



Rhode Island Executive Office of Health and Human Services
3 West Road, Virks Building, Cranston, RI 02920

Rhode Island Early Intervention Guidance to Provide Virtual EI Services during COVID-19 Pandemic

Currently this guidance is for currently enrolled families. Guidance on how to process new referrals during COVID-19 crisis will be coming soon.

Preparing for virtual visits

- Secure a virtual platform that is HIPAA compliant (SEE ATTACHMENT 5: HIPAA COMPLIANT TELEHEALTH PLATFORMS). Costs associated with a 6-month subscription will be reimbursed. Please send your invoice requesting reimbursement to Deborah Masland at RIPIN (masland@ripin.org). Indicate on your invoice “Task 4: Special Projects”
- Complete any required documentation and attestations required by Medicaid and other insurers to provide services via virtual visits (as outlined per insurer required). Note: If we get specific guidance on this, it will be shared with EI providers immediately.
- Train your staff on the preferred virtual platform that you chose.
- Review all state procedures and processes for providing EI services via virtual visits with your staff, including how to complete the consent/acknowledgement, and review related guidance (Attachments 6 and 8)
- Ensure all staff have the necessary paperwork to conduct virtual visits. (SRFs, Plan for EI Services During COVID-19, Informed Consent for the Use of Virtual EI Services.)
- Ensure your billing department is equipped to bill virtual visits as indicated by insurers. Note: If we get specific guidance on this, it will be shared with EI providers immediately.

Contacting families to obtain consent for virtual visits

- Call families and explain virtual visits to ask if they would like to continue EI services via virtual visit OR if they prefer to postpone services for a specified amount of time.

Families who want EI services via virtual visits:

- Complete the Plan for EI Services During COVID-19 and Informed Consent for the Use of Virtual EI Services forms, indicating the family does want to proceed with EI services, and document verbal/electronic consent for virtual visits on an SRF according to the guidance outlined in Attachment 8: Guidelines for Obtaining Verbal/Electronic Consent or Acknowledgement for EI Virtual Visits.
- Follow the guidance in Attachment 6: Best Practices for Conducting Virtual Visits
- Follow through with family as agreed in the Plan for EI Services During COVID-19.

For families who do not want EI services via virtual visits:

- Complete the Plan for EI Services During COVID-19 form, indicating the family would like to suspend services until in-person visits can be conducted, and document on an SRF according to



the guidance outlined in Attachment 8: Guidelines for Obtaining Verbal/Electronic Consent or Acknowledgement.

- Follow through with the family as agreed in the Plan for EI Services During COVID-19.

Documentation of Virtual Visits on SRFs:

- SRF Documentation for virtual visits requires that a new identifier “Home (Virtual)” be manually written in on current forms. Code 8 “Home Virtual” will be a new code in the dropdown for SRF data entry in Welligent.
- Documentation required for a virtual visit is the same as a traditional home visit. Documentation includes the following:
 - Outcomes: Document Outcomes addressed during this visit. Documentation can be brief but include enough text to identify the outcome.
 - Updates: This section describes general updates as well as follow-up with the parent regarding the “Things to work on before the next visit section” from the prior visit (successes, new concerns, barriers).
 - Visit Description: The SRF should provide a summary of what happened during the visit and describe highlights of how the provider as well as the parent participated in the visit. Highlights should include new or ongoing strategies; coaching the parent as they practice a strategy and discussions of how to incorporate strategies into the daily routines.
 - Things to work on before the next visit: This section reflects joint planning with the parent about which strategies the parent feels they can incorporate from the visit into their week
 - Plan for next session: Includes joint planning regarding the next session.
- Provide the family with the completed SRF via the method that the family consented to on the Informed Consent for the Use of Virtual EI Visits form.

Explanation of Codes: The following codes are eligible for Virtual and Telephonic Visits:

- T1027 and all modifiers. Please note that the use of this code must still follow best practices and meet the requirements listed in the Early Intervention Reimbursement Manual.
- T1016, T1016TF, T1016TG. Service Coordination activities have always been allowed for activities conducted via phone. In addition, any activities related to obtaining consent/acknowledgement and preparing families for virtual visits may be reimbursed using T1016.

