

Service Providers

Introduction

A service provider is a public or private agency or professional that receives public funds and provides early intervention services for an eligible child and the child's family. All agencies, programs, and individual service providers that receive public funds are considered participating agencies in the Infant-Toddler Program and are responsible for adhering to its requirements.

The Children's Developmental Services Agencies are responsible for recruiting and enrolling through written agreement qualified public or government agencies, for profit and not for profit corporations, independent practitioners, and sole proprietors as Infant-Toddler Program service providers. The Children's Developmental Services Agency determines if a service provider meets the qualifications to be a Qualified Infant-Toddler Program Provider. The service provider will be listed as a Qualified Infant-Toddler Program Provider in the statewide Infant-Toddler Program Registry. The qualified service provider status is effective for three (3) years, based on the service provider's continued good standing. At the end of the third year, the service provider must resubmit the appropriate documentation to the Children's Developmental Services Agency for renewal of his qualified status. Qualified Providers who enter into a written service provider agreement with the Children's Developmental Services Agency are also designated in the registry as an Enrolled Infant-Toddler Program Provider.

Only enrolled service providers will be recommended to parents for the delivery of Infant-Toddler Program services. If an enrolled service provider is available and the parent chooses a service provider who is not enrolled, the parent must be informed that the Infant-Toddler Program cannot assure the quality of the service and that the parent will be responsible for any costs associated with the delivery of the service. The service and service provider should be listed on the Individualized Family Service Plan with a notation that the service provider is not an enrolled provider, the service provider was chosen by the parent, and the parent will bear the cost of the service.

If the Children's Developmental Services Agency does not have an adequate number of enrolled service providers to meet the needs of children and their families, the Children's Developmental Services Agency must provide the service itself while actively searching for and enrolling a qualified service provider. This solution should be considered temporary. All efforts to recruit and enroll additional service providers must be documented.

In addition to any other specific responsibilities outlined in the written service provider agreement, enrolled providers of Infant-Toddler Program services, as well as any other provider that receives public funds, must comply with the responsibilities outlined in the Policy Bulletin.

Responsibilities of Service Providers

Infant-Toddler Program Assurances

1. Comply with all federal and state early intervention regulations as outlined in the *North Carolina Infant-Toddler Program Policy and Procedure Manual*.
2. Adhere to Infant-Toddler Program philosophy during all actions and interactions related to the provision of services to children and families.

Administrative

1. Enter into a written service provider agreement with the Children's Developmental Services Agency as a qualified Infant-Toddler Program service provider.
2. Ensure that personnel policies, operational procedures, and fiscal procedures within the organization are complementary and support Infant-Toddler Program outcomes.
3. Ensure that requirements of other vendors with which the service provider may be working do not reduce or override the provision or efficacy of Infant-Toddler Program services.
4. Participate in the Infant-Toddler Program comprehensive data system by submitting required information in accordance with established procedures and timelines.
5. Use all standard, applicable Infant-Toddler Program forms.
6. Conduct internal quality assurance and utilization review practices within the organization. Provide evidence of review to the Children's Developmental Services Agency upon request.
7. Participate in all quality assurance, auditing, monitoring, performance expectations, and evaluation activities as needed by the Children's Developmental Services Agency. Make all applicable corrections and improvements contained in corrective action plans relevant to the service provider.
8. Obtain and maintain in good standing all licenses and certifications as required by law and as applicable, including but not limited to licensure by the appropriate state of North Carolina Departments, Children's Developmental Services Agencies, or relevant Boards.
9. Comply with the requirements of the Infant, Toddler & Family certification process for all personnel required to have this certification, including submission of required documentation and ensuring appropriate supervision of staff without certification.
10. Support personnel development through the North Carolina Comprehensive System of Personnel Development, including allowing personnel to participate in state sponsored staff

development activities on a regular basis for initial training and ongoing maintenance of knowledge and skills.

Fiscal

1. Affirm financial stability necessary to extend services and operate during the term of the written service provider agreement
2. Comply with all Medicaid policies and procedures.
3. Demonstrate the ability to bill Medicaid and third-party insurance either directly, or through an agreement with a third party, or as a member of a network which may bill on behalf of the service provider. The Children's Developmental Services Agency may assist with Medicaid billing for certain services.
4. Comply with the service authorization process and provide services within the scope of practice and service capacity of its organization. Provide Infant-Toddler Program services authorized by the Children's Developmental Services Agency within twenty (20) calendar days of the referral from the Children's Developmental Services Agency. Agree to serve children as authorized, regardless of the child's eligibility for Medicaid or private insurance.
5. Reimburse the Children's Developmental Services Agency for any state, Medicaid, or insurance paybacks caused by failure to comply with the requirements of the funding source.

Interagency Collaboration

1. Work collaboratively with the Children's Developmental Services Agency and other community providers in the development and implementation of a comprehensive, coordinated, multidisciplinary, interagency system of early intervention services and supports for children birth to three with special needs and their families.
2. Work collaboratively with the Children's Developmental Services Agency and the Regional Interagency Coordinating Council to plan and implement local child find and awareness activities, local needs assessments regarding availability of services and personnel needs, local training needs assessments, and monitoring of the Infant-Toddler Program.

Child Specific

1. Collaborate in the development and reviews of the Individualized Family Service Plan, including the development of integrated outcomes and decisions regarding frequency and intensity of service delivery, and in multidisciplinary team assessments as requested by the Infant-Toddler Program Service Coordinator.

2. Cooperate with the Children's Developmental Services Agency in identifying sustainable means whereby natural supports and the strengths of families and communities may be relied upon in order to ensure adequate services for all eligible children and families.
3. Support implementation of the Individualized Family Service Plan as it is written and agreed upon by the Individualized Family Service Plan team. Coordinate all recommendations for changes with the Service Coordinator and the family.
4. Consult with the parent, other service providers, and representatives of other appropriate community agencies to ensure the effective provision of services. Educate the parent and other caregivers regarding the service being provided.
5. Agree to follow all Infant-Toddler Program policies and restrictions related to charging fees to families, including the requirement that all screening, assessment, evaluations and service planning are provided at no cost to the family.
6. Observe and adhere to all professional and current standards of care in the provision of early intervention services to children and families.
7. Ensure that all health and safety codes are followed, including compliance with all state laws concerning the reporting of suspected or observed neglect or abuse to ensure the health and safety of all clients.