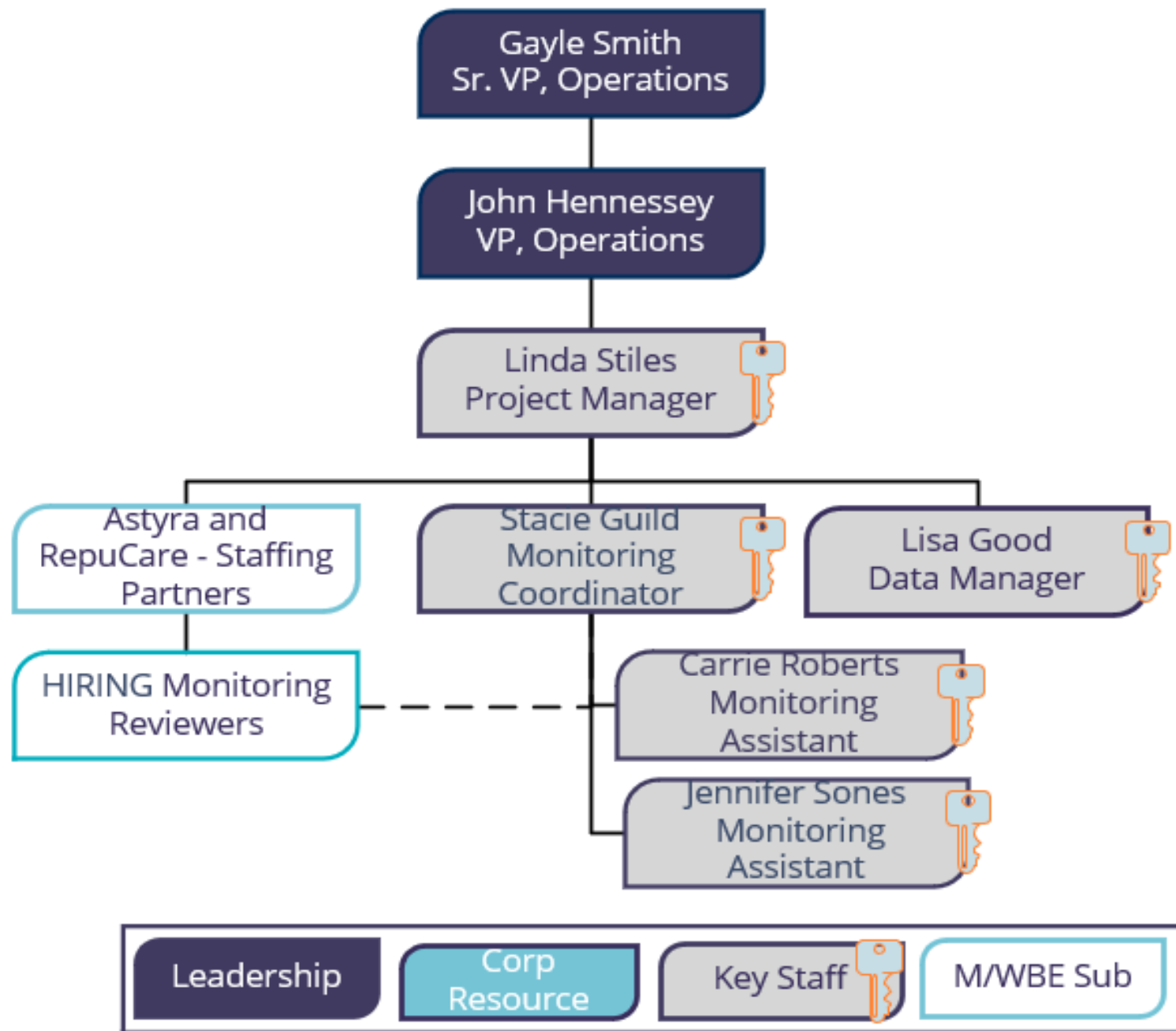


Legend

 Current Clients

Services

-  Care Management
-  Quality Management
-  Eligibility
-  Assessments
-  Pharmacy Management



EARLY INTERVENTION MONITORING PROVIDER REVIEWS

The focus of reviews is to monitor for compliance with Public Health Law (Title II of Article 25), regulations, and Department guidance governing the EIP.

- Public Health Law (Title II-A of Article 25) and regulations require that providers of early intervention services be monitored by their approving state early intervention service agencies. The New York State Department of Health Bureau of Early Intervention (NYSDOH BEI) is responsible for monitoring 57 local municipalities and New York City as local administrators of the Early Intervention Program and providers who are approved by the Department.
- Monitoring activities include comprehensive regulatory compliance monitoring for Early Intervention agencies, individuals, and municipalities; monitoring of municipalities as administrators of the Early Intervention Program; investigative monitoring reviews to conduct in-depth investigation of complaints or reported incorrect practices; monitoring to assess the quality of screening, evaluation reports, and eligibility determinations; and verification of correction of non-compliance reviews. Activities include pre-review of information specific to the monitored entity, review of the entity, development of a standardized monitoring report, and review of Corrective Action Plans.
- The Department will be working with KEPRO to initiate these monitoring activities.

PROCEDURES FOR EARLY INTERVENTION MONITORING

- Standardized protocols and review tools have been developed by the Department and are used by the contractor monitoring teams to complete monitoring reviews for the EIP.
- The review tools include a set of *INDICATORS* designed to determine the extent to which the provider's policies and procedures, and implementation of these policies and procedures, adhere to PHL, regulations, and Department guidance. The contractor monitoring teams are comprised of individuals with expertise in early intervention and administration.
- A self-assessment tool is made available to providers prior to the review to give them an opportunity to conduct a review of the policies/procedures, child records, and other documentation related to their Early Intervention practice prior to the on-site review, using the same indicators on which they will be monitored.
- Contractor monitoring teams review information supplied by the Department, when applicable (e.g., findings from previous systems complaint investigations, monitoring reviews, and corrective action plans) to help focus review activities.

MONITORING REVIEW ACTIVITIES INCLUDE:

- Interviews with providers or agency staff. The purpose of the interview is to inform the provider of the activities that will occur during the monitoring review; to obtain information about policies and procedures the provider has in place for the provision of EIP services; and to explain the preliminary findings of the monitoring review to the provider.
- Child record review. The purpose of the child record review is to gather data regarding the provision of EIP services by the provider to ensure that services are delivered in accordance with PHL, regulations, and Department guidance.
- Review of policy, personnel records, other documentation, and information obtained from direct observation. The purpose of this review is to gather data to ensure that providers or agency staff providing EIP services is qualified, confidentiality of families is maintained, and early intervention services are delivered in a manner which protects the health and safety of children, in accordance with PHL, regulations, and Department guidance.
- Interviews with parents of children receiving EIP services. The purpose of this review is to ensure that services are delivered in accordance with PHL, regulations, and Department guidance with respect to the role of the family in early intervention service delivery.

PRIORITY AREAS

The responsibilities of providers of EIP services are organized into priority areas consistent with those required as part of states' implementation of the Part C Early Intervention Program under the Individuals with Disabilities Education Act (IDEA). Each priority area is comprised of a set of *INDICATORS* from the review tool that are related to EIP components. The priority areas are as follows:

➤ **Child Find**

Include provisions related to child find, initial service coordination, and multidisciplinary evaluation.

➤ **Services in Natural Environments**

Include provisions related to ongoing service coordination, service provision, and settings for the delivery of services that facilitate the development of Individualized Family Services Plans (IFSPs), delivering services that are timely and in accordance with IFSPs, delivering services in natural environments (to the extent such settings are appropriate), resolving barriers to service delivery and providing services that are individualized and family-centered.

➤ **Transition**

Include provisions related to ongoing service coordination and the transition of children from the EIP to preschool special education and/or other programs and services to ensure that transition plans are developed with families and included in IFSPs, that transition steps are timely and complete, and that referrals to appropriate programs are made.

QUESTIONS???

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