Lessons we have Learned

Feedback and discussions

In the past months DARS ECI staff work closely with:

- HHSC Office of the Medical Director (OMD)

- HHSC Office of Inspector General (OIG)

- Texas Medicaid & Healthcare Partnership (TMHP)

Four general categories of information

1. General Documentation

2. SST Documentation

3. TCM Documentation

4. Audit Sense

1. General Documentation

1. General Documentation

- Acknowledge progress and continued need

> What did you observe about the child during the session, and how does this relate to his IFSP outcomes?
>
> What are you working on, and will continue to work on and why?

1. General Documentation

- Do not repeat the same skill over and over.
- If same activities are repeated, need to explain why repetition is necessary.

"Documentation does not support the medical necessity for continued therapy services when the family member has already been instructed and is able to perform the intervention."

1. General Documentation

- Do not repeat the same skill over and over.
- If same activities are repeated, need to explain why repetition is necessary.

  - "Return demonstration"

  - Effectiveness of services

  - Modify instructions

  - Practice in different routines

1. General Documentation

- There is no problem with shared outcomes.
- Neither outcomes or interventions have to be identified by discipline.

How is the focus of one service different from the other?

How does each service further the child's progress toward the outcome?

Documentation of service event looks different.

1. General Documentation

- There is no problem with shared outcomes.
- Neither outcomes or interventions have to be identified by discipline.

Documentation of every service event must convey the application of discipline specific knowledge.

Different from what was done by another discipline with the same family.

1. General Documentation

- Start time

- Duration of Service

Four general categories of information

1. General Documentation ☑

2. SST Documentation

3. TCM Documentation

4. Audit Sense

2. SST Documentation

2. Information specific to SST documentation

- Guidance to caregiver to enhance child's development must be included
- **Return Demonstration**

> ECI Rule §108.501(2) include skills training and anticipatory guidance for family members , or other significant caregivers to ensure effective treatment and to enhance the child's development

2. Information specific to SST documentation

- Include the outcome(s) that was the focus of the intervention.

> .....and make the connection between the activities conducted and the outcomes.

2. Information specific to SST documentation

- When SST and a therapy occur on the same day, there must be a justification of the benefit to the child of receiving both on the same day.

2. Information Specific to SST Documentation

- There is no problem with shared outcomes.
- Neither outcomes or interventions have to be identified by discipline.

Documentation of every service event must convey the application of discipline specific knowledge.

Different from what may have been done by another discipline with the same family.

Four general categories of information

1. General Documentation ✓
2. SST Documentation ✓
3. TCM Documentation
4. Audit Sense

3. TCM Documentation

3. TCM Documentation

- Must describe the case management contact, referrals made, disposition of referral, and/or determination if the services have met the child's needs.

§108.405(a) **services** provided to assist an eligible child and their family in gaining access to the rights and procedural safeguards under IDEA Part C, and to needed medical, social, educational, developmental, and other appropriate services.

3. TCM Documentation

- What case management service was provided.

A note that only describes what the parent told you does not describe provision of a service.

3. TCM Documentation

- Must indicate if face to face or phone.

- Documentation needs to include information that explains multiple contacts. (monthly and weekly)

Four general categories of information

1. General Documentation ☑

2. SST Documentation ☑

3. TCM Documentation ☑

4. Audit Sense

4. Audit Sense

4. Audit Sense

- Include IFSP for that service period.

- Include entire IFSP, not just services pages.

- Include eligibility statement.

4. Audit Sense

- If you have a question, ask it
  - Letter provides a contact and phone number

- If you disagree with a finding, you have the opportunity to appeal it

Summary

- ECI model and medical model are compatible
- Describe the quality service you are providing
  - Professional expertise required
- Explain why you are providing the service
  - Document progress
  - Identify ongoing need
- Proof of need for a service event
  - Eligibility determination which connects to
  - Well written outcomes which connect to
  - Well written progress notes

Additional Guidance

- Quality Services Webinar #5 – Service Delivery
- Handout to this webinar