



**POLICIES AND PROCEDURES  
NEW JERSEY EARLY INTERVENTION SYSTEM**

No: <b>NJEIS-14</b>	Subject: <b>Make-Up or Compensation for Missed/Disrupted Early Intervention Services</b>
Effective Date: <b>February 10, 2015</b>	Responsible Party: <b>Procedural Safeguards Coordinator</b>

**I. Purpose**

To identify circumstances and procedures for offering make-up and/or compensation for missed/disrupted early intervention services to eligible children and families.

**II. Policy**

- A. EIP provider agencies must ensure that make-up for missed/disrupted IFSP services are offered to eligible children and their families under specific circumstances as described in this policy and procedure.
- B. Service Coordination must ensure that compensation for missed/disrupted IFSP services, issued by the Procedural Safeguards Office, is offered to eligible children and their families under specific circumstances as described in this policy and procedure.
- C. If a family cancels or refuses services from an assigned NJEIS EIP provider agency and/or EIP practitioner, or a service is missed due to extreme weather or a natural disaster, the family is not entitled to make-up services or compensation.
- D. If a scheduled service falls on a State, federal or religious holiday, there is no entitlement to make-up or compensation for the missed/disrupted service if the EIP provider agency observes the holiday and the agency provides the parent the agency's written yearly calendar.
- E. If an EIP provider agency or EIP practitioner cancels or fails to provide a service in accordance with a current IFSP, the agency must offer the family the opportunity to receive make-up services following the second missed consecutive scheduled service or three missed services in 30 calendar days.
- F. Make-up for missed/disrupted services can only be provided within the authorization effective dates. If these services, for which the family is eligible, cannot be made up within the authorization dates, the EIP provider agency must notify the Procedural Safeguards Office for consideration of compensatory services.

### III. Procedures

- A. The EIP provider agency must develop and implement oversight procedures to ensure that the early intervention services are made available in accordance with each child's IFSP and these policies and procedures. Documentation of the implementation of these procedures and the EIP provider agency's results of such monitoring must be kept by the EIP provider agency and made available to DOH or the Procedural Safeguards Office at their request.
- B. The EIP practitioner must document in their provider notes, which includes Service Encounter Verification (SEV) log, any service not provided in accordance with an IFSP as follows:
  - 1. Inability to provide a service due to extreme weather or natural disaster including a description of the duration and severity of the disruption caused by the extreme weather or natural disaster. Any acceptable disruption must be proportional to the duration and severity of the emergency.
  - 2. When a family cancels or declines a service including what service was missed, dates of missed services, and reasons for missed services.
  - 3. When an EIP provider agency or EIP practitioner cancels or fails to provide services in accordance with a current IFSP including what services have been missed, dates of missed services, and reasons for missed services.
  - 4. When a practitioner is unavailable for any reason and either a temporary substitution of another practitioner is offered (NJEIS-03) or there is a change in practitioner consistent with NJEIS-09. The EIP provider agency must document when a temporary substitution and/or change in practitioner is offered, consistent with NJEIS policy, and notify Service Coordination.
- C. A service missed/disrupted by family reason, extreme weather or natural disaster is not required to, but may be made-up within the authorization period. The practitioner must document any efforts to make up the service and any communications with the parents regarding the service.
- D. Consistent with policy above, following the second missed/disrupted consecutive scheduled service or three missed/disrupted services in 30 calendar days, the EIP practitioner must offer the parent the opportunity to receive a make-up of the missed/disrupted services within the current authorization period. Any make-up for a missed/disrupted service must be provided within the authorization effective dates and in accordance with the agreed upon length for the service in the IFSP.
- E. The EIP practitioner must document in their provider notes the offer of a make-up service, the parent's response, if/when the make-up service is provided, and reasons if the make-up service is not provided.
- F. If a missed/disrupted service cannot be made up within the authorization dates and the family wants the make-up service, the EIP provider agency must notify the Procedural Safeguards Office in writing for consideration of compensatory services, copying the service coordinator.
- G. If the child has turned age three (3), or is approaching their third birthday, and a missed/disrupted service cannot be made up within the authorization period, the EIP provider agency must contact the Procedural Safeguards Office in writing, copying the service coordinator.

H. Notification to the Procedural Safeguards Office must include:

1. Name of the child
2. Name of the parent/primary caregiver
3. Date of birth
4. County
5. Name of service coordinator
6. SPOE ID
7. IFSP start and end date
8. Service type and frequency
9. Agency assigned
10. Assigned date
11. First session date
12. Explanation of missed or disrupted services, as applicable:
  - (a) Dates of scheduled services that were missed;
  - (b) Timeframe of services that were disrupted (date to date);
  - (c) Last date of service provided;
  - (d) Date services resumed;
  - (e) Reason for missed or disruption of service.

- I. Only the Procedural Safeguards Office can determine the need for a compensatory service, and can offer such service to the parent as appropriate.

**IV. Related Policies/Procedures**

NJEIS-03 Temporary Substitution

NJEIS-08 No Provider Available

NJEIS-09 EIP Assignment