

Tennessee's Early Intervention System  
(TEIS) Information and Guidance (IAG)

TO: Tennessee's Early Intervention Staff  
FROM: Tennessee's Early Intervention Central Office  
DATE: June 8, 2017  
**SUBJECT: IAG#17-010**  
**Individualized Family Service Plan (IFSP) Planned Service Pending**

Guidance when IFSP Planned Service is pending:

- If the IFSP team determines service(s) is/are needed to meet IFSP goals, the service coordinator (SC) checks and documents provider availability in TEIDS prior to holding the IFSP meeting. This information is taken to the IFSP meeting.
- If the service is unavailable prior to the IFSP meeting, the SC meets with the district administrator (DA) and program coordinator (PC) and informs them that a service may be needed for an IFSP, but the service is currently unavailable. The SC informs the DA/PC of all attempts that have been made to locate the service (Information is documented in TEIDS). Leadership provides input regarding the pending service and the specifics of the service information that includes method, intensity, setting, and frequency.
- If the service is needed but not available, the following occurs at the IFSP meeting:
  - The SC informs the family of the status of the service availability
  - Complete all elements on the TEIDS planned services when adding the service (i.e., speech therapy);
    - Complete service ID, goals, start date, end date, permit private insurance, and permit public insurance.
    - In the agency section, "select agency" is noted as "Pending-district initials-TEIS Approved." The SC will need to select the correct district.
    - In the agency section, "select provider" is noted as "Pending district initials, Pending-Pending-district initials."
  - All service information, including method, setting, frequency, intensity, and payer, is entered based on the service needed;
  - Enter "Pending (service unavailable)" in the "Notes" field;
    - If the service is feeding, enter "Pending (service unavailable) Feeding."
  - Obtain a parent signature for accessing insurance using the appropriate form;
  - Document all the information in "IFSP Meeting Notes" summarizing efforts to locate available providers for the service and next steps; and
  - Copy documentation to the "Contact Log".

- After the IFSP meeting, additional actions if the service is not available include the following:
  - The SC notifies the DA/PC that a provider for the recommended service cannot be located;
  - If the DA/PC cannot locate a provider, they:
    - ✓ Notify the Part C Coordinator of lack of available provider for the service;
    - ✓ The district office works on recruitment of additional service providers; and
  - The SC provides a weekly update to the family on status for obtaining service.
  - ***The service “pending” is only used with the approval of the district leadership (DA/PC)***
    - ✓ District leadership documents the approval of the pending service in TEIDS Contact Log.
  - The data and support specialist (DSS) tracks pending services utilizing the spreadsheet provided.
  - The DSS provides the spreadsheet to district leadership and the Part C Coordinator weekly.
- The DSS will provide monthly updates to the DA/PC regarding the status of service delivery through Indicator 1 monitoring.

# MEMO

IFSP Planned Service Information																						
<b>Child ID:</b> 393629		<b>Child Name &amp; DOB:</b> Big Bird - 01/04/2015				<b>Child Status:</b> Active				<b>Phase:</b> IFSP		<b>SC:</b> Angie Powell-PC - MD										
IFSP:REQUESTED REVIEW - 12/24/2016 - Unfinalized																						
<b>Add Services:</b> (Every IFSP needs to have a transition goal. Before entering any planned service, please enter transition goal first on GOAL page!)																						
*Service ID	*Goal#(s)	*Date Originated	*Start Date	*End Date	<input checked="" type="checkbox"/> Accept Service	Permit Private Insurance Access? <input type="radio"/> Yes <input checked="" type="radio"/> No		Permit Public Insurance Access? <input type="radio"/> Yes <input checked="" type="radio"/> No <small>(Cover Kids, Tricare, and/or TennCare)</small>														
A	B		C	D		E																
*Service Name	*Provider (Not required for service coordination or family transportation)		*Method	Setting	*Freq.	*Intensity	*Payor	Justification for non-natural environment (< 2000 characters)		Note												
Physical Therapy	Pending-MD - TEIS Approved		<input type="radio"/> Group <input checked="" type="radio"/> Individual <input type="radio"/> Consultation	Home	#: 1 <input checked="" type="radio"/> Weekly <input type="radio"/> Biweekly <input type="radio"/> Monthly <input type="radio"/> Annually	1 HR Min	TEIS Select Payor .. Select Payor ..			Pending (service unavailable)												
F	H		I	J	K	L	M			N												
<div style="background-color: #0056b3; color: white; padding: 5px; display: inline-block;">Save</div>																						
<b>Planned Services:</b>																						
	ServiceID	Goal#(s)	Service Name	Accept Service	Provider	Date Originated	Start Date	End Date	Method	Setting	Frequency	Intensity (Hour/Mile)	Total Per Week	Permit Private Insurance	Permit Public Insurance	Payor1	Payor2	Payor3	Just. for non-natural env.	Note	Enter Date	
<a href="#">Edit</a>	<a href="#">Delete</a>	8	1, 2	Dev. Therapy Prof - Home/Community	Yes	Angie McCoy - LeBonheur EI & Development (LEAD)	08/02/2014	12/24/2016	01/31/2017	Individual	Other	2/Month	1	0.46	No	No	EIRA			Not in the home at this time		03/23/2017

(If Feeding, add the word "Feeding" to the Note.)

- A. Enter the next service line number per the existing planned services.
- B. Enter the goal number which this proposed service will address.
- C. Enter date of the IFSP.
- D. Enter the appropriate end date. This date should reflect the end date that would be listed as if this service was actually to take place. In this example, the service would take place up to the child's 3<sup>rd</sup> birthday of 1/4/18.
- E. Check Permit Private and Public insurances that would be chosen were this an actual therapy to be provided. (In this example, "No" was selected.)
- F. Select the service that is to be added. In this example, Physical Therapy is the service needed by the child.

# MEMO

- G. Select the agency “Pending” that is listed in your dropdown for your POE. In this example Pending-MD is selected since the child is in the Memphis Delta POE.
- H. Select the provider (therapist) named for the agency selected. In this case, the Pending-MD agency has only one therapist, named PendingMD. This will hold true for each POE’s situation. The therapist shown will have the same name as the agency for that POE.
- I. Select the Method that would be chosen were this an actual therapy to be provided.
- J. Select the Setting that would be chosen were this an actual therapy to be provided.
- K. Select the Frequency that would be chosen were this an actual therapy to be provided.
- L. Select the Intensity that would be chosen were this an actual therapy to be provided.
- M. Select TEIS as the Payor.
- N. Enter “Pending (service unavailable)” in the Notes field. (If feeding therapy, add the word “Feeding” to note.)

File name: PlannedServiceEntry-