



New Jersey Early Intervention System (NJEIS) Family Cost Participation Handbook

ADMINISTERING ENTITY

The Department of Health and Senior Services (DHSS), as the Governor appointed lead agency, is responsible for the development and implementation of a state early intervention system for infants and toddlers who have disabilities or developmental delays and their families. DHSS has established procedures to implement the New Jersey Early Intervention System (NJEIS) Family Cost Participation Policies in accordance with Part C of the Individuals with Disabilities Education Act. The service coordinator for the family is responsible for the collection of information and verification of income.

NJEIS FAMILY COST PARTICIPATION POLICIES

- Early intervention services, provided to eligible infants and toddlers and their families, shall be financed through multiple funding sources. Sources which may be available to finance individualized services, as appropriate, may include, but are not limited to, the following:
 - Title XIX of the Social Security Act (Medicaid).
 - New Jersey FamilyCare.
 - Third party payers. Third party payers, such as health insurance companies, may be accessed by families to cover the costs of early intervention services.
 - Any medical program administered by the Secretary of the United States Department of Defense.
 - Part C, Individuals with Disabilities Education Act (IDEA).
 - State appropriation, Early Childhood Intervention Program.
 - Cost participation by the family of an eligible child that receives direct early intervention services through the implementation of an Individualized Family Service Plan (IFSP).
- In accordance with these policies and procedures, DHSS-NJEIS shall establish and implement family cost participation procedures for charges and fees for early intervention services provided under an IFSP by NJEIS approved early intervention program provider agencies.
- DHSS may exempt or reduce a required family cost participation payment if:
 - An application to adjust income for extraordinary expenses is submitted by the family and approved by DHSS-NJEIS; or
 - DHSS-NJEIS receives payment from a family's health care insurance carrier.
- A parent requested to provide family income information to determine a family cost participation payment amount shall exercise one of the following:
 1. Provide required family income information to determine the NJEIS family cost share;

	<ol style="list-style-type: none"> 2. Decline to provide family income information and pay the full cost of appropriate early intervention IFSP services provided by the NJEIS; 3. Decline/discontinue services with a family cost share and receive the early intervention services provided at public expense, including service coordination, evaluation/assessment, IFSP development, IFSP periodic and annual review, and procedural safeguards; or 4. Terminate participation with the NJEIS. <ul style="list-style-type: none"> • The family cost participation options and, as appropriate, the family income information shall be reviewed by the service coordinator for one of the following: <ul style="list-style-type: none"> ▪ Annually (usually coinciding with the IFSP date); or ▪ Within thirty (30) days of a parent request to change income information, including an increase or reduction in income; or ▪ A parent request to change the family cost participation option as described in 1 to 4 above; or ▪ As a result of a change in the NJEIS Family Cost Participation Policies and Procedures. • The family cost share payments received by the DHSS-NJEIS will be used to fund the NJEIS.
<p>DETERMINATION OF FAMILY COST PARTICIPATION</p>	<ul style="list-style-type: none"> • The New Jersey Early Intervention System (NJEIS) family cost share is a progressive co-payment per hour of direct services provided in accordance with an Individualized Family Service Plan (IFSP) that is based upon family size and NJEIS determined income along the federal poverty level guidelines. • Families with an annual income at or above 350% of the federal poverty level will be required to share in the costs of NJEIS services provided. • The family will be responsible for a family cost share not to exceed the cost of services or a maximum of 5% of the family's monthly NJEIS determined income. • The family will be charged a co-payment per hour of service and, as appropriate, the costs associated with assistive technology devices that are identified as needed on the IFSP. Assistive technology devices are charged based on the cost of the device and are not charged as a co-payment per hour. The total charges for a month include a family's co-payment per hour of services rendered and, as applicable, the costs associated with assistive technology devices not to exceed a maximum of 5% of the family's monthly NJEIS determined income. • The co-payment per hour will be charged based on the month a service is rendered including services provided as make-ups and/or compensation from prior months. • The NJEIS cost share system is similar in structure to the federal income tax progression and, like the federal tax structure; a larger co-payment is assessed in a progressive manner as the family's income increases. • NJEIS determined incomes at 350% of the federal poverty level will start with a \$5 per hour co-payment on the actual cost of service, with progressive co-payment increases based on income and family size. • A family cost share table with \$500 income increments contains the family's co-payment cost share based on family size and NJEIS determined income. The family's actual cost will either be the family co-payment per hour of service or the actual cost of the services, whichever is less. • The family cost share table is available through a service coordinator or the NJEIS website at http://nj.gov/health/fhs/eis/index.shtml.

	<ul style="list-style-type: none"> • The hourly family cost share co-payment established for the family will be the same regardless of: <ul style="list-style-type: none"> ▪ Whether one or more children receive services; or ▪ The number of EIP provider agencies from which services are received.
<p>FAMILY RESPONSIBILITIES IN DETERMINING A FAMILY COST SHARE</p>	<p>The family is responsible for the following:</p> <ul style="list-style-type: none"> • Requesting assistance from their service coordinator in answering questions or providing explanations of any information they do not understand regarding family cost participation policies/procedures and their family cost share payment. • Providing financial information in order for a family cost share to be determined by the NJEIS including, but not limited to Federal and State filing documents, form W-2, and paystubs. • Providing financial information prior to or at the initial IFSP meeting to ensure that the NJEIS can provide the family with the family cost participation co-payment notice prior to the initiation of services. • A family's failure to provide timely income information will result in the family being required to pay for the full cost of services delivered until the date the family cost participation determination can be finalized. • Identifying any extraordinary costs associated with the eligible child(ren) and/or other family members. • Informing their service coordinator when there are changes in the family's financial status. • Participation in an annual review of the family cost participation options and, as appropriate, the family income information. • Providing written communication and supporting documentation for changes in income and family size in order to have the family cost share recalculated with a new effective date. The effective date will be at the discretion of the DHSS when there is a failure to submit appropriate and timely documentation.
<p>SERVICE COORDINATOR RESPONSIBILITIES</p>	<p>The service coordinator is responsible for the following:</p> <ul style="list-style-type: none"> • During the intake process, the service coordinator must explain the family's rights and financial responsibilities within the NJEIS including: <ul style="list-style-type: none"> ▪ How extraordinary expenses relate to the determination of family cost participation; ▪ What functions or services must be provided at public expense; and ▪ How IFSPs are developed without regard to a family's ability to pay. • Once eligibility for the child has been established, the service coordinator is responsible to further explain the NJEIS family cost participation policies and procedures, inform the family of documentation needed and, as appropriate, collect required income information from the family. • Informing and assisting the family as needed in completing an NJEIS Application for Income Adjustment and, as appropriate, Catastrophic Illness in Children Relief Fund Program. • Obtaining family income and family size information by obtaining the name and relationship of each family member. • Obtaining a parent signature on the Family Cost Participation Payment Option Form.

	<ul style="list-style-type: none"> • Obtaining income information and a signature on a completed Family Cost Participation Income Verification form for each appropriate member of the household, including verification of zero income. • For families identified as having one or more self-employed household members, service coordinators must assist the family in submitting appropriate self-employment income records to the DHSS-NJEIS in accordance with the <u>Income Determination for Any Family Household Member Filing a Federal Schedule E</u> section below. • Maintaining the completed NJEIS Family Cost Participation Income Verification Form in the child's early intervention service coordination file located at the county Service Coordination Unit (SCU). • Annually, reviewing the Family Cost Participation Handbook with parents and obtaining updated income information by completing new Family Cost Participation Income Verification Forms. • Families must be held responsible for and requested to attest to the accuracy of all information supplied and then the service coordinator must verify that he/she has reviewed the income documents. • Within five calendar days, the service coordinator must forward a copy of the completed income verification form(s) and payment option form to the Regional Early Intervention Collaborative (REIC) for data entry and family cost share determination. • Within 30 days of a request/consent from a family to review their family cost share, the service coordinator must review the documentation of the family's income, changes in income and/or assist with an NJEIS Application for Income Adjustment. Documentation of the review, including the completion of any necessary forms, and supporting documentation, must be maintained with the child's service coordination file. • Ensuring that families are informed of their right to submit to DHSS an NJEIS Application for Income Adjustment or request for administrative review of income and/or pursue procedural safeguards dispute resolution options. • Ensuring that IFSPs are developed without regard to the family's ability to pay. • Submit timely updates and changes to family income and size to the REICs.
<p>SCU RESPONSIBILITIES</p>	<p>The SCU is responsible for the following:</p> <ul style="list-style-type: none"> • Collection of financial information through intake, family assessment and completion of the Family Cost Participation Income Verification Form and Family Cost Participation Payment Option Form. • Ensuring that the service coordinator accurately completes the Family Cost Participation Income Verification Form, reviews and verifies supporting documentation and maintains appropriate documents in the child's early intervention service coordination file located at the SCU in accordance with federal and state requirements. • Ensuring that IFSPs and Income Verification forms are maintained, updated, and submitted to the REIC in a timely manner.
<p>CENTRAL MANAGEMENT OFFICE (CMO) RESPONSIBILITIES</p>	<p>The Central Management Office (CMO) is responsible for the following:</p> <ul style="list-style-type: none"> • Calculating the family cost share for each family based on services provided. • Mailing the Explanation of Benefits (EOB) and Family Cost Statement (billing) to the family outlining the services provided and payment information.

	<ul style="list-style-type: none"> • Processing all revenue received through family cost participation. • Track and, as appropriate, provide notice of suspension for nonpayment of cost share.
EARLY INTERVENTION PROGRAM (EIP) PROVIDER AGENCY RESPONSIBILITIES	<p>The Early Intervention Program (EIP) provider agency is responsible for the following:</p> <ul style="list-style-type: none"> • Ensuring that early intervention services are provided in accordance with the IFSP and the terms and conditions of the Letter of Agreement with DHSS. • Ensuring that practitioners submit complete, accurate and parent verified Service Encounter Verification forms. • Billing of services through the NJEIS on-line billing module for all children receiving services, within 90 days of service delivery. • Billing for early intervention services rendered consistent with the current and agreed upon Individualized Family Service Plan developed in accordance with NJEIS policies and procedures and signed by the parent. • Understanding that billing claims will not be processed when services are inconsistent with the respective authorized (signed and agreed upon) IFSP and/or when credentials and/or licenses of the practitioner(s) are outdated or otherwise inconsistent with NJEIS personnel standards and/or state certification and licensing regulations or guidelines. • Maintaining original copies of Service Encounter Verification Forms at the Early Intervention Program provider agency.
REGIONAL EARLY INTERVENTION COLLABORATIVE (REIC) RESPONSIBILITIES	<p>The REIC is responsible for the following:</p> <ul style="list-style-type: none"> • Data entry of financial information collected through intake, family assessment and completion of the Family Cost Participation Income Verification Form and Family Cost Participation Payment Option Form including family income and size. • The REIC will print and mail a NJEIS Family Cost Participation Notice to the family and the family's service coordinator with the family cost share determination.
FAMILY INCOME DETERMINATION	<p>Members of the child's family/relatives living with and/or contributing to the family income must present, at a minimum, the following documents for verification:</p> <ul style="list-style-type: none"> • The most recently filed state and federal income tax forms with all applicable attachments. • Current W-2's and/or paystubs from the three most recent consecutive pay periods. • Business Schedule E when self-employed; and • Documentation of child support received or paid, as appropriate. <p>Notes:</p> <ul style="list-style-type: none"> • Under exceptional circumstances and with the approval of the state office, a notarized written statement from an employer regarding salary/wages may be accepted. • Estimates and/or projections of income are not allowable. • Service coordinators must not make adjustments or deductions to family income with the exception of child support/alimony paid out of the household to another household. • Previous end of year commissions and bonuses are included in the income determination.

	<ul style="list-style-type: none"> • All income information must be verified annually or within thirty (30) days after the family reports a change in income. • Child support received must be included as income. However, a parent not living in the home and not claiming the child as a dependent does not need to provide personal income information. • Child support paid to benefit a child that does not live with the parent may be deducted from income. The child must not be reported in family size. • If the eligible child resides with a caretaker that is a relative other than the parent, such as an aunt or grandparent, the income of this relative is considered in the income determination only if the child is claimed as a dependent or if they are under legal obligation to support the child. • Child and/or family benefits received from the Social Security Administration (SSA) are calculated into family income. • A family may request an administrative review by DHSS if asking for special consideration of their financial status. Families may also request mediation, a due process hearing, or resolution of an administrative complaint through the Part C procedures. Additional information is referenced in the Administrative Review section of this document.
<p>INCOME DETERMINATION FOR ANY FAMILY HOUSEHOLD MEMBER FILING A FEDERAL SCHEDULE E</p>	<p>For families that include self-employed household members:</p> <ul style="list-style-type: none"> • On an interim basis, a family cost share will be determined based on the family's most recent state tax return pending a review of the family's most current Federal 1040 income tax return, statements, schedules, and forms including Form K-1, corresponding statements, and itemized "Cost of Goods Sold" and expenses. • Based on a DHSS-NJEIS review of the family's federal tax documents, a revised family cost participation co-payment may be determined with a new effective date starting from the date of determination. However, if the DHSS-NJEIS has determined that the family has provided information that misrepresents the family's income, the effective date will be retroactively applied. <p>Notes:</p> <ul style="list-style-type: none"> • The DHSS-NJEIS is responsible to review, verify and/or revise the family's income determination. • Negative income and/or losses are not applied as a deduction against family income. • Depreciation is a non-allowable deduction in determining NJEIS family cost participation. • The DHSS-NJEIS will provide the family with the outcome of a review and, as appropriate, a notice of a revised family cost participation co-payment, a Payment Option Form and Income Verification Form(s). • The family must respond in one of the following ways: <ul style="list-style-type: none"> ▪ If in agreement with the revised family cost participation co-payment, the family is responsible to sign, date and return the Income Verification Form(s) to the DHSS-NJEIS within 10 days or the full-fee option will be implemented; or ▪ If the family disagrees with the income determination and wants to decline/discontinue the services on the IFSP, a new Payment Option Form must be completed; or ▪ If the family chooses to withdraw from participation in the NJEIS, the family must provide written notice to DHSS-NJEIS.

	<ul style="list-style-type: none"> • The family may appeal their family cost participation in writing to the DHSS-NJEIS. • Families under appeal may opt to continue service but would be required to continue to make timely payments under the NJEIS family cost share determination pending resolution of the appeal.
FAMILY SIZE	<ul style="list-style-type: none"> • The number of family members (family size) to be considered in the eligibility determination is established by counting the dependent child, the child's parent(s), the child's siblings with whom the dependent child lives and any adults identified as dependent when filing income taxes. All natural, adoptive, or half-siblings who meet the definition of dependent child must be included in the family group. The income rules require the consideration of the income of the dependent child, the dependent child's siblings, and dependent child's parents. • If a caretaker relative, either by blood or by law, lives with the child and exercises parental responsibility (care and control) in the absence of the child's parents, the caretaker is included in the calculation of household income and family size. Examples include but are not limited to: Grandparents, Aunts, Uncles, Cousins, Stepparents, and Adult Siblings. • A child, who resides in a foster home, is considered a family of one and would not be considered for cost participation. • A change in family size must be reported to the service coordinator as soon as possible.
ADJUSTMENT(S) TO INCOME FOR EXTRAORDINARY EXPENSES	<p>Families may submit to the NJEIS, an NJEIS Application to Adjust Income for extraordinary expenses. The service coordinator is responsible for assisting the family with preparing and submitting the Application.</p> <ul style="list-style-type: none"> • Extraordinary expenses are defined as average monthly or yearly unreimbursed ("out of pocket") expenses that are related specifically to the eligible child's disability or an immediate family member with a disability or long term health issue. Deductions might include specific purchases, expenses, modifications, and alterations that family members have made within the previous month or year to accommodate the extended/additional needs of the eligible child or family member. Extenuating circumstances may include unexpected events that affect the family's financial situation. • Extraordinary expenses cannot include out of pocket expenses for anticipated future services or any expenses for which other funding resources have been requested to assist in paying for the same products and services. Extraordinary or extenuating circumstances must be supported by written documentation. • Extraordinary expenses do not include well visits, over the counter or alternative nutritional supplements, complementary or alternative treatment procedures. • Outstanding, unreimbursed medical expenses for the early intervention eligible child or family member with a disability or extended illness must be greater than 5% of the family income and less than the amount that would allow a family to qualify for Catastrophic Illness in Children Relief Fund Program (10% of income <\$100,000 and 15% of income >\$100,000). • Additional information on extraordinary expenses is provided under the Application to Adjust Income process that requires review and approval by DHSS-NJEIS. • If, at any time, a family experiences a significant change in medical or personal care needs expenses or has other extraordinary expenses, they may request a re-evaluation of their family cost participation.
UTILIZATION OF	<ul style="list-style-type: none"> • Families will be informed of, encouraged and, as requested, assisted by service

INSURANCE	<p>coordination to apply for benefits, including Medicaid and NJ FamilyCare (state children's health insurance program) for which their child may be eligible.</p> <ul style="list-style-type: none"> • Families covered by a third party (such as Blue Cross/Blue Shield, commercial health insurance or governmental agencies) have the option, consistent with the terms of their third party coverage, of accessing private services through their insurance company to meet the needs identified on the Individualized Family Service Plan.
ESTABLISHMENT OF A FAMILY COST SHARE CO-PAYMENT AMOUNT	<p>A Federal Poverty Level (FPL) Chart and Family Cost Share Tables will be utilized in determining the family cost share co-payment. The determination takes into consideration:</p> <ul style="list-style-type: none"> • The family's income minus any DHSS-NJEIS reviewed and approved allowable extraordinary expenses, and the family size. • Families under the 350% Federal Poverty Level (FPL) are exempt from cost share payment. • Incomes calculated at or above 350% have a sliding scale cost share payment based on the income level and family size. • Families, who choose to decline to provide financial information for the determination of the cost share payment amount, will be billed the actual cost of direct early intervention services identified as needed in the IFSP. • Family cost share payment amounts will be identified on the NJEIS Family Cost Participation Notice. No other written or verbal quotes will be valid. • Families may submit an Application for Income Adjustment with required documentation. • Families who disagree with the cost share payment may: <ul style="list-style-type: none"> ▪ Request an administrative review by the lead agency (DHSS); or ▪ Request procedural safeguards dispute resolution options including mediation, a due process hearing, or administrative complaint. Additional information is provided in the Administrative Review Section of this document.
ASSESSMENT OF FAMILY COST SHARE	<ul style="list-style-type: none"> • Family cost share is based on delivery of services that are authorized for the eligible child and family in the IFSP. • Family cost share may not be charged for early intervention functions or services required to be provided at public expense to eligible infants and their families by federal or state regulation. The functions and services that must be provided at public expense are: <ul style="list-style-type: none"> ▪ Child Find; ▪ Evaluation and Assessment; ▪ Development of an Individualized Family Service Plan; ▪ Service Coordination; ▪ Procedural Safeguards; and ▪ Family Training Groups (NJ Policy). • A family cost share will be applied to the following services: <ul style="list-style-type: none"> ▪ Assistive Technology Services/devices; ▪ Audiology Services; ▪ Developmental Intervention; ▪ Family Training, Counseling, & Home Visits; ▪ Health Services; ▪ Nursing Services; ▪ Nutrition Services; ▪ Occupational Therapy; ▪ Physical Therapy;

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| | <ul style="list-style-type: none">▪ Psychological Services (Therapy);▪ Social Work Services;▪ Speech and Language Therapy;▪ Vision Services; and▪ Other early intervention services, other than translation services. |
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<p>SOURCE OF PAYMENT</p>	<ul style="list-style-type: none"> • The family may meet their financial cost share obligations in the following ways: <ul style="list-style-type: none"> ▪ Payment of the family cost share co-payment determined and billed by the NJEIS, plus any applicable costs associated with assistive technology devices. ▪ Full fee payment by family for actual cost of services. • Families may select their preferred method of payment once the cost share co-payment amount has been determined and the family is fully informed of the rights within the NJEIS. The family will indicate the method of payment on the NJEIS Family Cost Participation Payment Option Form. • Federal and State regulations require that any and all other resources be utilized toward the cost of services. Part C funds must not be used to replace other sources of payment, including other governmental agencies. Part C funds are to be used as payer of last resort.
<p>BILLING PROCESS</p>	<p>The DHSS or designated Central Management Office (CMO) is responsible to notify the parents of the cost share payment amount due and to collect all revenue generated by this process.</p> <ul style="list-style-type: none"> • A monthly Explanation of Benefits (EOB) document will be sent to the designated head of household monthly. The EOB documents the early intervention services provided and claimed by an EIP provider agency. This is not a bill. • A Family Cost Statement (bill) that includes the cost share co-payments for services delivered and any balance due will be mailed monthly by the DHSS or designated Central Management Office (CMO). However, the authorization and billing process established to ensure that families receive accurate billing statements may result in delays in services billed. For example, the Early Intervention Program provider agency has up to 90 days to submit a claim for the early intervention services delivered and changes in practitioners may further delay the EIP's submission of claims. • As a result, families may want to consider one of the following: <ul style="list-style-type: none"> ▪ Submit monthly payments based on hours of services received. Payments will be credited to the family cost share account. Any remaining balances will be reimbursed to the family when the child exits the NJEIS and all service claims have been reconciled. ▪ Families should budget for when the bills will be received. • All payments must be made directly to the DHSS or designated CMO billing agent within 30 days of receipt of the Family Cost Statement. • The family co-payment determination will remain in effect for up to twelve (12) months (coinciding with the IFSP date) unless there is a change in the family cost share policies and procedures or a re-calculation of the family's income is conducted either by the request of the family or at the discretion of the DHSS-NJEIS. • Families that are required to pay a cost share payment must do so, unless, they can document extenuating circumstances. If so, these circumstances must be considered and approved on a case by case basis through the DHSS-NJEIS administrative review process. Pending review of a family's request to review extenuating circumstances, the family remains responsible to satisfy its family cost share obligations.

<p>FAILURE TO PAY PROCEDURE</p>	<p>The following timeline will be implemented for payment of services:</p> <ul style="list-style-type: none"> • A family will have thirty (30) days from the date of issuance of the Family Cost Participation Statement to pay their cost share payment. • Each month, the Family Cost Statement will provide the total amount due including past due amounts. If payment was made after the generation of the current month's billing statement, the receipt of payment may not be included on the statement. • Statements that include past due balances shall be accompanied by a final notice of non-payment stating that if payment is not received in fourteen (14) calendar days, services will be suspended. The notice will include a date of suspension. • The CMO will inform DHSS-NJEIS, Service Coordination Unit and EIP provider agencies that the transmittal of final notice was mailed to the family. • The family may contact their service coordinator to discuss the reason(s) for non-payment and, as appropriate, discuss the need to review, and revise the IFSP and/or family cost participation Income Verification Form. • If early intervention services are suspended due to the failure to pay their outstanding family cost share, the family will continue to be entitled to receive the functions and services required to be provided at public expense, including service coordination.
<p>CANCELLATION OF SCHEDULED EIP SERVICES</p>	<ul style="list-style-type: none"> • In addition to sharing in the cost of services, families have a responsibility to be available for scheduled services. Each member of the team must be respected and valued for the time dedicated in serving the child and family. • Family Responsibilities: <ul style="list-style-type: none"> ▪ If a family cannot be available for a scheduled service, they must provide the EIP with at least a 24 hour notice of cancellation unless prevented by an emergency. ▪ If the family provides less than a 24 hour notice of cancellation of a scheduled service or, with the exception of an emergency situation, fails to be available for a scheduled service, the family will be liable for their family co-payment for that service. ▪ The family should contact the EIP and confirm their availability for the next scheduled service or identify a need to review the current IFSP. • EIP Responsibilities: <ul style="list-style-type: none"> ▪ EIP providers must provide families with an annual calendar that identifies agency closings including, but not limited to, holidays and in-service trainings. ▪ EIP providers are to establish procedures for confirming scheduled or cancelled services with families. ▪ All providers must comply with the NJEIS-14 Early Intervention Missed Services Policy. ▪ If an EIP cannot be available for a scheduled service, they must provide the family with at least a 24 hour notice of cancellation, unless prevented by an emergency, and make a reasonable attempt to re-schedule the service. Exception: When a service falls on a holiday, agency closing or scheduled in-service, notice is not required and attempts to reschedule are at the discretion of the EIP. ▪ If the family fails to be present when the EIP provider arrives for a scheduled service, the EIP will record the service as a "no show" and document reasonable attempts to contact the family prior to the next scheduled service to identify the reason for the "no show" and confirm the next scheduled service.

	<ul style="list-style-type: none"> ▪ If the EIP provider is unsuccessful in contacting the family regarding a scheduled service after several attempts, the provider will not be deployed to render scheduled services unless contact has been made with the family within twenty-four (24) hours of scheduled services. ▪ The family's service coordinator will be: (1) apprised of the difficulties experienced in rendering services to the child and/or family; (2) given notice of the contact requirement that shall be employed prior to the provider's dispatch; and (3) provided a list of attempts made to reach the family. ▪ The service coordinator shall attempt to reach the family to schedule an IFSP review. If after multiple attempts the service coordinator has been unsuccessful in scheduling an IFSP review with the family, the service coordinator along with the EIP provider(s) designated to provide scheduled services shall meet to determine whether changes should be made in the child's IFSP. Throughout the entire process, any and all contact with the family will include a statement that the family is always entitled to invoke their right to procedural safeguards. ▪ Prior to resuming a scheduled service, the EIP will contact the family to confirm the next scheduled service. <p>Service Coordinator Responsibilities:</p> <ul style="list-style-type: none"> ▪ The service coordinator will inform the family of the policy and procedures for canceling scheduled services. ▪ Follow-up with the family when notified by the EIP provider that a family was a "no show" for a scheduled service and reasonable attempts to contact the family were unsuccessful. ▪ Documentation of attempts to contact the family including, but not limited to telephone, letters, e-mails or home visits. ▪ If contact with the family is established, the service coordinator will identify the reason(s) for the "no show" and determine any need to review the IFSP or financial cost participation with the family. ▪ If the service coordinator is unsuccessful in contacting the family, they may convene an IFSP meeting to explore the reasons for "no shows", including service delivery, location, etc. If a meeting is convened, the service coordinator shall provide written prior notice to the parents a reasonable time prior to the IFSP meeting and document attempts to contact the family about the meeting and its purpose. If services are revised at the IFSP meeting, a family must receive written notice of the action that is being proposed or refused, the reasons for taking the action, all procedural safeguards that are available to the family, and the State complaint procedures.
<p>ADMINISTRATIVE REVIEW</p>	<ul style="list-style-type: none"> • The family must be informed of their rights and procedures for accessing dispute resolution options under the NJEIS. The following procedures are available to assist families in resolving concerns and disputes: <ul style="list-style-type: none"> ▪ Families are encouraged to first contact their service coordinator to request, as appropriate, an IFSP meeting to review and consider any IFSP changes or address concerns about services. ▪ The parent may submit a request to DHSS-NJEIS for review of the family cost share co-payment to the address below. This should be submitted within fifteen (15) days from the date the notification of the family cost participation co-payment amount was received by the parent. The request for administrative review should be a written statement that includes the specific reasons the family cost participation co-payment amount should be reconsidered.

	<ul style="list-style-type: none"> • Families that disagree with any action or decision related to the family cost share payment may: <ul style="list-style-type: none"> ▪ Submit a request for DHSS-NJEIS administrative review to: <p style="margin-left: 40px;"> NJEIS CMO Coordinator Department of Health and Senior Services NJ Early Intervention System P.O. Box 364 Trenton, NJ 08625-0364 </p> ▪ Submit a request for Mediation, a Due Process Hearing, or administrative complaint through the Part C procedures to: <p style="margin-left: 40px;"> Procedural Safeguards Office Department of Health and Senior Services NJ Early Intervention System P.O. Box 364 Trenton, NJ 08625-0364 </p>
DEFINITIONS	<p>Ability to Pay: The financial capacity that a family has to pay for services based on the Federal Poverty Level Chart.</p> <p>Administering Entity: The New Jersey Department of Health and Senior Services (DHSS) is the lead agency responsible for the general administration and supervision of the Family Cost Participation System.</p> <p>Administrative Review: Upon written request, the DHSS-NJEIS will review the financial circumstances involved in determining a family's ability to pay.</p> <p>Caretaker Relative: A relative, either by blood or by law, who lives with the child and exercises parental responsibility (care and control) in the absence of the child's parent. Examples include but are not limited to Grandparents, Aunts, Uncles, Cousins, Step-Parents and Adult Siblings.</p> <p>Central Management Office (CMO): The DHSS designated agency responsible for billing and collecting the family cost share payment from the family.</p> <p>Emergency Cancellations: Emergency cancellations are unforeseen situations which do not allow the parent/guardian sufficient time to notify the provider. (i.e. hospitalizations, sudden illness).</p> <p>Explanation of Benefits (EOB) Document: A summary generated by the Central Management Office (CMO) that details delivered services.</p> <p>Extenuating Circumstances: Situations or circumstances that are unusual or out of the ordinary that would allow a family to be given special consideration.</p> <p>Failure to Pay: When a family does not pay the cost share payment due.</p> <p>Family Cost Participation Payment Option Form: A form used to identify a family's choice to participate in a system of payment for early intervention services.</p> <p>Federal Poverty Level (FPL): A simplified version of the Federal Government's statistical poverty thresholds used by the Census Bureau to prepare its statistical estimates of the number of persons and families in poverty. The guidelines are issued each year in the Federal Register by the Federal Department of Health and Human Services (HHS). The FPL is used for administrative purposes to determine financial eligibility for certain federal and state programs.</p> <p>Federal Poverty Level Chart: The instrument used to determine the family's co-payment based on income and family size.</p>

Income: NJEIS determined gross annual household income minus NJEIS approved deductions. This is not to be confused with Federal IRS language and calculations of income.

Medical Expenses: Out-of-pocket medical expenses in which the family will not be reimbursed that relate to the health or medical needs of an immediate family member.

Month(ly): Calendar month

NJEIS Family Cost Participation Income Verification Form: A form used by service coordinators to document family income and financial information. This form will be completed, at least annually.

NJEIS Monthly Cost Share: The maximum amount a family may be billed in a one (1) month period.

Parent: A biological, adoptive, or foster parent of an infant or toddler; guardian generally authorized to act as the infant or toddler's parent, or authorized to make educational decisions for the infant or toddler (but not the State if the infant or toddler is a ward of the State); an individual acting in the place of a biological or adoptive parent (including a grandparent, step-parent, or other relative) with whom the infant or toddler lives, or an individual who is legally responsible for the infant or toddler's welfare; an individual appointed by a court having jurisdiction over the infant; or a surrogate parent assigned by the NJEIS when a parent, as described above is unavailable.

Personal Care Needs Expenses: Out-of-pocket expenses in which the family will not be reimbursed that relate to the health or medical needs of a family member.

Procedural Safeguards: Legal protections available to children and their parents to protect their rights in dealing with agencies and providers of early intervention services. Legal protections include: parental consent; protection in evaluation procedures; opportunity for parents to examine; correct and supplement records; prior notice provisions; surrogate parent identification when necessary; due process procedures; and confidentiality of records.

Significant Change in Circumstances: A change that influences or has an effect on the child/family's circumstances during the year of services that could result in a reevaluation of the family cost share payment amount.

Total Family Income: Total household income, exclusive of deductions. Examples include, but are not limited to revenues from: wages, salaries, tips, business income, interest, dividends, capital gains, IRA distributions, pensions, annuities, royalties, partnerships, trusts, rental income, S corporations, farm income, alimony, child support, Social Security Income, unemployment compensation, and disability compensation.