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TO: Regional Early Intervention Collaboratives, Service Coordination Units and Early Intervention Program Agencies

FROM: Terry Harrison, Part C Coordinator

DATE: November 28, 2017

RE: Early Intervention Management System Update

In October many of you attended the in-person training day provided by Public Consulting Group (PCG) and began to learn the specifics of the Early Intervention Management System (EIMS). As expected, there were many questions that were raised during the training sessions. Some are policy/procedures related and some are EIMS application related. This memo provides clarification to some of the common questions and topics raised during training.

1. **System Access:** User names, passwords and access to the EIMS will be provided on December 1, 2017 but not before.
2. **Service Verification Logs:** EIP practitioners must continue to use the paper Service Encounter Verification Logs (SEVLs) and obtain signatures at the end of each service session at least until the EIMS has the capability to accept electronic signatures. Practitioners must continue the procedures and routines they do now regarding SEVLs. NJEIS provider agencies are advised to continue to obtain, maintain and monitor claiming based on the SEVLs. Service Coordinators may continue to use the paper Service Coordination Encounter Verification Logs but must enter all service coordination encounters through the EIMS service logging. SEVLs will no longer be submitted to the Central Management Office (PCG) since the service logging of encounters with or on behalf of the family will be accessed through the EIMS.
3. **Service Session Notes:** The use of the EIMS electronic session notes is required for each service session and are linked to accountability and billing for the service. However, this does not prevent agencies from having additional procedures for practitioners to provide written information to families at the end of a delivered session. The quality of the session notes entered into the electronic system must be specific, measurable, relate to the IFSP outcomes and be informative for the IFSP team. Families can be given options for receiving session notes including:
 - a. Receiving the electronic session notes from the EIMS that are printed and provided to them at the next visit;
 - b. Receiving the EIMS session notes by email;
 - c. Receiving handwritten session notes provided by the practitioner using your agency's current method (i.e. NCR paper); or
 - d. Choosing to receive session notes with less frequency or not at all.
4. **EIMS Practitioner User Rights:** The service coordinator and EIP practitioners assigned to a specific child, will have access to view the contact logs and service session notes of the IFSP team members. In addition, provider agency administrators also have access to view child records assigned to their region, county or agency based on their user roles.

5. **Time “buckets”:** Currently, EIPs have been operating that 1x week for 60 minutes for 6 months equals a “bucket” of hours and, as long as the “bucket” has time in it, a service can be provided during the six-months. This has resulted in “creative scheduling” of sessions to use up the “bucket” instead of service delivery matching the plan agreed to in the IFSP. The EIMS ensures that the planned and delivered intervention follows the frequency and length of time determined by the IFSP. Therefore, a 1x week session for 60-minutes, is a 1x week session for 60-minutes. A service can be logged for less than 60 minutes 1 x a week but never more. There is no bucket of service hours and no roll-forward of unused minutes.
6. **Maintaining files:** The electronic system is the repository of all information for children in the NJEIS. Agencies do not need to keep hard copies of child files unless they so choose.
7. **SPOE IDs:** The EIMS does not identify children as having a “SPOE ID”. Starting December 1, 2017, a Child ID will be assigned to every child once he/she is added to the EIMS and that ID number will stay with that child until he/she transitions out of the system. The Child ID will not change if the child moves, changes family structure, or exits and re-enters the system. If a child re-enters the NJEIS, the same Child ID should be reactivated. For children that are active in the system at go-live, their current “SPOE ID” will be migrated into the system and will become their Child ID in the EIMS.
8. **Information for families regarding the new Central Management Office:** PCG is working with DOH to provide communication directly to families informing them of a new family portal that will be used for making payments and viewing their Family Cost Participation online.
9. **Practitioner Assignment:** The functionality of the EIMS allows EIPs to have flexibility in assigning and reassigning practitioners to meet the service needs of an IFSP. The addition or removal of a practitioner to a child’s team will now be done without “authorization paperwork”. EIP administrators simply assign a new practitioner (of the same qualifications) to the team and remove the practitioner that is leaving the team. The newly assigned practitioner will then provide and complete service logging for the service. This information does not need to be submitted for billing to “data”, the REIC or Service Coordination.
10. **Practitioner Substitution:** DOH is withdrawing NJEIS-03 “Temporary Substitution” as of December 1, 2017. The functionality of the EIMS allows EIPs to have flexibility in assigning and reassigning practitioners to meet the service needs of the IFSP without cancelling authorizations and obtaining new authorizations when practitioners are changed either temporarily or permanently. It is anticipated that EIPs will utilize this function and consider those times when an assignment of a substitute practitioner can help to provide make-up services (for system reasons only), ultimately reducing the requests for compensatory services.
11. **Make-up services:** DOH has revised NJEIS-14 regarding make-up services. The revised NJEIS-14 is attached with this memo and will be updated on the NJEIS webpage. Please note the EIMS edit checks will not allow for “creative scheduling” such as make-ups in advance, adding time to a service (i.e. extra 15 minutes) or a frequency/length that conflicts with the planned intervention on the IFSP. It is appropriate to share this NJEIS-14 policy and procedure with families. EIPs are reminded they should be providing families with their agency calendar identifying Holiday’s and scheduled closures of the agency.