



## **ESSO WEEKLY MEMO –APRIL 21, 2011**

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- 8. Five Protective Factors Webinar**

## **9. NEW Deaf & Hard of Hearing Infants, Toddlers, & Families: Collaboration and Leadership Program Interdisciplinary Graduate Certificate Program**

### **ACTION NEEDED**

#### **1. Public Awareness Materials Orders Due (With 10 Attachments)**

As part of our strategic sustainability plan, we have developed the following new materials with the help of the DD Council and the Ounce of Prevention. The content of these items came from existing materials (both at ESSO and the LES's), from topics identified in our strategic sustainability planning, and through family and provider feedback at focus groups held throughout the state. These handouts, as detailed below, will work in addition to our Early Steps brochure to reach several different audiences on topic-specific items.

**Referring Children for Screening:** who, how and why for all referral resources.  
**ES Rx pad:** an additional referral sheet for healthcare providers who are accustomed to writing prescriptions or faxing referrals to Early Steps.

**Families Overview (ENG/SPAN):** quick fact sheet for new families; can be given at referral or first contacts.

**ES Approach for Families (ENG/SPAN):** explains the primary service provider model for eligible families.

**Become an ES Provider (ENG/SPAN):** who, how and why for recruiting new providers

**ES Approach for Providers:** explains the primary service provider model for providers.

Please review these materials with your service coordinators, family resource specialists, and provider recruiters, giving some thought on how they can be incorporated into your local processes. We would like to receive back from each LES an initial order of materials that the ESSO can have printed and shipped to your locations. We will also follow-up with sending CDs that contain hi-resolution, print ready versions of these documents.

We plan to incorporate this tested new language into our Early Steps booklets for families. We do understand that some locations are out of these booklets and will strive to have the new booklets ready as soon as possible. Meanwhile, the general brochure and these new handouts are immediately available.

**Please respond to [Catherine\\_Duncan@doh.state.fl.us](mailto:Catherine_Duncan@doh.state.fl.us) with your orders no later than [Tuesday May 3<sup>rd</sup>](#).**

## **2. Contract and Grant Management Training For State Agencies and Service Providers (With 1 Attachment)**

We want to make you aware of important training opportunities offered by the Department of Financial Services (DFS) related to state and federal financial assistance accountability and reporting requirements. This training is being offered to Providers at no cost who are classified as recipients/sub-recipients and will assist you in performing and documenting program and fiscal requirements of your projects in a manner that ensures accountability over state resources and prevent delays in payments. Key managers and other staff responsible for establishing organizational policies and procedures for the administration of agreements with the state should attend. If you are located in the Tallahassee and surrounding areas, we are encouraging you to register as soon as possible so that you do not miss out on this important training. The attached Comptroller's Memorandum provides information about how to register. If you are not located in the Tallahassee area, and would like to receive this training, **please let Andrew Johnson know by close of business 04/29/2011 through e-mail** at [andrew\\_johnson@doh.state.fl.us](mailto:andrew_johnson@doh.state.fl.us), as we are working on establishing video conference training with DFS. We will ensure that you are provided with the dates, times and instructions on how to link into the video training. Please let Andrew know if you have questions. Thanks.

## **3. Medicaid Provider Bulletin**

ALL MEDICAID PROVIDERS -- **MUST CONFIRM** MEDICAID ELIGIBILITY AND MANAGED CARE ENROLLMENT

Providers must verify a recipients eligibility, including managed care enrollment, for the date of service prior to rendering the service using one of the eligibility verification mechanisms described in the *Florida Medicaid Provider General Handbook*, such as the Medicaid Eligibility Verification System (MEVS), Automated Voice Response System (AVRS), the provider Web portal, or HIPAA compliant

270/271 transactions. Documentation of this verification should be maintained for audit purposes. Medicaid reimbursements for any date of service where a provider was paid when the recipient was not Medicaid eligible are overpayments.

Except for emergency services as specified in the *Florida Medicaid Provider General Handbook* and Florida Statutes, if a recipient is an enrollee of a Medicaid managed care plan, the provider must be contracted and participating in the plans network and/or seek authorization from the managed care plan in which the recipient is currently enrolled prior to providing services covered by the managed care plan. If the recipient is in a managed care plan and the provider bills Medicaid instead of the managed care plan for covered services, any resulting Medicaid fee-for-service reimbursements are overpayments.

Overpayments are required to be returned the Agency. You may access other compliance information, such as Florida Medicaid handbooks and contact information for your local Medicaid area office, through the Agency's Web site. The Medicaid page on the Web site includes a link for information about fraud and abuse issues, including returning overpayments to the Agency (referred to as a self audit): [ahca.myflorida.com/Medicaid/abuse](http://ahca.myflorida.com/Medicaid/abuse)

#### ESSO NOTE REGARDING MEDICAID AUDIT LETTERS

Phyllis Sloyer and Lynn Marie Firehammer talked last week with Mike Blackburn, the signatory on the Medicaid therapy audit letters. He was sympathetic to our issue and will bring it to the attention of Secretary Dudek. Providers should continue to submit proof, if they have it, that the documentation of eligibility for the billing dates showed Medipass, not HMO/PSN, and/or request an extension of the time frame to dispute the recoupments.

#### **4. Medicaid TCM & EI 2091 Denials for HMO Enrollment: Error Fixed and Re-Billing Necessary**

Medicaid and several LES's report that the error causing denials for TCM and EI services because of a child's HMO status (error 2091) has been fixed. Prior submitted claims receiving the 2091 denial must be re-billed by LES Centers. The LES Centers can re-bill any TCM or EI denied claims that were submitted between March 8<sup>th</sup> and March 23<sup>rd</sup> using any of the following strategies:

- 1) The LES Center can change the bill\_flag in the denied Intervention record from 'B' (or 'D') to 'R' one at a time through standard Intervention data entry, one record at a time;

- 2) The LES Center can contact the ES Data System Help Desk for assistance in re-flagging all of the records with a '2091' in the reference number field in a single batch; or
- 3) The LES Center can contact the ES Data System Help Desk for assistance in re-flagging all records billed between 03/08/11 and 03/22/11 in a single batch. This strategy may result in some denials for duplicate billing if a claim was previously submitted and paid.

**It is important that these claims are re-billed as soon as possible**, to benefit the LES's as well as for Medicaid. Remember, to the greatest extent possible, any unbilled or re-billed Medicaid claims with dates of service occurring between April 2010 and March 2011 **should be submitted now**. The State is trying to capture as much of its current fiscal year Medicaid costs for this time period to allow Florida Medicaid to take advantage of enhanced federal funding that will in turn allow more benefit to the people of Florida. Regarding filing time limitations for re-billing submissions not completed within this time frame, clarification from AHCA is expected shortly.

## **INFORMATION AND RESOURCES**

### **5. "Expanding Opportunities for Children Birth to Five" Cover Letter and Flyer (With 4 Attachments)**

Attached is a cover letter and flyer entitled "*Expanding Opportunities for Children Birth to Five*", available in English, Spanish and Creole. The flyer provides a concise overview of early childhood inclusion and lists the benefits of inclusion for children, families, professionals, and communities. It is our desire that you will share this flyer and cover letter with people in your program, and disseminate it to the parents, professionals and caregivers you work with on a daily basis, to increase awareness of the importance of inclusive opportunities in early childhood.

### **6. A Speech Therapist Speaks on Primary Service Provider (PSP) Approach to Early Intervention**

Please share the article at the link below with your provider community, Early Steps staff and stakeholders. This is tremendous support for where we are going in Florida with services in natural environments and the PSP approach.

<http://blog.asha.org/2011/04/14/the-rest-of-the-story-the-changing-face-of-early-intervention/>

## 7. NECTAC News

For the current issue of NECTAC eNotes go to  
<http://www.nectac.org/enotes/enotes.asp>

## UPCOMING EVENTS, MEETINGS, OR TRAININGS

### 8. Five Protective Factors Webinar

Webcast: Incorporating the *Five Protective Factors* into Home Visiting in Florida  
Webcast

Date: April 25, 2011

Time: 2:00 - 3:00 p.m. (Eastern Time)

On April 25<sup>th</sup>, the Florida Home Visiting Coalition and Protective Factors Workgroup invites you to participate in a webcast to learn more about the *Five Protective Factors* and how to incorporate these research-based elements into home visiting services to improve outcomes for Florida's most vulnerable families. Objective 1.2 of the Florida Child Abuse Prevention and Permanency Plan (2010-2015) calls for all home visiting programs, including those programs that have a component of home visiting, to conduct a self-assessment of their home visiting services and develop a plan of action to incorporate the *Five Protective Factors* into the program's service delivery, where appropriate. This webcast will provide you with the necessary information and tools to engage in the work currently underway in Florida to improve home visiting services and strengthen families. **Materials will be distributed during the webcast.**

#### Registration link:

<http://events.constantcontact.com/register/event?llr=6zrhd6bab&oeidk=a07e3p47rll80fa0546>

For further information about this webcast, please contact Holly McPhail at 850-488-1752 ext. 127 or via email ([hmcphail@ounce.org](mailto:hmcphail@ounce.org)).

## **9. NEW Deaf & Hard of Hearing Infants, Toddlers, & Families: Collaboration and Leadership Program Interdisciplinary Graduate Certificate Program**

Gallaudet University will offer an exciting new interdisciplinary graduate certificate program beginning this May 2011.

The Deaf and Hard of Hearing Infants, Toddlers and Families: Collaboration and Leadership (ITF) Interdisciplinary Graduate Certificate Program is a hybrid program (online and on-campus instruction) that provides professionals from a wide range of disciplines with evidence-based knowledge and skills for working with families and their very young children who are deaf or hard of hearing. The content and teaching of the program is interdisciplinary and provides an overview of professional and ethical practices, communication and language(s), families, and developmental assessment and programming. Candidates will acquire leadership, advocacy and collaboration skills that promote age and developmentally appropriate outcomes for infants and toddlers. All coursework and experiences reflect principles of diversity including understanding and appreciation of language diversity (ASL and English, as well as other home languages). This 6-course graduate certificate can be taken in conjunction with another graduate program at Gallaudet or another university, or as a post graduate program for professionals who have current or prospective employment in a program for deaf and hard of hearing infants, toddlers and their families.

Online courses provide access to information through American Sign Language and English (e.g., presentations will be available through American Sign Language and spoken English or English captions).

The link for more in depth information about the program of studies:  
[http://www.gallaudet.edu/Documents/Academic/GSPP/Families\\_education.pdf](http://www.gallaudet.edu/Documents/Academic/GSPP/Families_education.pdf)

Prospective candidates for the certificate must apply:

<http://gradschool.gallaudet.edu/gradapp>

Courses may also be taken individually for graduate or PST credit. To take courses individually (Graduate or PST) credit please email Summer@gallaudet.edu

Please share this information with your colleagues.

Please direct any questions to the program co-directors, Beth S. Benedict or Marilyn Sass-Lehrer at: [ITF@Gallaudet.edu](mailto:ITF@Gallaudet.edu)