Family Cost Participation

EarlySteps Online

4/17/2017

This additional information to the EarlySteps Online Help covers the data entry screens that address the child's public or private insurance information, family income and the Cost Participation web page in the EarlySteps Online software.

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1 Overview

Information pertaining to the Family Cost Participation (FCP) record will involve data entry on the Child Detail, Family and Cost Participation web pages. Depending on the information collected from the family, the family's cost participation record will fall into one of the following categories:

1) Medicaid Eligible, Access Granted
2) Pay Maximum Cost Share, Full Fee Option
3) Calculate Cost Share Using Family Income and Deductions
4) Join child to an existing family member with a Family Cost Participation record

These categories are represented as selections on the Cost Participation web page and will require a selection by the user while setting up the record. For that reason, the instructions below are arranged by the steps needed to address these categories. As the SPOE Administrator begins to collect and enter data into EarlySteps Online for the child's record, they will become aware of which category is applicable to the family and should follow the directions below for the data entry associated with that category. A glossary of terms unique to the FCP record is included at the end of this manual.

⇨   **IMPORTANT MESSAGE: FCP accounts are directly associated with the generation of an Explanation of Benefits statement (EOB) mailed to the family each month. Without a valid FCP Account, including the acceptance date, the child's early intervention record the family will NOT receive an EOB detailing the monthly services provided and paid for by the program.**

All children must have an FCP account attached to their record regardless of their payment category from the list above. The FCP record for families with only 1 active child in the program must be in that active child's record. For families with multiple active children in the family, the FCP record will be associated to the first child entered into the EarlySteps Online data system and the additional sibling(s) will be attached to that record via the FCP entry screens in their individual records. More details regarding this data entry are provided later in this manual (see Section 6 for detailed examples).

1.1 Which Cost Participation Option to Select?

Please review the following Cost Participation options to help determine which fee type should be selected.

Fee Option	Reason
Medicaid Eligible, Access Granted	This option is selected when a Child is Medicaid eligible with an assigned Medicaid ID and the family has granted permission to bill Medicaid for eligible services. Web pages to be updated: • **Child Detail** (Medicaid ID, Medicaid Enrollment status, Private Insurance indicator - optional) • **Family** (family income) • **Cost Participation** (Fee type, Effective From Date, Acceptance Date) • **Signed Family Notice Statement**
Pay Maximum Cost Share, Full Fee Option	This option is selected when a family determines not to provide family income information or providing the required consent to bill Medicaid, if applicable. The family will be charged the full cost for eligible services. Web pages to be updated: • **Child Detail** (Private Insurance indicator - optional) • **Family** (family income) • **Cost Participation** (Fee type, Effective From Date, Acceptance Date) • **Signed Family Notice Statement**
Calculate Cost Share Using Family Income and Deductions	This option is selected when a child is not Medicaid eligible and the family has provided the necessary family income information to calculate a monthly cost share. The family will be charged a monthly fee as applicable. Web pages to be updated: • **Child Detail** (Private Insurance indicator - optional) • **Family** (family income) • **Cost Participation** (Fee type, Effective From Date, Acceptance Date, deductions - optional) • **Signed Family Notice Statement**
Join child to an existing family member with a Family Cost	This option is selected when a child has a sibling in the EarlySteps program and that sibling has an active Cost Participation record. This

Participation record	Cost Participation option allows multiple siblings to share the same Cost Participation obligations. This option is selected when a child has an active sibling in EarlySteps, linking their accounts. This Cost Participation option allows multiple active siblings to share the same Cost Participation account. All Cost Participation data revisions are made in the original child's record, the "linked to" child. Web pages to be updated: • ***Child Detail*** (Private Insurance indicator - optional) • ***Family*** (add newly enrolled child to "linked to" child's family) • ***Cost Participation*** – newly enrolled child (Effective From Date, Acceptance Date, link to child) • ***Cost Participation*** – linked to child (new Cost Participation record that includes the newly enrolled child) • ***Signed Family Notice Statement***

2 Medicaid Eligible, Access Granted

This section provides details regarding how to establish a Medicaid Eligible Family Cost Participation record for a child.

2.1 Child Detail web page

Children who are Medicaid eligible must be identified on the Child Detail web page as **Enrolled** from the drop-down options beside the field labeled **Medicaid** and must include the child's Medicaid ID number in the space provided labeled **Medicaid ID.**

An additional field to report private insurance coverage is available towards the bottom of the Child Detail web page. This is for state level data collection purposes only and will not impact the FCP calculation. It may or may not be applicable to children on Medicaid.


2.2 Family web page

Shown below is the income portion of the Family web page. The Income section is located toward the bottom of the Family member web page. For children with Medicaid eligibility, there are no additional data entry requirements for FCP on the Family web page. However, all children, including those with Medicaid must have an active FCP account and the family must sign the Family Notice statement.

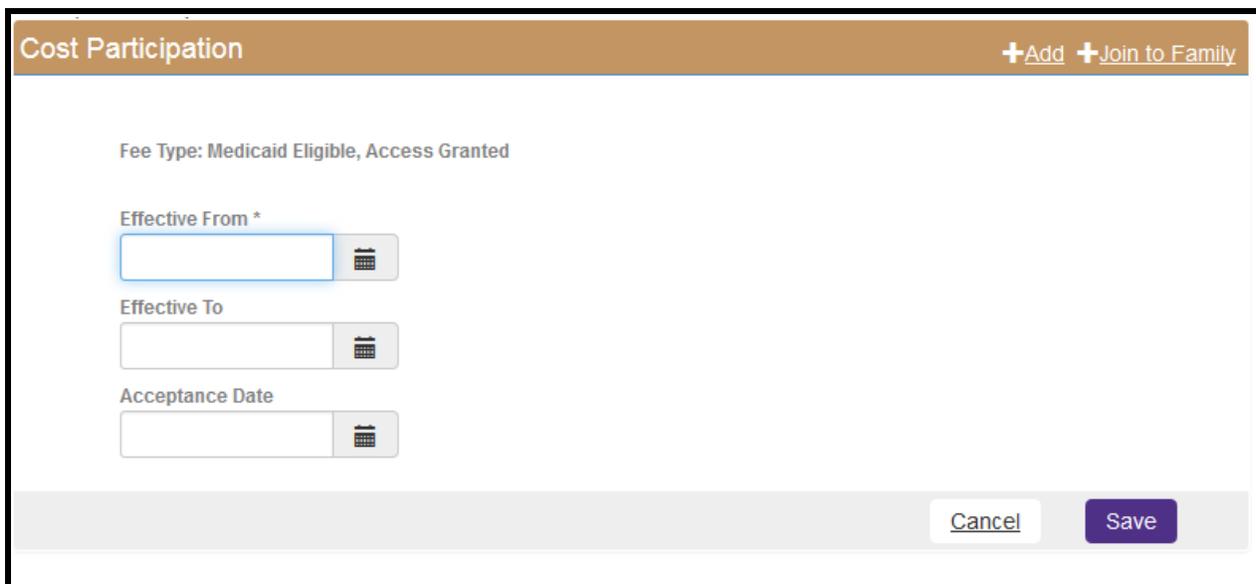|	Amount	How Often	Monthly	Yearly
Wages / Fees / Commissions / Tips	12852	Yearly	1,071	12,852
Social Security		Yearly	0	0
Dividends / Interest		Yearly	0	0
Unemployment Compensation		Yearly	0	0
Alimoney / Child Support		Yearly	0	0
Contributions from non Household members		Yearly	0	0
Other		Yearly	0	0
		Totals	1,071	12,852

2.3 Cost Participation web page

The Cost Participation web page allows the SPOE Administrator to select a Cost Participation Fee type.
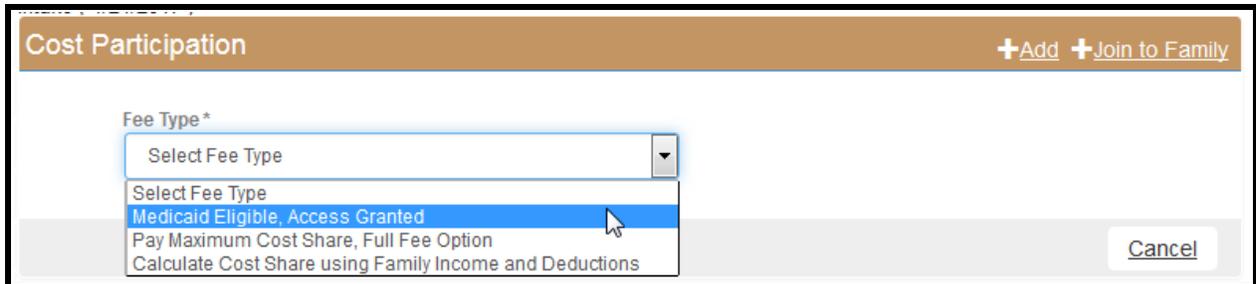
On the Cost Participation web page, the SPOE Administrator will select the category "Medicaid Eligible. Access Granted" from the drop down to indicate the child is Medicaid eligible and that the family has given the EarlySteps program permission to bill Medicaid for the child's eligible services. This selection tells the software program to calculate the family's cost share based on the rules applicable for Medicaid eligible children. Once the "Medicaid Eligible, Access Granted" option is selected, the Cost Participation web page will display the *Effective From*, *Effective To* and *Acceptance Date fields*. Enter the *Effective From* and *Acceptance Dates* in the appropriate fields. The Effective To field should remain blank.

⇨   **NOTE:** A Medicaid ID number is required to select "Medicaid Eligible. Access Granted" option on the Cost Participation web page. If the Medicaid ID is not entered on the Child Detail web page (see Child Detail section above), a warning message is displayed to the user, reminding them to go back to the Child Detail web page and complete that information.

⇨   **NOTE:** for the first Cost Participation record, the **Effective From** date will default to the first day of the Referral month and this cannot be changed.

For all subsequent Cost Participation records, the **Effective From** date will default to the first day of the month in which the date is entered. If you do not want the FCP record to start until the next month, enter the first day of that month in the Effective From field.

The **Effective To** field should remain blank. With no date entered, the FCP record is considered in effect from the date in the **Effective From** field until an undetermined future date.

The SPOE Administrator must enter an **Effective From** date and save the FCP record to print the supporting documentation for the family's signature. Click the indicator **Print Supporting Documents** on the bottom left of the web page to print the *Family Notice Statement.*

The Cost Participation record can be saved without entering an **Acceptance Date**. Without an Acceptance Date, the Cost Participation record is in "Draft" status. While in "Draft" status the Cost Participation record can be deleted or the *Family Notice Statement* can be printed. Additionally, notice that the Cost Participation record graph is displaying a green bar which represents that a "Draft" record has been created.

Once a family signature has been gained, enter the **Acceptance Date**. This is the date that the family signed the notice statement and officially gave their consent and agreement with the FCP requirements. Select Save on the Cost Participation web page. All families must sign the Family Notice Statement regardless of their FCP responsibility and/or Medicaid eligibility.

This completes the FCP record for the child. A child **must** have an acceptance date in the saved Cost Participation record for the information to create the family's FCP account and trigger the generation of monthly statements and Explanation of Benefits (EOB) for the family.

3 Pay Maximum Cost Share (Full Fee Option)

This section provides details regarding how to establish a Pay Maximum Cost Share Family Cost Participation record for a child.

3.1 Child Detail web page

All information will be entered on the Child Detail and Family web pages per current practice. On the Child Detail web page, be sure to check the data field if the **child is covered by private insurance**. This is a state data collection field and does not affect FCP in any way.


After receiving information on and discussing the FCP requirements with the program, a family may decide they are not interested in providing the necessary income information or providing the required consent to bill Medicaid, if applicable. When this happens, the family will be required to sign the ***Family Notice Statement*** indicating their decision to not participate in FCP and their agreement to pay the full cost of eligible services for their child.

3.2 Cost Participation web page

The Cost Participation web page allows the SPOE Administrator to select a Fee type.
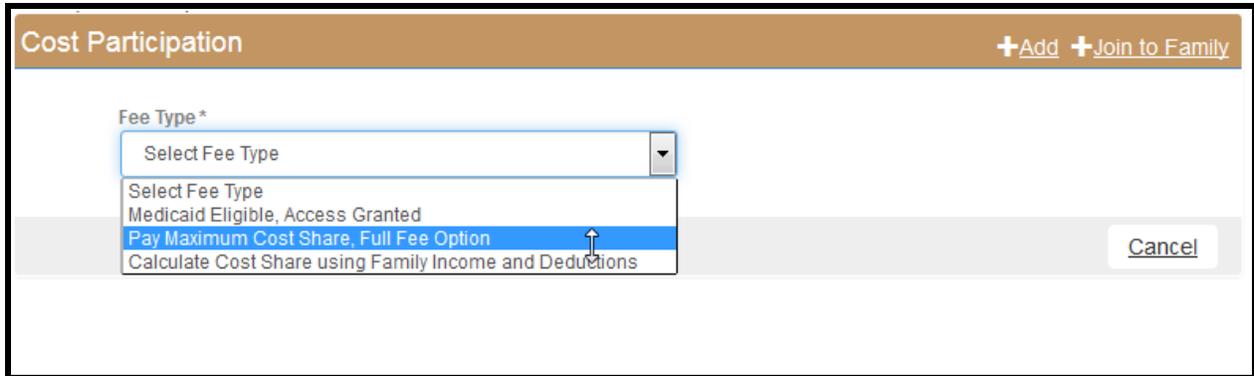
On the Cost Participation web page, the SPOE Administrator will select the **Pay Maximum Cost Share, Full Fee Option**. This selection results in the screen showing no income or cost share data.

➡️   **NOTE:** For the first Cost Participation record, the **Effective From** date will default to the first day of the Referral month and this cannot be changed.

For all other Cost Participation records, the **Effective From** date will default to the first day of the month in which the date is entered.

The **Effective To** field will remain blank. With no date entered, the FCP record is considered in effect from the date in the **Effective From** field until an undetermined future date.
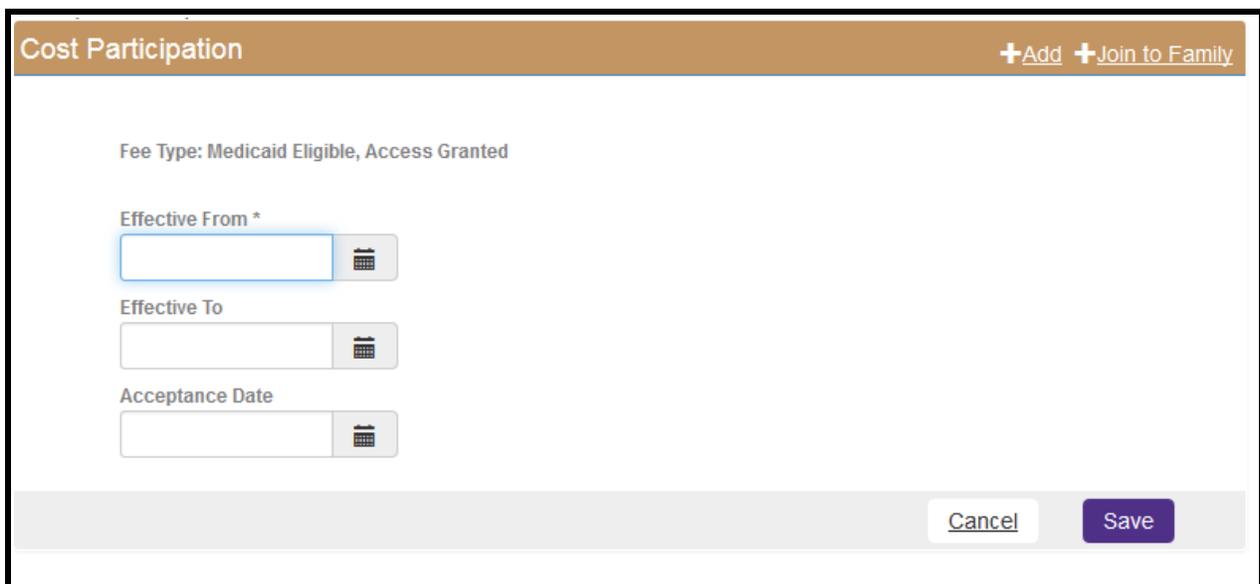
Shown below is the **Pay Maximum Cost Share, Full Fee Option** Cost Participation record.
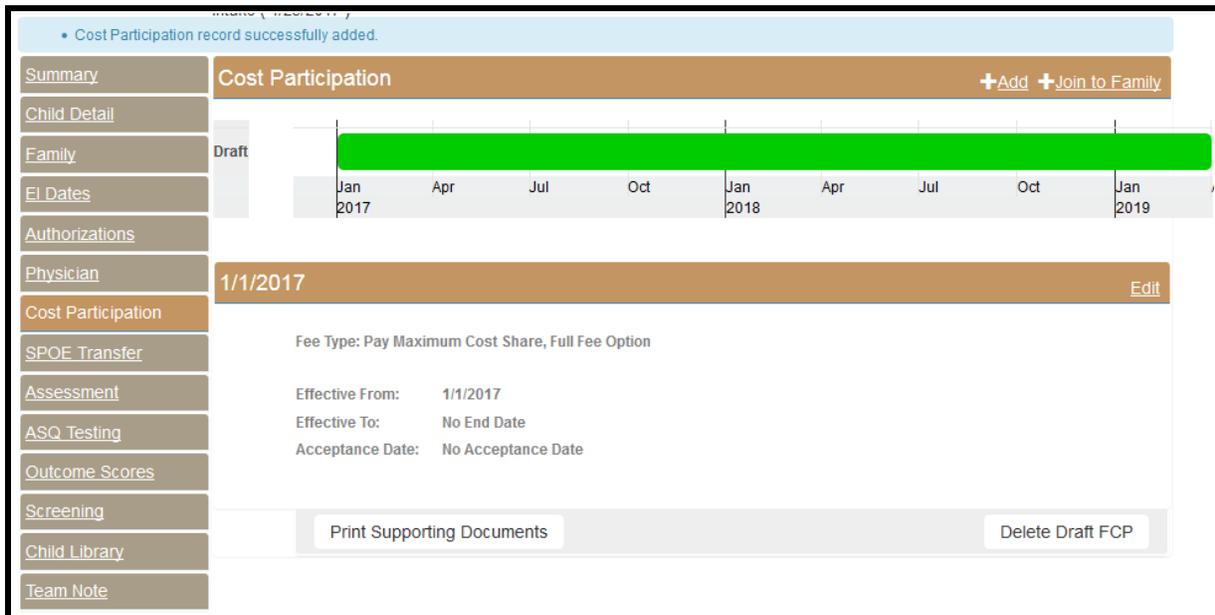
At this point the SPOE Administrator is ready to print the supporting documentation for the family's signature. Click the button **Print Supporting Documents** on the bottom left of the web page to print the *Family Notice Statement.*

Once the family signature has been collected, the SPOE Administrator will need to enter the **Acceptance Date** on the Draft Cost Participation record.

This is the date that the family signed the notice statement and officially declared their decision to refuse a cost share calculation or refused to provide consent to bill Medicaid. These refusals obligate the family to pay the full cost of FCP eligible services. Select to Save the Cost Participation web page.
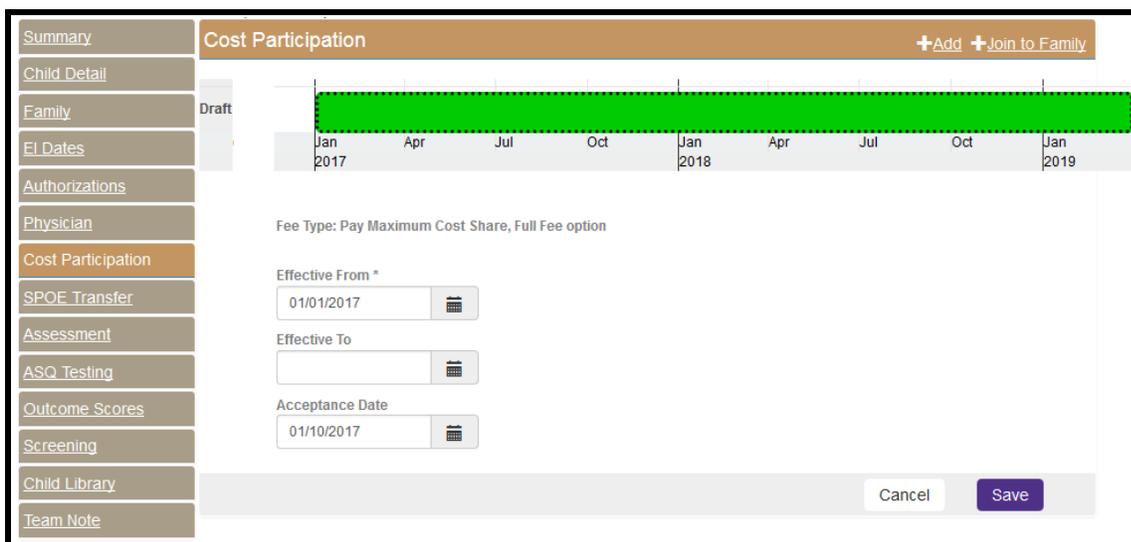
Shown below is the Cost Participation record after it has been saved with an Acceptance Date. Notice that the Cost Participation record graph is displaying a blue bar which represents that a completed FCP record has been created. Once a completed record is saved, the green "Draft" bar is removed and the Effective From date for the new record is displayed to the left of the blue bar. As additional FCP records are created for the family, the bars will show on the screen with the most current FCP record period displaying as the bottom graph bar in the list. Specific detail about each FCP record is accessible by clicking on the graph bar.
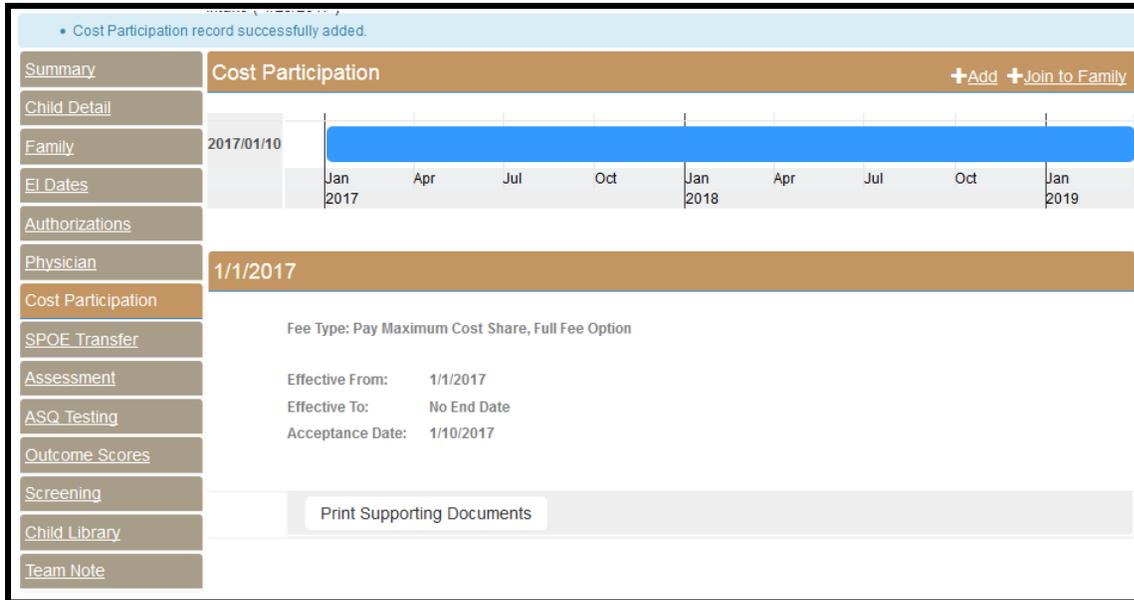
This completes the FCP record for the child. A child **must** have an acceptance date in the saved Cost Participation record for the information to create the family's FCP account and trigger the generation of monthly statements and Explanation of Benefits (EOB) for the family. The monthly statement will show the services paid during the statement period and the amount paid to the provider(s). For families with FCP responsibility, the total of payments made by the program to the providers for FCP eligible services will be billed to the family for that statement period.

4   Calculate Cost Share using Family Income and Deductions

This section provides details regarding how to establish a Calculate Cost Share using Family Income and Deductions Family Cost Participation record for a child.

4.1 Child Detail web page

Data entry on the Child Detail web page is the same as current practice except for the **Child is covered by private insurance** field.   This is a state data collection field and does not affect FCP in any way.

4.2 Family web page

Enter information per current practice on the Family web page. As family members are added, their pertinent information they will appear in the Family member list at the top of the web page.

By selecting the ***View*** hyper link next to a family member's name in that list, the information about that family member will appear on the screen. A user will be able to see if that individual has been identified as the head of household, someone with financial responsibility, etc. Select the Edit link on the upper right hand side of the web page and scroll to the bottom of the web page to view and enter Family Income.

4.3 Family web page (Income section)

On the bottom of the Family web page you should see the Income section associated with the family member selected to view.
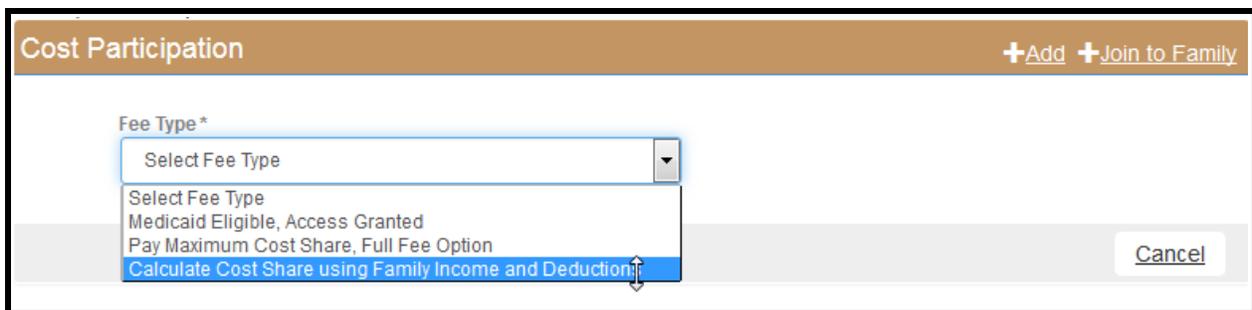
Using the information provided from the Income Verification Form and/or other allowable income documents enter an "Amount" and select "How Often" for all applicable income sources for the family member. For wages, it will be the total amount for the allowable family member chosen.   When all income is entered, be sure to save the information. If there are multiple allowable family members with income to be entered, return to the list of family members and select the next individual for income entry. Once that family member is selected, enter the applicable income amount(s) on the Income section.

⇨   **Note:** Be sure to save the Family web page after each family member's income is entered.

4.4 Cost Participation web page

The Cost Participation web page allows the SPOE Administrator to select a Fee type.

Select the ***Calculate Cost Share using Family Income and Deductions*** and enter an ***Effective From*** date. The Cost Participation web page will be triggered to complete the calculations and display the pertinent information for the family. This information includes:

- A Family Count
- Total Income
- Total Deductions
- Adjusted Income
- Percent of Poverty
- Family Cost Per Hour
- EarlySteps Maximum Monthly Cost

⇨   **Note:** For the first Cost Participation record, the **Effective From** date will default to the first day of the Referral month and this cannot be changed.

For all other Cost Participation records, the **Effective From** date will default to the first day of the month entered. The SPOE Administrator can set the FCP record to start the first of the next month if that is appropriate. This can be accomplished by manually entering that Effective From date.

The **Effective To** field will remain blank. With no date entered, the FCP record is considered in effect from the date in the **Effective From** field until an undetermined future date.

If the SPOE Administrator determines after they have saved the web page that the **Effective From** date is incorrect, they can make a change if they have not entered an Acceptance Date and saved the record. If the SPOE Administrator has entered an Acceptance Date and saved the record, they will need to enter a new FCP record. Entering a new Cost Participation record is discussed later in this document.

The SPOE Administrator must save the record after they enter the effective date to access the **Print Supporting Documents** button. This is the point when the SPOE Administrator is ready to print the supporting documentation for the family's signature. Click the indicator **Print Supporting Documents** on the bottom of the right page to print the *"Family Notice Statement."*

After the family has signed the *"Family Notice Statement",* the SPOE Administrator will enter the **Acceptance Date**. This is the date that the family signed the notice and officially declared their decision to accept the cost share calculation and agreed to pay their share of the child's services. Save the Cost Participation web page.

- Cost Participation record successfully added.

Summary	**Cost Participation** ➕Add ➕Join to Family
Child Detail	
Family	2017/02/09
EI Dates	
Authorizations	
Physician	
Cost Participation	**1/1/2017**
SPOE Transfer	
Assessment	Fee Type: Calculate Cost Share Using Family Income and Deductions
ASQ Testing	
Outcome Scores	
Screening	
Child Library	
Team Note	

Timeline: Jan 2017, Apr, Jul, Oct, Jan 2018, Apr, Jul, Oct, Jan 2019, Apr, Jul, Oct, Jan 2020, Apr, Jul, Oct

1/1/2017

Fee Type: Calculate Cost Share Using Family Income and Deductions

Effective From:	1/1/2017
Effective To:	No End Date
Acceptance Date:	2/9/2017
Deductions:	No Deductions

Family Summary

Family Member Count	5
Total Income	$11,500.00
Total Deductions	$0.00
Adjusted Income	$11,500.00
Percent of Poverty	40
Family Cost Per Hour	$0
EarlySteps Maximum Monthly Cost	$0

Family Members

FirstName Example, effective from 11/1/2016, Mother counted, $1,000.00 Income Included
FirstName Example, effective from 11/1/2016, Father counted, $10,500.00 Income Included
FirstName Example, effective from 11/15/2016, Child counted, Income Not Included
FirstName Example, effective from 11/1/2016, Brother counted, Income Not Included
FirstName Example, effective from 11/1/2016, Sister counted, Income Not Included

Print Supporting Documents

This completes the FCP record for the child. The child **must** have an **Acceptance Date** in the saved Cost Participation record for the information to create the family's FCP account and trigger the generation of monthly statements and Explanation of Benefits (EOB) for the family.

4.5 Cost Participation Deductions

Approved deductions are used with the reported income to calculate the family's cost share amount. It is important that these deductions be approved and entered before the SPOE Administrator enters an Acceptance Date and saves the record. If the deduction request comes in after an FCP record is entered and saved, the SPOE Administrator will need to enter a new FCP record that includes completion of this data field on the Cost Participation record.

The **Deductions** data field is found immediately above the Family Summary section on the Cost Participation web page.

The Deductions field is only applicable in approved situations.   This data field on the Cost Participation record is used to enter any state directed deductions usually based on hardship cases and/or extraordinary expenses. A request for an income adjustment for the family and the amount being allowed for the family is entered based on the dropdown options (weekly, bi-weekly, monthly, and yearly) on the Cost Participation webpage. The Family Support Coordinator (FSC) must submit the *Application for Income Adjustment* form to the regional review team for a decision. The approved deduction amount will be documented at the bottom of the form in the "DHH Use Only" box with the approval signature.

This process and subsequent approval is the **only** allowable use of the Cost Participation Deduction data field.

5   Join to Family

It is very important to link children to a single family FCP account when more than one child is active in the EarlySteps program from the same family at the same time. Linking accounts is critical for the application of the monthly maximum on the family's account.   In most cases the children will come into and out of the program at different times so setting up the linked accounts requires some careful tracking. Each family requires only one FCP account and typically that FCP record is created within the EarlySteps Online record for the first child in the family to have an active early intervention record.

The ability to link a child to another child with an FCP record is accomplished from the Cost Participation record. Following the explanation of the Join to Family web pages, there will be a detailed example in Section 6.

Step #1
Select the **Join to Family** link on the upper right of the Cost Participation web page.

Step #2
By selecting the **Join to Family** link, the Cost Participation web page is opened for the SPOE Administrator to enter an **Effective From** date and then select a child to link to by using the Search Child function.
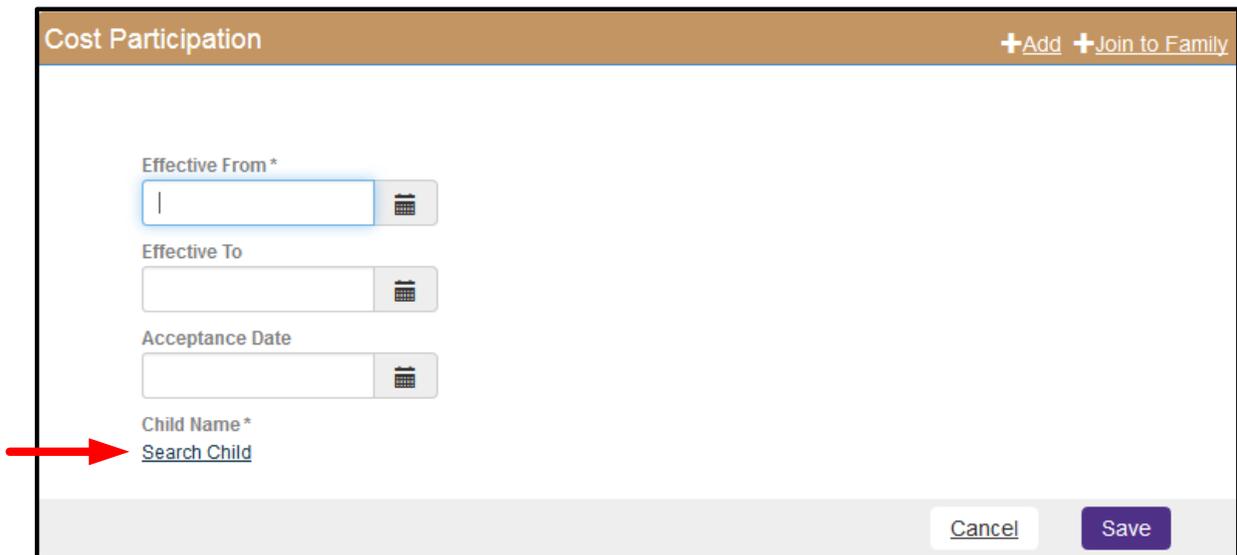
Step #3

After entering the *Effective Fro*m date, select the *Search Child* link.

Notice how the web page is changed to allow the SPOE Administrator to search for a child to link to. Children may be searched by using any of the fields available on the Child Search section. In the example below the search was conducted by using last names which starts with "wi". By selecting the *Search* button, the data system will return a set of children that match the search criteria. At this point, the user can *Select* a child to link to.

Step #4

With the selection of a child, the Cost Participation record will now associate the Cost Participation record to a "linked to" child, in this case "Child 3 Williams". See below.

Step #5

Enter an Acceptance Date, select the Save button and the Cost Participation record is created. Notice how the Cost Participation graph bar is now red. A red bar indicates a *Joined to Family* Cost Participation scenario. Additionally, the Cost Participation record displays the "linked to" child; in this case **Child 3 Williams** in the heading of the record.
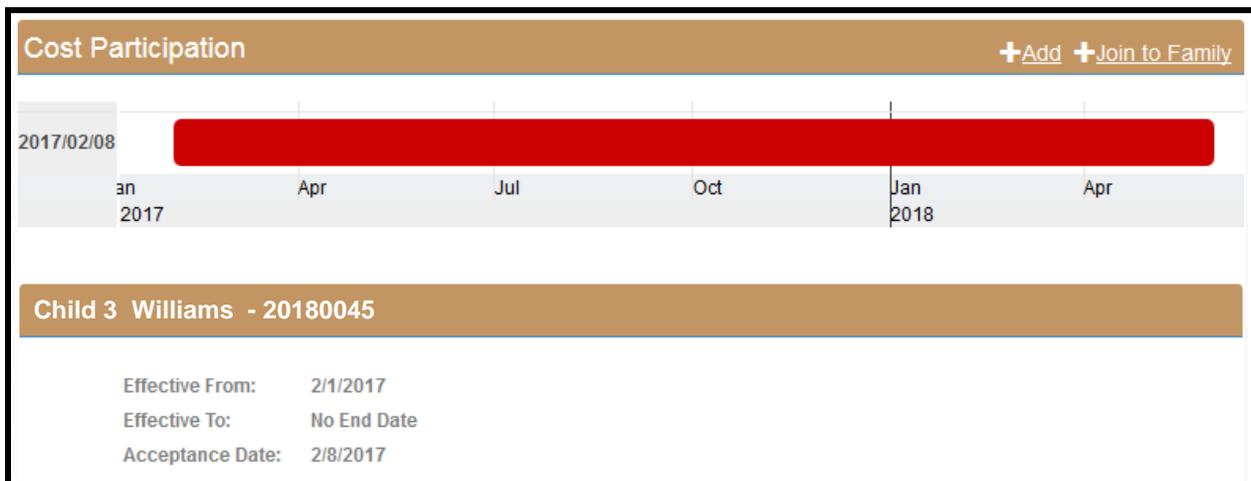
No further FCP related information should be entered in the EarlySteps Online record for the child being linked to an existing FCP account. However, if the family indicates that their income information or family size has changed since the original account was entered, the SPOE Administrator will need to go to the original FCP record to update the information. A change in income and/or a change in family size can affect the co-pay amount determined from the EarlySteps sliding fee scale. If the family indicates that the FCP information in the original record is still accurate, there is no need to go into that record to have the FCP process pick up the new child's services. The hourly FCP charge and the monthly maximum to the family unit will be automatically applied.   If the new child is a new family member, their name must be added to the existing child's family member list, on the Family web page so that the number of family members will be accurately reflected in the cost share calculation.

6   Join to Family – Detailed Example

This section will provide a set of detailed examples regarding the Join to Family scenario.

6.1 Family with 1 child in EarlySteps program

If there is only 1 child in the EarlySteps program for a family, then the Join to Family Cost Participation selection is not an appropriate option for the establishment of a Cost Participation record for the child.

6.2 Family with 2 children in EarlySteps program

If a family has 2 children in the EarlySteps program, then the following scenario could be appropriate.

The first child of the family is added to the EarlySteps data system.

Child Detail web page for Sally Williams. Sally is active and in Intake status. A Cost Participation record has been created for Sally.

Family Member list for Sally Williams.

The family has the Mother, Debra Williams, as the Head of Household.

Williams, Sally - 370601872			Role: SPOE Administrator	
DOB (9/16/2014)			Logged in as: KentSPOE7 ⌄	
Intake (2/17/2017)				
Family			+Add New Family	
Last Name	**First Name**	**Relationship**	**Phone**	
Williams	Debra	Mother	(999) 999-9998	View

Cost Participation for Sally Williams.

The Cost Participation record is established for the child. Notice the family member count of 2. The percent of poverty is 62%.

Williams, Sally - 370601872	Role: SPOE Administrator
DOB (9/16/2014)	Logged in as: KentSPOE7 ⌄
Intake (2/17/2017)	

Cost Participation   +Add +Join to Family

2017/02/02

Jan 2017 — Apr — Jul — Oct — Jan 2018 — Apr — Jul — Oct

2/1/2017

Fee Type: Calculate Cost Share Using Family Income and Deductions

Effective From:	2/1/2017
Effective To:	No End Date
Acceptance Date:	2/2/2017
Deductions:	No Deductions

Family Summary

Family Member Count	2
Total Income	$10,000.00
Total Deductions	$0.00
Adjusted Income	$10,000.00
Percent of Poverty	62
Family Cost Per Hour	$0
EarlySteps Maximum Monthly Cost	$0

Family Members

Debra Williams, effective from 9/1/2014, Mother counted, $10,000.00 Income Included

Sally Williams, effective from 9/16/2014, Child counted, Income Not Included

Print Supporting Documents

Now a 2nd child joins the family.

This is the **Child Summary** web page for the new child, Dean Williams, prior to the creation of a Cost Participation record.

Family List for Dean Williams.

The next step is to add Dean Williams to Sally Williams **Family** list.

Williams, Sally - 370601872				Role: SPOE Administrator
DOB (9/16/2014)				Logged in as: KentSPOE7
Intake (2/17/2017)				
Family				+Add New Family
Last Name	**First Name**	**Relationship**	**Phone**	
Williams	**Debra**	**Mother**	(999) 999-9998	View
Williams	Dean	Brother		View

The next step is to create a new Cost Participation record for *Sally Williams* that includes the new family member, Dean Williams. Notice how the family member count was revised to 3 and how the percent of poverty changed to 50%.

Williams, Sally - 370601872	Role: SPOE Administrator
DOB (9/16/2014)	Logged in as: KentSPOE7
Intake (2/17/2017)	
Cost Participation	+Add +Join to Family

2017/02/02

2017/03/07

Jan 2017 Apr Jul Oct Jan 2018 Apr Jul Oct

2/1/2017

Fee Type: Calculate Cost Share Using Family Income and Deductions

Effective From: 2/1/2017
Effective To: No End Date
Acceptance Date: 3/7/2017
Deductions: No Deductions

Family Summary

Family Member Count	3
Total Income	$10,000.00
Total Deductions	$0.00
Adjusted Income	$10,000.00
Percent of Poverty	50
Family Cost Per Hour	$0
EarlySteps Maximum Monthly Cost	$0

Family Members

Debra Williams, effective from 9/1/2014, Mother counted, $10,000.00 Income Included

Sally Williams, effective from 9/16/2014, Child counted, Income Not Included

Dean Williams, effective from 2/1/2017, Brother counted, Income Not Included

Print Supporting Documents

The next step is to link Dean Williams to the existing child Sally Williams, for Cost Participation purposes.
Notice that the Join to Family **Cost Participation** web page for Dean Williams is displayed.

Set the Effective From date and then search for the sibling, in this case Sally Williams.

Select Sally Williams as the child to link to.

Save the Cost Participation record for Dean Williams. Notice how the Cost Participation graph bar is red indicating a linked child. Also, notice the Cost Participation web page section title (below the graph bar) indicates Sally Williams is the linked to child.

Shown below is the **Child Summary** web page for Dean Williams. Notice how under the Related Records section, the web page indicates that Dean Williams is linked to Sally Williams for Cost Participation. Additionally, the FCP Account number is displayed as the FCP Account associated with Sally Williams.

Shown below is the **Child Summary** web page for Sally Williams. Notice how under the Related Records section, the web page indicates that Sally Williams has a link to Dean Williams for Cost Participation. Dean Williams is the FCP "sibling" to Sally Williams.

Now the children, Sally and Dean Williams, are linked for Cost Participation purposes.

6.3 Family with 3 or more children in the EarlySteps program

If a family has 3 or more children in the EarlySteps program, then the following scenario could be appropriate. In this scenario, we will add another child to the Williams family as described in the previous section.

Now a 3rd child joins the Williams family.

This is the **Child Summary** web page for the new child, Rachel Williams, prior to the creation of a Cost Participation record.

Family List for Rachel Williams.

The next step is to add Rachel Williams to Sally Williams **Family** list.

The next step is to create a new Cost Participation record for Sally Williams that includes the new family member, Rachel Williams. Notice how the family member count was revised to 4 and how the percent of poverty changed to 41%.
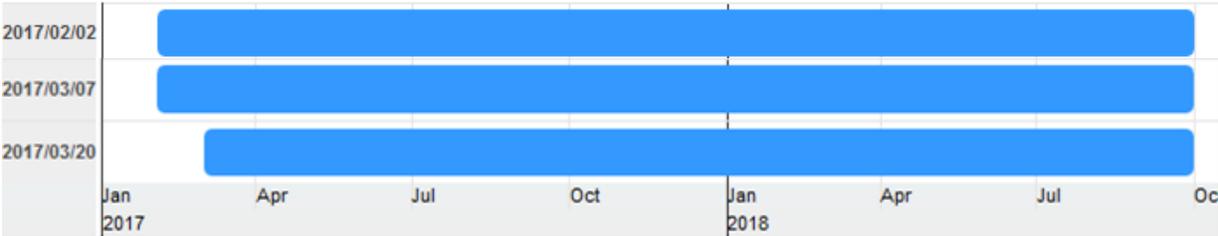
The next step is to link Rachel Williams to the existing child Sally Williams, for Cost Participation purposes. Notice that the **Cost Participation** web page for Rachel Williams is displayed. The Join to Family option had been selected.

Set the Effective From date and then search for the sibling, in this case Sally Williams.

Notice how the SPOE Administrator only searched based on the last name "Williams". The data system is set up to only return children who have a Cost Participation record that is **not** a Join to Family record. That is why Dean Williams is not displayed in the search results, only Sally Williams.

Select Sally Williams as the child to link to.

Save the Cost Participation record for Rachel Williams. Notice how the Cost Participation graph bar is
red indicating a linked child. Also, notice the Cost Participation section title (below the graph bar)
indicates Sally Williams is the linked to child.

Shown below is the **Child Summary** web page for Sally Williams. Notice how under the Related Records section, the web page indicates that Dean Williams and Rachel Williams are linked to Sally Williams for Cost Participation.

Williams, Sally - 370601872   Role: SPOE Administrator
DOB (9/16/2014)
Intake (2/17/2017)   Logged in as: KentSPOE7

Child Summary

Born 9/16/2014, Female   Active
Referred 2/9/2017
Intake 2/17/2017   Intake Coordinator
                                             Elaine Deaton
No Eligibility
No Diagnosis   Family Support Coordinator
FCP Effective 2/1/2017
FCP Account #17709
                                             Related Records
                                             FCP sibling Dean Williams - 201700298
Head of Household   FCP sibling Rachel Williams - 201700299
Debra Williams
648 West Grand Parkway
NATCHEZ, LA 71456
Home (999) 999-9998

Shown below is the **Child Summary** web page for Dean Williams. Notice how under the Related Records section, the web page indicates that Dean Williams is linked to Sally Williams for Cost Participation.

Williams, Dean - 201700298   Role: SPOE Administrator
DOB (2/1/2016)
Intake (2/21/2017)   Logged in as: KentSPOE7

Child Summary

Born 2/1/2016, Male   Active
Referred 2/20/2017
Intake 2/21/2017   Intake Coordinator
                                             Ariana Alexander
No Eligibility
No Diagnosis   Family Support Coordinator
FCP Effective 2/1/2017
FCP Account #17709
                                             Related Records
                                             FCP Account of Sally Williams - 370601872
Head of Household
Debra Williams
123 Pine St
BATON ROUGE, LA 70801

Shown below is the **Child Summary** web page for Rachel Williams. Notice how under the Related Records section, the web page indicates that Rachel Williams is linked to Sally Williams for Cost Participation.

6.4 Issues to watch and remember when linking child records to siblings for FCP purposes:

1) Make sure that the sibling you are linking the new child to is still active in the program with an active FCP record. If there are not multiple, active children in the family receiving services at the same time, there is no reason to link records. Linking records provides the family with a single statement and applies the monthly maximum to the family as a unit.

2) The EarlySteps Online record of the child being linked to another child for FCP purposes will have FCP information that refers to the linked to child.
   a. In the detailed examples in the preceding sections, the Child Summary web page indicates who is linked to whom for FCP purposes.
      i. Sally Williams holds the FCP record for Dean Williams and Rachel Williams
      ii. Dean Williams points to Sally Williams as the FCP Account of record.
      iii. Rachel Williams points to Sally Williams as the FCP Account of record.

3) All maintenance, updates, and review of the FCP record must be done in the EarlySteps Online record of the child to whom the sibling(s) have been linked.
   a. In the detailed examples in the preceding sections, any data maintenance must be conducted in Sally Williams Cost Participation record and her Family member records.

4) When adding a new child's record to an existing record it is important to consider whether the family size has changed with this new child. The original FCP record may not have this child listed as a family member. Family size is a critical piece of the FCP calculation and if this is a new addition to the family the SPOE Administrator will need to update the record of the Primary FCP Account holder reflect the additional family member.
   a. In the detailed examples in the preceding sections, this was the activity of adding Dean Williams and Rachel Williams to the family of Sally Williams.

5) Printing a "Family Notice Statement" will be available in the EarlySteps Online record of the child who was linked to. However, the Family Notice will generate with the name of that child and not the name of the new child being linked. The appropriate service coordinator will need to write in the new child's name on the Family Notice and have the parents sign the Family Notice again for the newly enrolling child.
   a. In the detailed examples in the preceding sections, this would be printing Sally Williams Family Notice Statement after a new Cost Participation record has been created but writing in Dean Williams or Rachel Williams name on the Family Notice.

6) If something changes for the family unit between the time the original FCP record was created and the new child's link to that record (e.g., income change, additional or fewer family members, hardship determination, etc.) the SPOE Administrator will need to enter a new FCP record for the family in the EarlySteps Online child record where the family's FCP record resides. This is the child to whom all other sibling records are linked.
   a. In the detailed examples in the preceding sections, this would be adding a new Cost Participation record to Sally Williams Cost Participation account when Dean Williams and Rachel Williams were added to the family.

7) For updating income information at the annual IFSP, the SPOE Administrator will enter the **Effective From** date for the new record as the **first of the next appropriate month**. This will avoid new income information being applied to the IFSP already in place.

8) There is no need to change an FCP account linkage if/when the original child exits the system. Since there is a lag from the service provision date and the EOB date, that exiting child needs to continue to be included in the EOB until the account for that child is paid in full. Also, since no new services will be provided for that child, no additional cost will be added to the family's account after the final payment for all rendered services.

   a. In the detailed examples in the preceding sections, this would be when Sally Williams exits the EarlySteps program but Dean Williams and Rachel Williams are still linked to her for FCP purposes.

9) Selecting "Add Cost Participation" instead of "Join to Family" will break the FCP linkage to the original child.

   a. In the detailed examples in the preceding sections, this would be if a Pay Maximum Cost Participation record was added to Dean Williams, then Dean Williams FCP link to Sally Williams would no longer exist.

7 Miscellaneous

This section covers a variety of topics regarding a child's Cost Participation record.

7.1 Family Notice Statement

The Family Notice Statement is applicable to all FCP Fee categories. The notice explains the requirements associated with FCP and will print customized to the family record. Families **must** sign the notice selecting one of two options: 1) acceptance and agreement to pay the calculated fee per eligible service displayed on the notice or 2) agreement to pay full fee because they waived the right for a calculated cost share when they refused to provide income information or provide consent to bill Medicaid for eligible services. If the family has accepted their obligation to pay a portion of the cost of their child's services, their notice will display the calculated co-pay and monthly maximum.

Deductions:	$0.00
Annual Income after Deductions:	$11,500.00
Family Size:	5
Family Cost Share ($ per hour of service):	$0.00
EarlySteps Maximum Monthly Cost Share:	$0.00

Family Participation Option - The following documents my family's choice to participate in a system of payment for early intervention services and my understanding that a parent's signature is required on an Individualized Family Service Plan (IFSP) to initiate acceptance of a family cost share and that I must accept or decline early intervention services subject to cost share.

☑ **Family Cost Share**: I have chosen the EarlySteps Family Cost Share option in accordance with the EarlySteps policies and procedures. I understand that if a significant change occurs in my financial position, I will request a reassessment to determine a new monthly contribution rate.

For Medicaid-eligible children, families must sign with the Family Cost Share box checked regardless of their responsibility for payment.

If the family has refused to provide income or permission to bill Medicaid, their notice will print as shown below.

☑ **Full Cost of Services:** I have chosen not to release my financial information and/or allow the use of my child's Medicaid as the payment source for my child's early intervention services, therefore, I understand that I will be billed for the full cost of services for which I give consent and are provided in accordance with my child's Individualized Family Services Plan (IFSP).

My acceptance of this notice verifies that my rights and responsibilities relating to EarlySteps and payment for services have been explained to me. I acknowledge receiving a copy of the Family Rights Handbook. I agree to notify my Family Support Coordinator of any changes in the financial information used to determine my family cost share for early intervention services for my child. I also understand that I should contact my Family Support Coordinator if, at any time, I have questions or concerns about family cost participation or the cost of early intervention services. I have the right to request an administrative review of my family cost share or request dispute resolution procedures if disagreements regarding my family cost share cannot be resolved through the administrative review.

Parent Signature:	Family Support Coordinator Signature:
Date:	Date:

☐ If I have chosen not to release my financial information or allow use of my child's Medicaid as a payor for early intervention services, and I choose not to accept IFSP services at full cost, I understand that I am still entitled to receive activities associated with child find requirements, family support coordination, evaluation/assessment, IFSP development/review, and procedural safeguards (Parent Rights Procedures) at no cost to my family and at public expense.

Parent Signature:	Family Support Coordinator Signature:
Date:	Date:

Signature is required in one of the two boxes provided. The first signature line applies to families accepting the cost share amount. Signature on the second line is **only** for those families who refuse to provide income or billing consent and will be facing full fee for services or accepting no cost services only.

7.2 Creating a New FCP Record for an Existing Account:

1) Following the directions above for the Family Member Tab, update family members (add or delete from the existing list).
2) Following the steps above for the Income section of the Family member, update income information.
3) Following the steps above, enter any applicable deductions on the Cost Participation record for Calculate Cost Share using Family Income and Deductions.
4) On the Cost Participation web page, enter a new **Effective From** date, print the Family Notice and enter a new **Acceptance Date** after the family has signed the Notice**.** This will tell the FCP program to stop using the information in the previous record to calculate the family cost share as of the date entered. Save the Cost Participation record. The Acceptance Date is used by the program to identify which FCP record within the account is the most current record. It is critical that the SPOE Administrator does not enter an Acceptance Date earlier than the one on the record they are ending. For example; if the existing record has 10/15/13 as the Acceptance Date, the SPOE Administrator must enter a

date after 10/15/13 as the new Acceptance Date. 10/16/13 or later would be acceptable.
This also applies when correcting errors, even if the error is to correct the Effective From
date to an earlier date.

7.3 Draft FCP records

A Draft Cost Participation record is created when an Acceptance Date is not entered for the Cost
Participation record. The Cost Participation graph will display a green bar indicating a Draft record. The
Draft record is often created to print a Family Notice Statement. Once the Family Notice Statement has
been signed, the user should add an Acceptance Date to the Cost Participation record to finalize the
activity.

7.4 Correcting Errors in Data Entry

1) When a SPOE Administrator is creating a corrected FCP record, it is acceptable to enter an
   earlier date as the Effective From date. Enter the date in the "Effective From" field on which the
   record should begin. For example; the SPOE Administrator entered February 1st as the Effective
   Date in the original record and sometime later discovered that it should have been January 1st
   the SPOE Administrator can start over by creating a new record with January 1st as the Effective
   From date.   The FCP calculation system will go back and adjust the cost share calculations for
   claims beginning on January 1st.

2) As stated in the section above, the Acceptance date will be a later date than the original
    Acceptance Date entered so that the system will pick up the change.

3) **NOTE:** it is important to review the data entry on the screen before saving the page. Errors can
   be corrected *if identified prior to entering an Acceptance Date and saving the record*. Once
   the Acceptance Date is entered and the record saved, a new Cost Participation record must be
   opened to correct the error.   Data entry errors in the FCP account will have significant impact
   on the family's charges; therefore, accuracy is imperative.

7.5 When to use the Effective To Field

Under normal circumstances the **Effective To** field will remain blank. By leaving the field blank, the
system will consider the saved Cost Participation record to be in effect for an undetermined period and
will continue to generate FCP statements and EOBs for families according to the cost share calculations
until a new Cost Participation record is entered.   For example, should an annual IFSP review be delayed,
the open **Effective To** field ensures that FCP processing will continue under the current record and
families will continue receiving their FCP and EOB statements.

One example of when the **Effective To** field might be used is for special circumstances that affect
changes in the charges attached to the family. A family may request a concession in their FCP obligation

because of extraordinary circumstances (e.g., significant medical expenses for a period of three months). After review of the request the program decides to grant the family an FCP deduction for the specified three-month period. This change in the FCP obligation will be entered in the system as a new FCP record and the Effective From date will be the beginning of the three-month period and the Effective To date will be the end of the three-month period.   By entering the specific time parameter in the record, the SPOE Administrator is ensuring that the concession does not continue past the agreed upon time period.

Another example of when an **Effective To** date should be used involves the correction of errors. If at some point after the creation of an FCP record it is determined that the record contained errors (e.g., incorrect **Effective From** date and/or incorrect income entered) a corrected record would be required. Steps for correction are as follows:

1. The SPOE Administrator will need to enter a new record that sets a time limit on the previous record. To do this start by checking the family's income record. Make sure that the income is set to what it should be for the time period being corrected.

2. Start a new Cost Participation record by selecting the Cost Participation type and entering the same **Effective From** date as the original record. Next enter an **Effective To** date that is the date on which the system is to stop using that income or Effective From date when calculating the family's monthly cost share.

3. Enter a date at least one day later than the previous record's Acceptance Date as the new **Acceptance Date**. This new record will tell the system to ignore the previous record for the time period that has been identified in the Effective From and Effective To fields.

4. Save that record, and then select to add another Cost Participation record that will set the cost share record to an income and/or start date that will be used going forward.

    a. Start by checking the income information and make sure it is what you want the income to be for the new record.

    b. If the error is in the **Effective From** date, enter the new record with the correct date for which you want the FCP charges with the income in the record to begin. Leave the **Effective To** date blank and enter an **Acceptance Date** that is after the date of the previous record.

    c. If the error was for incorrect income, update the income information in their EarlySteps Online record in the Family web page and then enter a new FCP record with the **Effective From** date that you wanted the income to be used in the calculation of the FCP charges. Leave the **Effective To** field blank and enter an **Acceptance Date** that is after the previous Acceptance Date.

5. Remember that the **Acceptance Date** is the date that tells the data system which Cost Participation record is considered the current or active record. If you use a date prior to the last record's Acceptance Date the program will not know to use the new record. It will continue to recognize the record with the latest Acceptance Date as the current record.

6. The Effective From date drives when the FCP charges begin for the account. If the charges are to begin in the past, it is appropriate to enter an earlier **Effective From** date than the previous date. If the charges are to begin in the future, it is appropriate to enter a future date.

7. The income data may need to be changed for the system to recognize what income was appropriate for each of the periods that have been just entered. For example; if you have entered income in the original record and you were to have entered zero income for that period, you **MUST** go into the Family member income section in EarlySteps Online and change the income to zero before entering a new cost share record. When you are preparing to enter a new FCP account later, you **MUST** make sure you change the income from zero to the actual amounts before you enter the record that will calculate the family's cost share.

7.6 Cost Participation Graph

The Cost Participation graph is provided to visually guide the user in understanding which Cost Participation record is in effect at any given time. In the Cost Participation graph below the user can see that a child has 3 Cost Participation records. Each Cost Participation record becomes effective at different points in time.
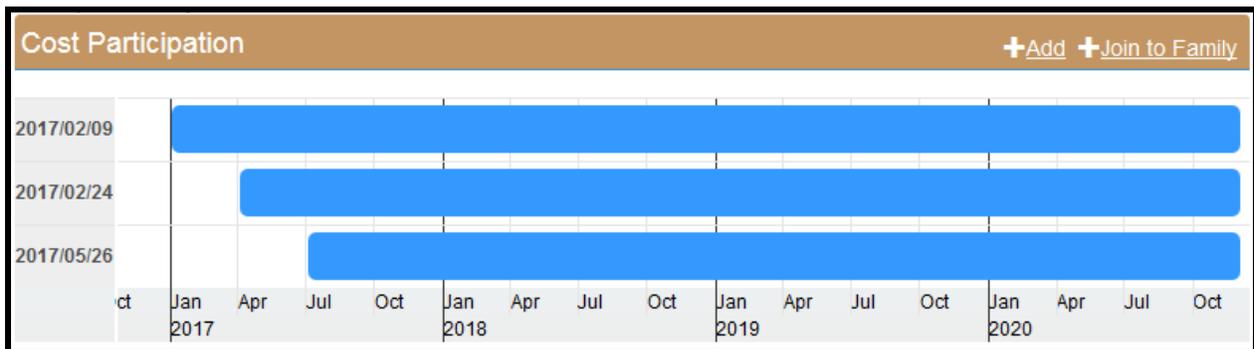
The Cost Participation Acceptance date is listed on the left side and the Cost Participation graph bars are sorted in ascending Acceptance Date order. The Cost Participation graph can be read as follows:

*   Acceptance Date 2017/02/09 – the Cost Participation record is in effect from January 1 thru March 31.

*   Acceptance Date 2017/02/24 – the Cost Participation record is in effect from April 1 through June 30.

- Acceptance Date 2017/05/26 – the Cost Participation record is in effect from July 1 until a new Cost Participation record is created.

See examples on the following pages regarding the individual selection of each of the Cost Participation graph bars.

By selecting the Cost Participation graph bar with an Acceptance date of 2017/02/09 the EarlySteps Online data system displays the following. Notice how the first Cost Participation graph bar is outlined in a dashed black border. This is an example of *Calculate Cost Share* Using Family Income and Deductions Cost Participation record.

By selecting the Cost Participation graph bar with an Acceptance date of 2017/02/24 the EarlySteps Online data system displays the following. Notice how the second Cost Participation graph bar is outlined in a dashed black border. This is an example of *Medicaid Eligible* Cost Participation record.

By selecting the Cost Participation graph bar with an Acceptance date of 2017/05/26 the EarlySteps Online data system displays the following. Notice how the third Cost Participation graph bar is outlined in a dashed black border. This is an example of *Pay Maximum* Cost Participation record.
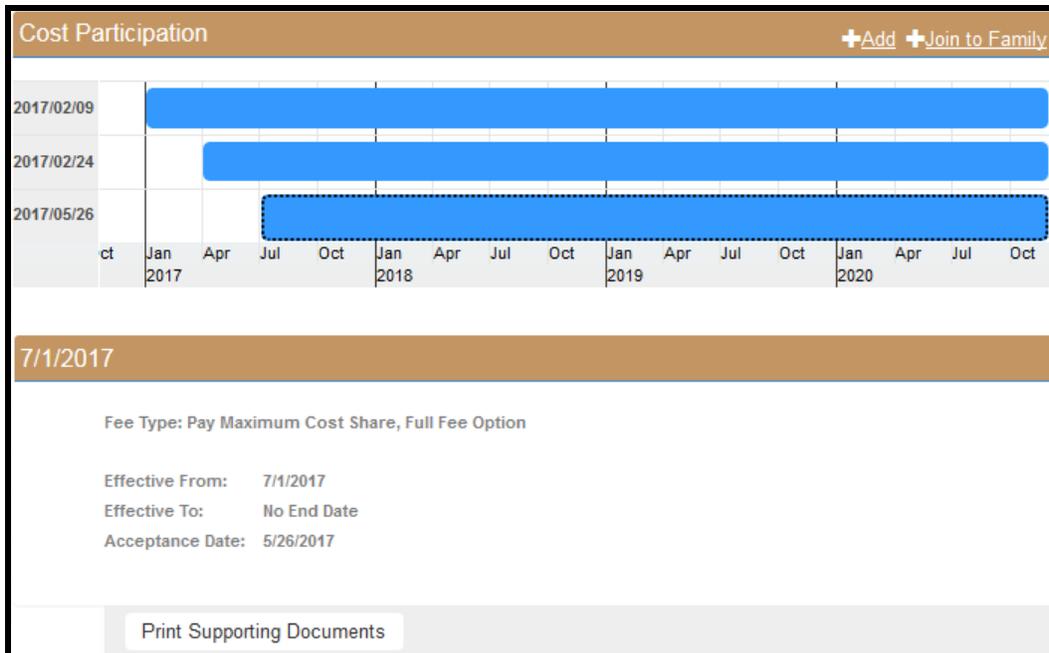
7.7 Quality Management in EarlySteps Online

SPOE directors and staff must develop internal review processes to ensure that all FCP accounts are complete and accurate. In situations where $0 income is entered as a temporary measure to establish the FCP account to generate the EOB or to provide the family with the notice statement, staff must ensure that the correct income information is subsequently entered. For example, a family is slow to provide income information prior to an annual. To avoid the lapsing of the IFSP and the delay of services, no income information was entered. Unless regular quality reviews are conducted to ensure that the income information is obtained and entered, the $0 income level will remain in the system and the family will not be charged, perhaps in error. The SPOE must review documentation submission regularly to avoid missing inadequate income information

7.8 Glossary of Terms

FCP: Family Cost Participation

Cost Participation: Cost Participation web page in the EarlySteps Online data system

Cost Share: The FCP charged amount per hour of service delivered to the family

Effective From: Date entered here is always the first of a month and represents when the family's obligation to pay the FCP charges calculated for this record will begin. This date will tell you that from this date forward any FCP eligible services provided to the child will be included on a monthly FCP statement period with the applicable co-pay charges assessed to the family.

Effective To: Date that an FCP account record ends. This will typically be left blank. By leaving the **Effective To** field blank, the system will consider the record in effect until a new **Effective From** date and **Acceptance Date** are entered into the record.   The **Effective To** field may be used in limited cases and typically for extraordinary circumstances.

Acceptance Date: Date that the family reviewed the *Family Notice Statement* and signed their selection for FCP participation. This date must be in the EarlySteps Online record for the creation of an FCP account at the CFO. This date is also used by the family statement calculation program to determine which FCP record is the most current and the one applicable for the time period covering the date of service being charged a cost share for the statement period.

Access Granted: This refers only to permission from the parent of the child to the program for billing of services to Medicaid, if the child is Medicaid eligible.

Statement Run: This refers to the date the statements are generated at the CFO. EarlySteps statements will run at the CFO on the 5th of every month. Families should see the statements in their mail within 5 to 7 days from that date.

Statement Period: This refers to the date range included in the monthly statement. Since charges are only billed to families after the services have been billed and paid to the provider, the statement period is always 2 months prior to the statement run date. For example, services provided in October can be billed by the provider any time within 60 days from the date of service. The CFO will wait for that time to expire (all of November and December) before generating FCP statements for the October services. In January, the statement period being billed is the previous October.