



eCi

EARLY CHILDHOOD INTERVENTION
— *Launching Lifelong Learners*

FAMILY HANDBOOK



**WE OFFER SUPPORT
TO FAMILIES
AS THEY HELP
CHILDREN REACH
DEVELOPMENTAL
MILESTONES.**

*Milestones
Matter*

This Handbook will help guide your family through the steps to Early Childhood Intervention Supports & Services and will show you how the law protects you and your child.

WELCOME TO



EARLY CHILDHOOD INTERVENTION — *Launching Lifelong Learners*

Early Childhood Intervention (ECI) serves families with children from birth to 36 months with developmental delays or disabilities. ECI builds upon and provides supports and resources to assist family members and caregivers in enhancing children's learning and development through everyday learning opportunities.

This handbook describes what will happen during the time your family is involved with ECI. It also explains the legal rights you have as the parent of a child in ECI. Knowing and understanding your rights is important to making sure you are getting the right services for your child and family.

ECI CONTACT INFORMATION

ECI FAMILY SUPPORT SPECIALIST: _____

PHONE: _____ EMAIL: _____



Montana Milestones

EARLY CHILDHOOD INTERVENTION
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**ADDITIONAL INFORMATION AVAILABLE: DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES
STATE OFFICE • 406-444-2995
PO Box 4210 • Helena, MT 59604-4210**

*If you have a complaint or conflict you may at any time contact the
Department of Public Health and Human Services or ECI to request impartial procedures.
These procedures may include an information-complaint, mediation, or due process hearing.*



TABLE OF CONTENTS

EARLY CHILDHOOD INTERVENTION	1-4
<i>A Message for Parents</i>	1
<i>What is Early Childhood Intervention?</i>	2
<i>What are Your Rights?</i>	3-4
<i>The Steps of Early Intervention</i>	5
FIRST STEPS: GETTING STARTED IN ECI	6-11
<i>Step 1: Referral</i>	6-7
<i>Step 2: First Visit</i>	8-9
<i>Step 3: Evaluation</i>	10-11
NEXT STEPS: ECI SUPPORTS AND RESOURCES	12-19
<i>Step 4: Routines - Based Interview & Assessment</i>	12
<i>Step 5: Individualized Family Service Plan</i>	13-16
<i>Step 6: ECI Supports & Resources</i>	17-18
<i>Step 7: Review Your Child's Progress</i>	19
FUTURE STEPS: LEAVING ECI	20-22
<i>Step 8: Transition</i>	20-22
PART C: RIGHTS & PROCEDURAL SAFEGUARDS	23-24
<i>Rights & Procedural Safeguards</i>	23-24
PART C: DISPUTE RESOLUTION	25-27
<i>Resolving Disagreements</i>	25
<i>Mediation & Complaint Procedures</i>	26
<i>Due Process Hearing</i>	27
PART C: IDEA ~ PARENT'S RIGHTS	28-24
<i>Parent's Rights</i>	28
<i>Dispute Resolution Signature Page</i>	29
<i>Formal Dispute Resolution Request</i>	31
PART C: IDEA ~ SYSTEM OF PAYMENT POLICY	33-35
<i>Part C: System of Payment Policy</i>	27-35
PART C: USE OF PRIVATE INSURANCE & PUBLIC BENEFITS	36-37
<i>Written Notification for the use of Private Insurance & Public Benefits</i>	36
<i>For Information on Parent Rights</i>	37
SIGNATURE PAGE	38
<i>Signature Page for Informed Consent</i>	38

A MESSAGE FOR

Parents

Every child learns and grows at their own pace, but some babies and toddlers need a little extra help. If you are concerned about your child's development, you are not alone. Many parents have come to Early Childhood Intervention (ECI) to get help for their babies and toddlers.

Since 1985, ECI has been providing supports and resources to families like yours. We know families want to help their children develop and learn. That is why ECI provides nearly all of its supports and resources to children and families in their own homes and other places where children and families go. Our goal is for you, and others who care for your child, to learn how best to help your child develop and learn.

At ECI, we know you are the most important person in your child's life and you know your child better than anyone. As a *parent, you are your child's first and foremost teacher. We encourage you to join in every step of the process, from deciding what kind of help your child and family needs to working daily with your child to help him or her grow and learn.

welcome to eci

**WE LOOK FORWARD TO WORKING TOGETHER WITH A
MUTUAL GOAL OF BUILDING A BRIGHT FUTURE FOR YOUR CHILD.**

* **PARENT**

Includes a natural parent, adoptive parent, foster parent, guardian, grandparent or other relative with whom the child lives, a person acting as a parent, or someone else who is legally responsible for the child's welfare; surrogate parents are assigned for children who do not have someone available who meets the definition of parent.

* **ELIGIBILITY**

Requirements your child must meet in order to receive early intervention supports and resources from a Montana early intervention program.



WHAT IS

Early Childhood Intervention

Early Childhood Intervention (ECI) is one of five agencies across Montana providing early intervention supports and resources to families who have infants and toddlers with delays. The state agency responsible for early intervention services is the Department of Public Health and Human Services (DPHHS). DPHHS contracts with ECI to provide early intervention in an eleven county region surrounding Billings. No matter where you live in Montana, there is an early intervention program available to serve your family.

IMPORTANT INFORMATION ABOUT ECI:

Parents and professionals work together as a team. As part of the team, you help develop a plan for your child with appropriate supports and resources. This will show you how you can help your child develop because you are your child's most important teacher.

Supports and resources are provided in places convenient for families. ECI provides supports and resources in familiar places, such as your home or your child's daycare setting.

We believe children learn new skills best during everyday activities. ECI team members, from a variety of backgrounds, work together with you to find learning opportunities so you can help your child within daily routines such as bath time, meal time, or play time.

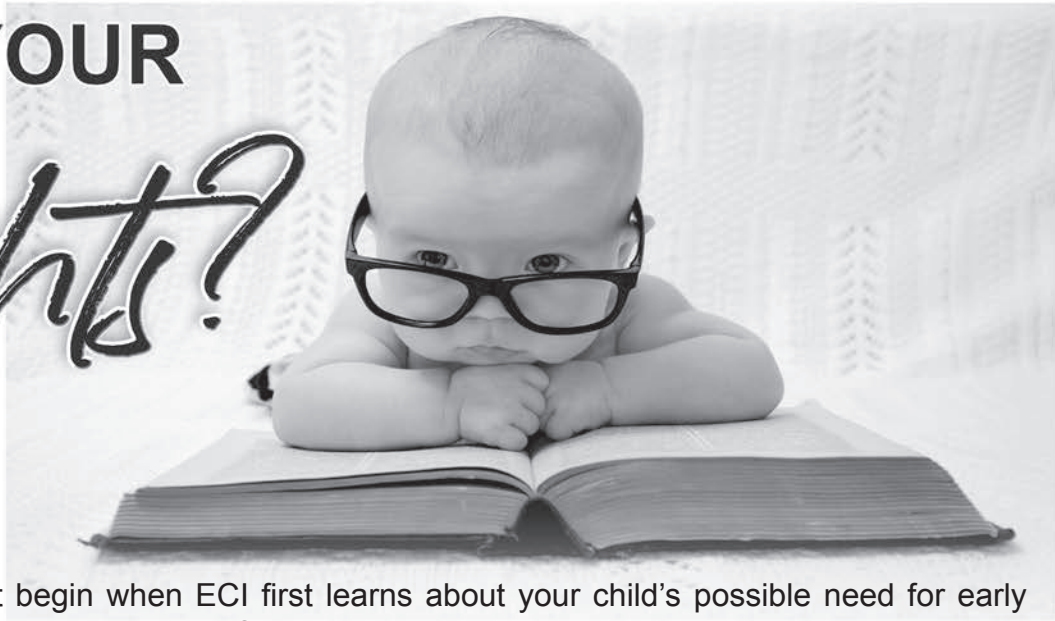
Nearly all learning takes place between the home visits with professionals. You are the key to that learning.

ECI works with doctors, child care providers, social service agencies, schools, and others to help your family identify, access and coordinate important resources.



WHAT ARE YOUR

Rights?



You and your child have rights that begin when ECI first learns about your child's possible need for early intervention supports and resources. It is important for you to know and understand those rights. They are designed to protect your child and family during your time with ECI. This handbook contains information about your rights. ECI staff will also explain them to you, and you are encouraged to ask questions at any time to help you understand them.

CONSENT

One of the most important rights you have begins with your first contact with ECI and continues throughout your time with the program. This is the requirement that ECI gets permission (called "consent") from you for almost any action that affects your child. There are laws that require ECI to get *parent consent throughout the process of providing supports and resources to your child and family, and you may revoke your consent at any time.

PRIOR WRITTEN NOTICE

A second and equally important right, that also starts when you begin in ECI and continues throughout your time with the program, is your right to adequate notice of activities and meetings in which you will be asked to participate. This notice is referred to in the law as "prior written notice" and is intended to give you enough time to help ensure that you, and anyone you might want to invite, can participate. This notice, which must be in writing, includes other information you need to adequately prepare for meetings or to learn about important actions that ECI staff may want to take.

Written notice of meetings should tell you about the issues to be discussed, any records or reports that might be used during the discussion, information about your rights, and any other information you need so you can actively participate.

*** PARENT CONSENT**

A parent is fully informed, understands, and agrees in writing to particular activities such as: evaluation, assessments, services, insurance benefits, and release of information.



your rights continued . . .

CONFIDENTIALITY

As you enter ECI, beginning at referral, you also have the right to confidentiality of the information ECI receives and shares about your child or family. Information ECI learns about your child or family while you are with ECI is confidential. With few exceptions, ECI cannot give this information to anyone, including other agencies or professionals, without your written consent. Even after you have left ECI, your personal records remain confidential.

There may be times when ECI would like to get information about your child from another health care or service provider. ECI will first ask your written permission to do so. The information ECI receives from these other sources will also remain confidential, with few exceptions.

There are a few situations in which your ECI program may need to share information about your child or family without getting your permission. Examples of times when ECI might have to provide information without the parent's consent include:

- ECI sends information about your family, and the supports and resources you are receiving, to the Department of Health and Human Services (DPHHS) for administrative purposes. DPHHS uses this information in monitoring the ECI program to make sure we are following state and federal requirements.
- ECI may have to turn over records without your consent if a court orders them or if Child Protective Services is conducting an investigation.

BASIC RIGHTS

You will learn eight steps in the ECI process. As each step is described, rights that have already been explained may not be repeated, unless there is something about how that right applies to that step.

Your basic rights, beginning with your first contact with ECI and continuing through your child's transition out of ECI, include:

- **Receiving information from ECI that you can understand before making any decisions about our supports and resources;**
- **Consenting (or not consenting) to supports and resources;**
- **Receiving adequate notice of important meetings or actions;**
- **Having confidentiality of information ECI has about your child and family protected.**

If you have any questions about your rights and how they apply at any step of the process, please ask. The person who will be designated as your *Family Support Specialist (FSS) is a good resource for you if you want to know more information about your rights.



Early Childhood Intervention

THE STEPS . . .

FIRST STEPS: GETTING STARTED IN ECI

STEP 1: Referral

STEP 2: First Visit

STEP 3: Evaluation

NEXT STEPS: ECI SUPPORTS & SERVICES

STEP 4:
Routines -
Based Interview & Assessment

STEP 5:
Individualized Family Service Plan

STEP 6:
ECI Supports & Resources

STEP 7:
Review Your
Child's Progress

FUTURE STEPS: LEAVING ECI

STEP 8:
Transition



First Steps...GETTING STARTED

STEP ONE *Referral*

1

WHAT IS A REFERRAL?

A referral to ECI happens when a parent or someone else, such as a child's doctor, contacts us to recommend that a child be screened or evaluated.

Within two days of receiving a referral, the Intake Coordinator from ECI contacts you to set up the first visit. The visit must occur within 30 days of the time ECI received the referral. This is a time for us to learn about your child and family, as well as to give you information about ECI.

AT A GLANCE:

In this section we will discuss the following:

- What is a Referral?
- What are My Rights Once My Child Has Been Referred?
- What Happens During the First Visit?
- What is My Role During the First Visit?
- What are My Rights During the First Visit?
- What is Evaluation?
- What Will the Staff Do During the Evaluation?
- What are My Rights During the Evaluation?
- What Happens After The Evaluation?
- Resolving Disagreements
- Individual Child Complaint Procedures
- State (Formal) Complaint Procedure
- Rights and Procedural Safeguards

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referral continued . . .

WHAT ARE MY RIGHTS ONCE MY CHILD HAS BEEN REFERRED?

You can ask that any information from ECI be given in your native language or in the way you prefer to communicate. This can include information provided in another language, in Sign Language, Braille, using an assistive technology device or by ECI providing an interpreter if needed.

If at any time you are told something or asked to sign something you do not understand, ask ECI to explain it in a different way. Ask questions until you are sure you understand the information. Do not sign forms until you are sure you know what they mean for you and your child. ECI wants you to fully understand the information you need to plan supports and resources for your child and family.



****IMPORTANT REMINDER:***

Your rights to confidentiality, to decide what ECI services you want or don't want, and to have information presented in the way you can best understand it will continue throughout your time with ECI.



First Steps...GETTING STARTED

STEP TWO *First Visit*

WHAT HAPPENS DURING THE FIRST VISIT?

Your first visit with ECI may happen at your home, your child's day care, or somewhere else you choose. This meeting is a chance for us to learn more about your child and family and for you to learn more about us.

During the first visit, the ECI Intake Coordinator will ask you about concerns you have for your child. We will discuss activities that are important to your family so we plan services with those activities in mind. ECI will also explain the *evaluation process. The evaluation helps determine if ECI supports and resources would benefit your family and child.

At the first visit, the Intake Coordinator from ECI will give you a copy of this ECI Family Handbook and explain your rights. Please review the handbook carefully to understand its contents. Any questions or concerns will be addressed at follow up visits. You will be asked to sign a form that states you received the handbook and you understand it.

You may also be asked to sign a form that allows ECI to request information from and share information with others, such as your child's doctor, day care, relatives and others who help care for your child. Be sure to ask the Intake Coordinator if you have questions.

You will be told that ECI routinely sends your local public school district personally identifiable information about children receiving ECI services after they turn 24 months of age. The information is for the school district's use in meeting their responsibilities to identify children in the district who might need special education services. You, however, can choose not to participate. If you do not want your child's information sent to the school district at that time, just let ECI know.

The ECI Intake Coordinator will also talk with you about early intervention supports and resources provided at no cost to your family.

*** EVALUATION**

Tests used to determine your child's eligibility for early intervention by gathering information about your child's skills and abilities.



first visit continued . . .

WHAT IS MY ROLE DURING THE FIRST VISIT?

Your role during the first visit is to give ECI important information about your child and family. The ECI Intake Coordinator will ask questions about your family and about your child's health and development. We may also ask about important people in your family's life and what kind of help and support you might already be getting from them.

You do not have to answer any questions you don't want to. However, the ECI Intake Coordinator relies on you to provide information to determine the need for supports and resources for your child and family. In addition to answering these questions, you are encouraged to tell the Intake Coordinator anything about your child or family that you think is important for ECI to know. No one knows your child as well as you.

If you are not sure why you are being asked a certain question or why you need to sign a certain form, ask for more information before you answer or sign.

WHAT ARE MY RIGHTS DURING THE FIRST VISIT?

ECI must get your consent before any evaluation can begin. You may consent to all, or just some, of the evaluation. If you do not understand why any information is important, please ask.

If someone from ECI says something or asks you to sign something you don't understand, ask them to explain it another way. You have a right to know how information about your child and family will be used.

*** EVALUATION**

Tests used to determine your child's eligibility for early intervention by gathering information about your child's
→ skills and abilities.



First Steps...GETTING STARTED

STEP THREE *Evaluation*

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WHAT IS EVALUATION?

Evaluation is done to determine if your child has a delay, if there are other concerns with your child's development, and to determine if your child is eligible for supports and resources. With your permission, ECI will ask you about and look at areas of your child's development. This will be done by administering specific tests, observing your child and asking lots of questions. This evaluation is done at no cost to families.

WHAT WILL THE STAFF DO DURING THE EVALUATION?

The team will need to know about your child's vision, hearing, and physical abilities. They will talk to you about your child's nutrition and eating, interaction with others, and communication skills.

The staff will watch your child play and may want to see how you and your child interact and play together. In addition, the ECI team members will ask about your child and family's daily routines, activities your family and child enjoy, and other people who are important in your child's life.

If ECI has a concern about the results of the evaluation, they may recommend you get additional testing, especially in the areas of hearing, vision or nutrition. ECI can help you find a doctor or other specialist who can do the additional testing. Whether you get this additional testing is up to you.

You have the right to understand why the ECI staff wants to evaluate your child, how the results will be used and what will happen if the results indicate a need for further testing. Be sure you understand the process before you give your written consent.

WHAT IS MY ROLE DURING THE EVALUATION?

You will be asked to answer questions and provide information about:

- Your child's development
- Your concerns about your child's development
- Your child's health status
- Any problems or issues related to the pregnancy and birth of your child
- Any family history of vision or hearing problems
- Any priorities you have for your child
- Any resources you might already have for assisting your child and family.



evaluation continued . . .

WHAT ARE MY RIGHTS DURING THE EVALUATION?

Parents must give written consent for the ECI staff to do testing with their child. You will be asked to sign a form giving consent for any tests. You may give consent for some tests and decline consent for other tests. If you do not give consent for a test, it will not be done. You have a right to ask for and receive a full evaluation.

The results of your child's evaluation will become a part of your child's records. It is important for you to know your rights regarding your child's records. These rights apply to all of your child's records. As you go through ECI, you will want to review the section of the handbook about your rights regarding records.

WHAT HAPPENS AFTER THE EVALUATION?

Following the evaluation you will be informed of the results. Evaluation results are used to determine *eligibility for early intervention supports and resources. An Eligibility Review Panel convenes to review the results and decide if there is evidence of delay or disability. You are invited to attend this review.

If your child is not eligible for early intervention you have the right to dispute the eligibility determination (described later in this handbook). ECI staff will share ideas for other community services you may be interested in pursuing. If your child is eligible for early intervention supports and resources the ECI staff will explain the next steps and ask if you are interested in continuing. If so, this will lead to Step 4.

***ELIGIBILITY**

In Montana children ages birth to 36 months are "eligible" for early intervention supports and resources if there is:



An established condition (Down Syndrome, visual impairment, etc...) indicated by a physician.

----- OR -----



A 50% delay in adaptive, cognitive, motor, communication, social/emotional or 25% delay in at least two of those domains.

----- OR -----



Informed clinical opinion as determined by qualified multidisciplinary team of professionals.



Next Steps...SUPPORTS & SERVICES

STEP FOUR *Routines*

- BASED INTERVIEW & ASSESSMENT

WHAT IS THE ROUTINES - BASED INTERVIEW?

The Routines-Based *Interview (RBI) is a semi-structured interview between you and your Family Support Specialist (FSS). The interview lasts 1½-2 hours and will be easiest if there is care provided by another person for the child(ren). During this interview you will be able to share your main concerns, what happens with your child and family during each part of a typical day, choosing outcomes to work on, and planning who will work on the outcomes (and when).

WHAT IS THE ASSESSMENT?

Along with the RBI your *FSS (also referred to as your FSS Coach) will complete an *assessment with you and your child. ECI also uses an age anchoring tool call the Measure of Engagement, Independence, and Social Relationships (MEISR). The MEISR gives a profile of your child's functioning in ordinary daily routines and is used to measure growth in the following weeks and months.

*** INTERVIEW**

A semi-structured interview between primary caregiver(s) and the Family Support Specialist to determine concerns, routines, and potential outcomes to work on in the days ahead.

*** ASSESSMENT**

Tests and measures used to identify your child's needs and strengths; your family's concerns, priorities, and resources; to help determine the type and range of supports & resources needed.

*** FAMILY SUPPORT SPECIALIST**

A person from ECI who works with your family to help you support your child's development and who coordinates early intervention supports and resources. This person holds at least a Bachelors degree and has earned a two-year comprehensive certification from the State of Montana verifying the ability to provide quality child and family services.



Next Steps... SUPPORTS & SERVICES

STEP FIVE *Individualized Family* SERVICE PLAN

WHAT IS THE INDIVIDUALIZED FAMILY SERVICE PLAN (IFSP) MEETING?

The plan for supports and resources that you and ECI staff will develop for your child and family is called the Individualized Family Service Plan (*IFSP). It is called an “individualized” plan because it is developed just for your family and child based on your individual needs. It is called a “family” plan because it will include outcomes and activities for the family, not just your child. It is called a “service” plan because it will describe the supports and resources you agree on and will describe who will provide them. The IFSP reflects the core supports and resources for your family and is the basis of everything ECI will do with you and your child.

The IFSP meeting, therefore, is the meeting that will be held to develop your child and family’s IFSP. While you are with ECI, the IFSP will be reviewed and updated as needed, but at least once every 6 months.

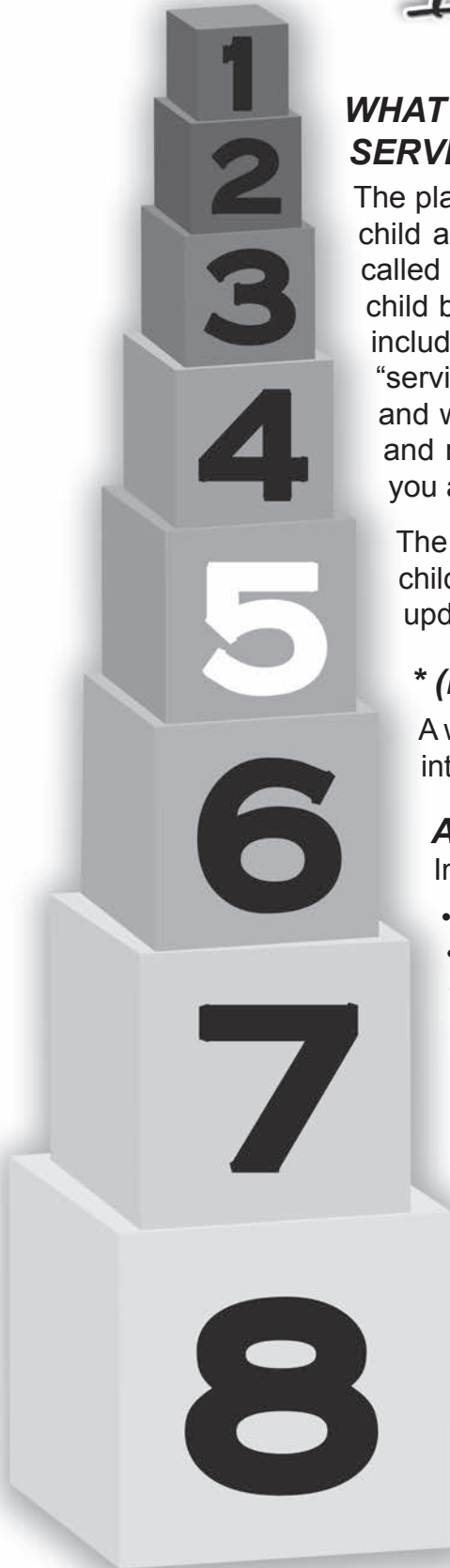
*** (IFSP) INDIVIDUALIZED FAMILY SERVICE PLAN**

A written plan for your child’s and family’s supports and resources during early intervention

AT A GLANCE:

In the next three sections, we will discuss the following:

- What is the Individualized Family Service Plan (IFSP) meeting?
- What is my role during the IFSP meeting?
- What are my rights during the IFSP meeting?
- What is a Support-Based Home Visit?
- What is my role during delivery of ECI resources?
- What are my rights during delivery of ECI Supports and Resources?
- What is my role during a review?
- What are my rights during a review?



individualized family service plan continued...

IFSP MEETING

The IFSP meeting happens at a place and time that works for you. In addition to you, the planning team includes at least two early intervention staff from different roles or professions. These professionals may attend the IFSP meeting in person or may participate via a written report. The team can also include anyone else you want to be there, including other family members, friends or anyone you think should be involved in planning for your child and family. Your child's IFSP must be completed within 45 days of when your child was first referred to ECI.

Early intervention in Montana is an entitled service to families with children who are eligible. It is not based on income, rather the level of delay in child development. Core early intervention services (Family Support Specialists, Evaluation, Assessment, support coordination, IFSP development) are provided at no cost to families. With your consent some early intervention supports and resources that are occasionally needed (occupational, physical, speech therapies), will be billed to your private or public insurance.

DURING THE IFSP MEETING THE TEAM WILL DISCUSS AND DOCUMENT:

- Your concerns, priorities and resources
- Health and medical history
- A description of how your child is developing
- Your child's skills in social/emotional, acquiring/using knowledge, and behaviors
- Functional outcomes you would like to see happen for your child and family and how progress will be measured
- Early intervention supports and resources that are needed (plus frequency and intensity)
- How often and where those supports and resources will be provided
- Who will provide each early intervention support and resource, and when
- A summary of supports and resources your child receives - not provided by ECI



individualized family service plan continued...

WHAT IS MY ROLE DURING THE IFSP MEETING?

You have a very important role during the IFSP meeting—working with ECI staff and other members of the team to decide what supports and resources your child and family will receive. To prepare for the meeting, you may want to think about whether there is someone you would like to either attend the meeting or in some other way provide information about your child to the team. You may also want to think about what you would like to see your child doing (or doing more often or differently) in the next 6-12 months.

During the IFSP meeting you will be asked for your ideas about what areas of development your child is good at, needs help with, enjoys or doesn't enjoy, and things you like doing together. The information you give the team will be important in planning supports and resources that will help your child and family. ECI team members will work with you to develop strategies or activities so you can help your child grow and learn. Talking about the kinds of things you and your child do together every day will help your team come up with strategies that can fit into the activities already part of your day.

WHAT ARE MY RIGHTS DURING THE IFSP MEETING?

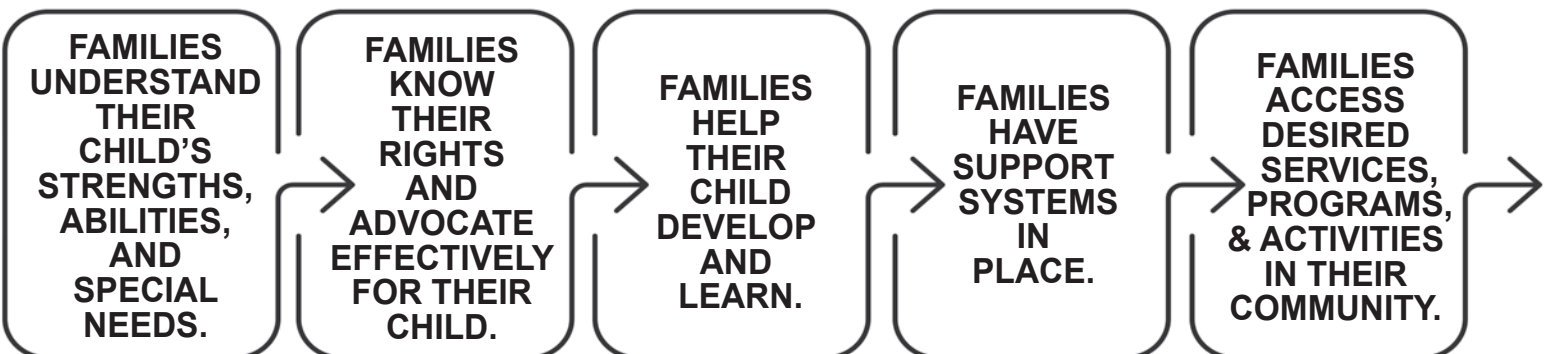
Some of your most important rights apply before the meeting actually happens. ECI staff will notify you in writing ahead of time about when the IFSP meeting will take place so that you will have time to plan for it. For example, you may want to invite other family members or friends to be there, or you may want time to think about the decisions you will be making. The notice will tell you what will be discussed and who else will be there. The notice will also remind you of your option to invite other persons you would like to attend the meeting.

- If the location, date or time of the meeting would keep you or any other person you may want to bring with you from attending, contact ECI and ask for another time or location.
- During the meeting, you have the right to fully participate in deciding the supports and resources you need for your child and family. All decisions must be made on an individual basis. What is best for some other child and family may not be right for your family.
- ECI cannot begin providing supports and resources unless you give permission in writing. You have the right to consent for some supports and resources but not others. If ECI staff recommends some services you do not want, you can refuse them and still receive others you want. You also can, at any time, decide you do not want any ECI supports or resources.

You can disagree with ECI staff about all or some of the IFSP. You do not have to sign the plan if you don't agree with it.

FIVE FAMILY OUTCOMES

For families, the goal of early intervention is to enable them to provide care for their children and have the resources they need to participate in their own desired family and community activities. You will be surveyed to give feedback on the Five Family Outcomes. The information gained from these surveys helps ECI adjust and prioritize supports and services for families.



individualized family service plan continued...

CHILD & FAMILY OUTCOMES

As a parent of a child who is in an early intervention, you want to be sure these services are helping your child develop and learn. These services are designed to make the most of each child's potential, as well as to strengthen the family's ability to help their child. But how can you know if your child's early intervention is meeting his or her needs?

One way to learn more about your child's progress is through three "child outcomes" that are measured for every child who participates in an early intervention. These outcomes will help you know how well your child is developing and participating in activities at home or in the community. In addition to helping you measure your child's individual progress, these outcomes are also used to measure how well your child's early intervention program is serving all children who are enrolled.

By participating in the outcome process, you are not only helping your own child but are also helping your district and state know how early childhood programs are performing overall.

As the parent, you are a critical part of your child's development and education!



THREE CHILD OUTCOMES TO MEASURE PROGRESS

1

Gaining positive social emotional skills, including social relationships. This outcome measures how children interact and play with their family, other adults, and other children.



2

Learning and using new knowledge and skills. This outcome measures how children learn and use basic language and communication skills such as counting and problem-solving that will prepare them to be successful in kindergarten.



3

Using appropriate behaviors to meet their needs. This outcome measures how children gradually become more independent by learning how to move from place to place, feed themselves, and take care of basic needs.



Next Steps... SUPPORTS & SERVICES

STEP SIX

Supports & Resources

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WHAT IS A SUPPORT-BASED HOME VISIT?

Early intervention services listed on the IFSP begin within 30 days of the date you signed the IFSP.

The key to child progress in home-based services is for the professional support to be aimed at family competence and confidence. Your FSS coach will likely demonstrate techniques and help you become comfortable in teaching your child in an effective and efficient manner. ECI early intervention staff have specialized training experience in helping families to teach their children.

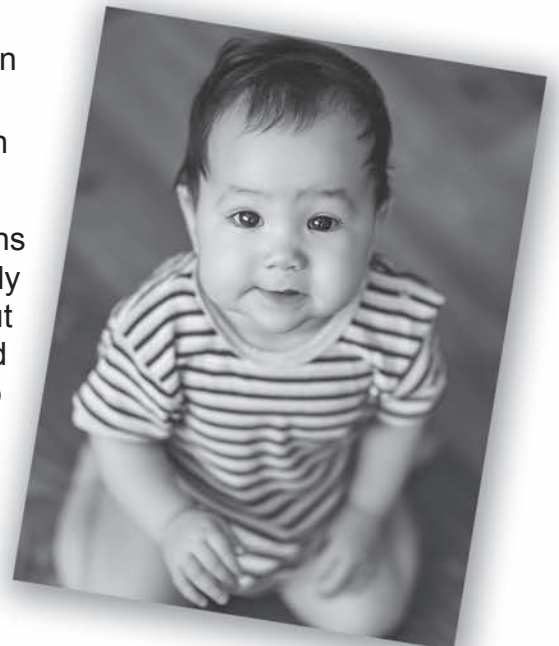
DURING A SUPPORT-BASED HOME VISIT THE FSS COACH ADHERES TO THE FOLLOWING PRINCIPLES:

- It is the family (and other constant caregivers) that influence the child.
- Children learn throughout the day, not in lessons, sessions, or work times.
- All the intervention for a child occurs between visits with professionals.
- The child needs maximal intervention (with the family), not maximal services (with professionals).

WE TYPICALLY ASK QUESTIONS AT EACH HOME VISIT SUCH AS:

- How have things been going?
- Do you have anything new you want to ask me about?
- How have things been going with each IFSP outcome?
- Is there a time of day that's not going well for you?
- How is (family member) doing?
- Have you had any appointments in the past week? Any coming up?
- Do you have enough or too much to do with your child?

You will have time to ask questions and to talk with your early intervention professional about strategies that are working and which are not. They will want to know new things that your child is doing, any concerns you have, and any updates about your family's life that might affect your child's growth and development.



supports & resources continued . . .

WHAT IS MY ROLE DURING DELIVERY OF ECI SUPPORTS AND RESOURCES?

Your major role is to fully participate with the FSS coach in the supports and resources being provided. The goal is to teach you activities and strategies you can use every day with your child. Your child will make progress because of what you do with your child between the visits of professionals.

It is important for you to understand why a particular activity will help your child develop. Be sure you ask your early intervention professional to explain why a certain strategy or activity is being recommended.

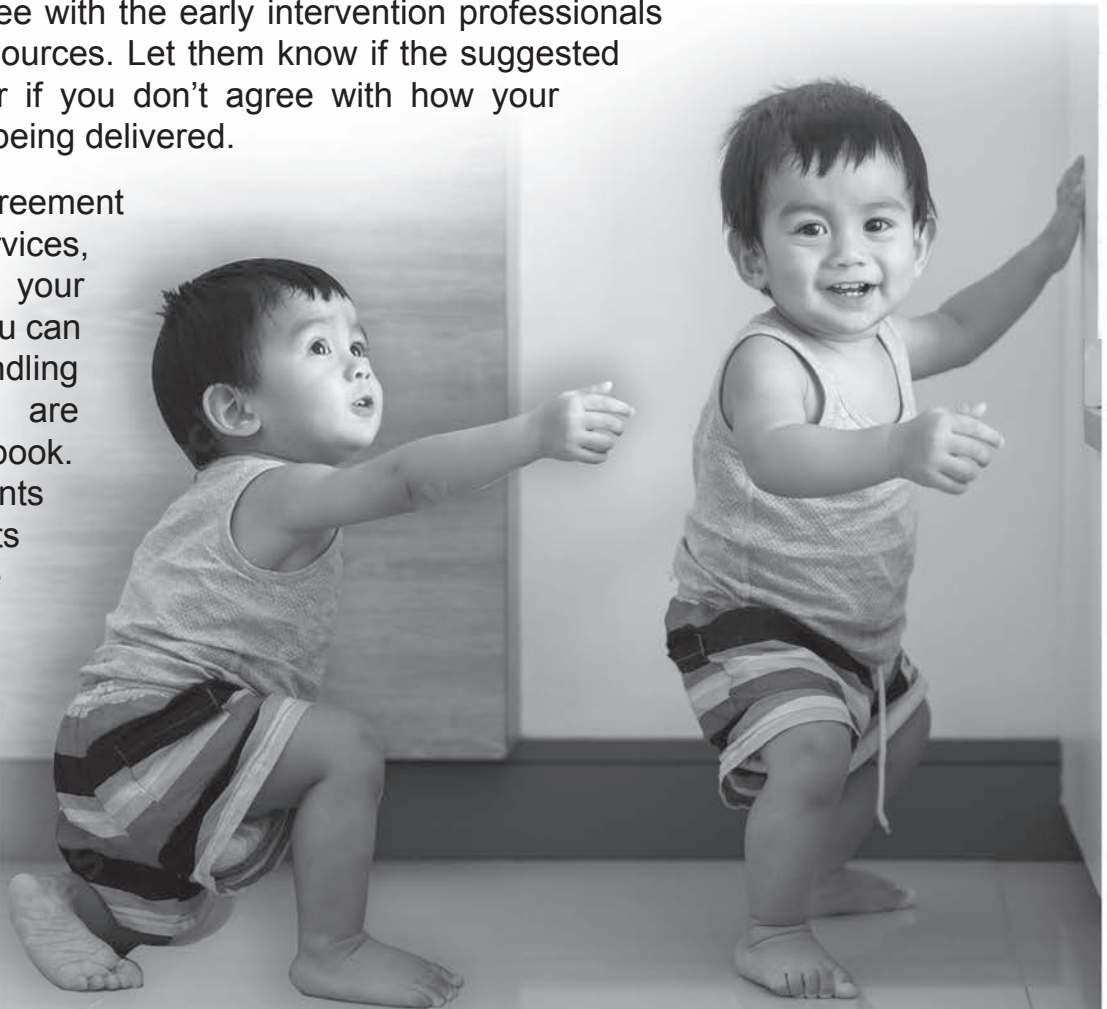
WHAT ARE MY RIGHTS DURING DELIVERY OF ECI SUPPORTS AND RESOURCES?

You gave consent for the supports and resources you are receiving when you signed the IFSP. However, you have the right to withdraw your consent for any of the supports and resources at any time. If you do withdraw your consent, ECI must stop providing those supports and resources.

Your FSS coach will write progress and contact notes about each visit. A copy of these notes will also go in your child's records. You can refer to "What Are My Rights Regarding My Child's Records" if you need information about how to see your child's records, or to ask for a change to something in those records.

You have the right to disagree with the early intervention professionals about your supports and resources. Let them know if the suggested strategies aren't working, or if you don't agree with how your supports and resources are being delivered.

If you can't come to an agreement with your ECI team about services, or if you feel that any of your rights have been violated, you can pursue many options for handling a disagreement. These are outlined later in this handbook. However, most disagreements or concerns about supports and resources can be resolved locally. You are always welcome to talk to your FSS coach or the ECI director about your concerns.



Next Steps...SUPPORTS & SERVICES

STEP SEVEN *Review*

YOUR CHILD'S PROGRESS

Babies and toddlers can change a lot in just a few months. They are learning how to do new things all the time. While your family is with ECI you may be trying many different things to help your child grow and learn. Therefore, it is important to regularly review your child's progress.

Your FSS coach must meet with you to review your child's progress at least every six months to determine whether the supports and resources on your IFSP are helping. The first review must occur within 6 months of signing the IFSP. Reviews can occur at other times if you or any other team members think there may be a need to change your child's IFSP. As well, eligibility is revisited at least annually.

WHAT IS MY ROLE DURING A REVIEW?

During a review the family plays a critical role. As your child's foremost teacher who spends the most time with the child in intervention, your feedback is vital. You are requested to be an active participant in the review by helping weigh and discuss:

- Progress on Each Outcome
- The Status of Each Outcome
(Achieved - Continued - Revised - Discontinued)
- Rating Your Satisfaction with the Process to Achieve Each Outcome.
- Rating Your Satisfaction with the Amount of Progress Toward Achieving Each Outcome.
- Any Changes in Supports and Resources for Your Child and Family

WHAT ARE MY RIGHTS DURING A REVIEW?

- Your rights during any review of the IFSP are the same as those at the first IFSP meeting.
- This includes your right to prior written notice of the meeting.



Future Steps... LEAVING ECI

STEP EIGHT *Transition*

1

2

3

4

5

6

7

8

WHAT IS TRANSITION?

The word transition means passing from one place to another. For your child in ECI, it means leaving ECI and continuing with any supports and resources still needed somewhere else. All children must leave ECI by their 3rd birthday. Some children may be ready to leave earlier while others stay in ECI until they are 3, but don't need any more supports or resources after ECI. However, some children will continue to need extra help after their 3rd birthday.

Transition is the process to help you decide what your child and family might need when you leave ECI. Because this is such an important step for your child and family, your FSS coach will begin working with you to plan transition strategies far enough in advance so that the change will happen smoothly and without a gap in supports and resources.

Planning for your child's transition from ECI begins by at least 27 months of age. A year may seem like a long time to plan, but you may have several options to explore. For example, you may want to learn about the differences in services between a preschool program in your school or local special education cooperative, Head Start, a private preschool, and therapy services in your home or a clinic. There are also optional disability services such as Family Education Support (FES) and various waiver programs that will be discussed during transition. If these are options you are considering you may need time to consider all these services before deciding what is best for your child. Transition options address your child's medical and social needs, in addition to educational and developmental needs.



AT A GLANCE

In this section we will discuss the following:

- *What is Transition?*
- *What is MY ROLE during TRANSITION?*
- *What are MY RIGHTS during TRANSITION?*



Transition continued . . .

You and your FSS coach will write on the IFSP transition strategies you develop together. You will get a copy, and a copy will also go into your child's records.

At least 90 days before your child's 3rd birthday, your FSS coach will offer to set up transition meetings with the programs or community services you are considering for your child. This does not mean you have to enroll in those programs. It is an opportunity to learn more about what they can offer, how they determine who is eligible for their services, and what will happen next if you decide to refer your child.

Once you have decided on the programs or services you want to pursue, if any, your FSS coach will make referrals to them. With your permission, ECI will send them information about your child. Once another program receives the referral, they will contact you to let you know the next steps. This could include meetings to evaluate your child for eligibility or to plan what services your child would receive. Your FSS coach, who knows your child, can attend these meetings with you if you invite them. Even after a referral is made, you can change your mind at any time and decide not to enroll your child.

WHAT IS MY ROLE DURING TRANSITION?

You are the most important person during transition because you are making decisions about what happens to your child and family when ECI supports and resources end. For us to help you in planning for the future, you need to share with the FSS coach your hopes, priorities and concerns about your child's future. As you talk about different options, be sure to ask questions so you will have the information you need to make good decisions.

While in services with ECI, your FSS coach will have been available to help you with supports and resources for your child and family. Other programs may not offer this type of support for families. Of course, it's best if you can be your own coordinator of services and advocate for your child and family. However, if you think you will still need help with finding needed supports and resources for your child or family, ask your FSS coach to help you find another source of assistance, such as Montana Empowerment, a statewide advocacy organization.



Transition continued . . .

WHAT ARE MY RIGHTS DURING TRANSITION?

The decision about which, if any, programs or services you want to pursue for your child is yours. You also can decide you do not want any services after your child turns 3. ECI will only set up meetings or make referrals to other providers if you want them to, and only with your involvement.

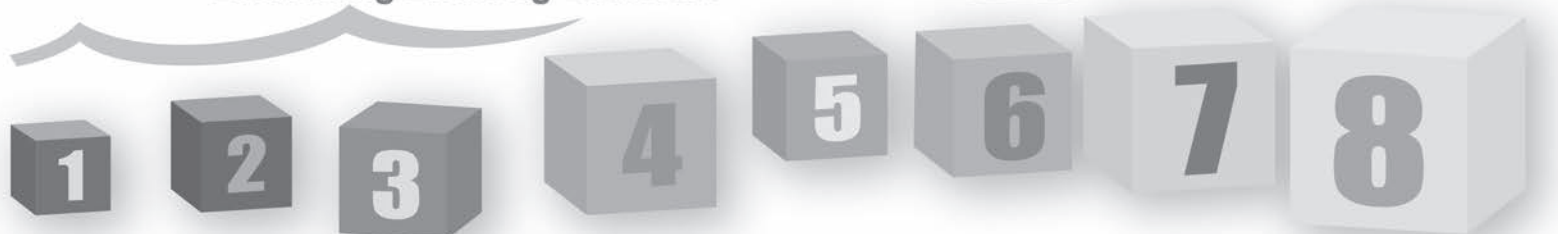
Your decision not to seek further services is not a permanent one. As the parent, you can always decide later that you want to pursue a particular service and contact them yourself. For example, if you choose not to refer your child to your local school district for special education preschool at age 3, you have the right to change your mind. After leaving ECI, you can contact your local school district at any time and ask that your child be evaluated to determine eligibility for special education.

You may want to keep any information ECI gives you about community services and resources during the transition process in case you need that information after leaving ECI.



EARLY CHILDHOOD INTERVENTION
— *Launching Lifelong Learners*

EARLY CHILDHOOD INTERVENTION
2016 GRAND AVENUE • BILLINGS, MT 59102
406-281-5885 • 406-245-1149
OFFICE FAX



What are your

RIGHTS & PROCEDURAL SAFEGUARDS?

The rights and procedural safeguards guaranteed under IDEA provide a framework for a family's experience in early intervention. For families, rights and safeguards help ensure that a respectful, confidential, team process results in an Individualized Family Services Plan (IFSP) that addresses their child's needs and interests. For the early intervention system, rights and safeguards assure quality and equity.



PROCEDURAL SAFEGUARDS PROVIDE THE PROTECTION OF:

- 1. The Right to Give Informed Consent**
- 2. The Right to Receive Notification in Writing**
(eligibility, IFSP meetings, services)
- 3. The Right to a Coordinated Individualized Family Service Plan (IFSP)**
- 4. The Right to Receive Services in the Natural Environment**
- 5. The Right to Confidentiality**
- 6. The Right to Review and Amend Records**
- 7. The Right to File a Written Complaint**
- 8. The Right to a Process to Resolve Disputes**

Again, families are to be informed there are several dispute resolution procedures they can exercise if and when they have a dispute or complaint. After you review the information in this handbook, if you have further questions or need more detail about any of these dispute resolution processes, please contact the ECFSD.

EARLY CHILDHOOD AND FAMILY SUPPORT DIVISION (ECFSD)

406-444-1958 OR 406-444-2750

ECFSD is responsible for the administration and monitoring of early intervention services provided throughout Montana to eligible infants and toddlers and their families under Part C of the Individuals with Disabilities Education Improvement Act of 2004 (IDEA).

Staff at ECFSD/MT Milestones Part C can assist you with questions or requests regarding conflict resolution.

Copies of the laws and regulations governing complaint resolution processes are also available upon request from ECFSD.



rights & procedural safeguards continued...

WHAT ARE MY RIGHTS REGARDING MY CHILD'S RECORDS?

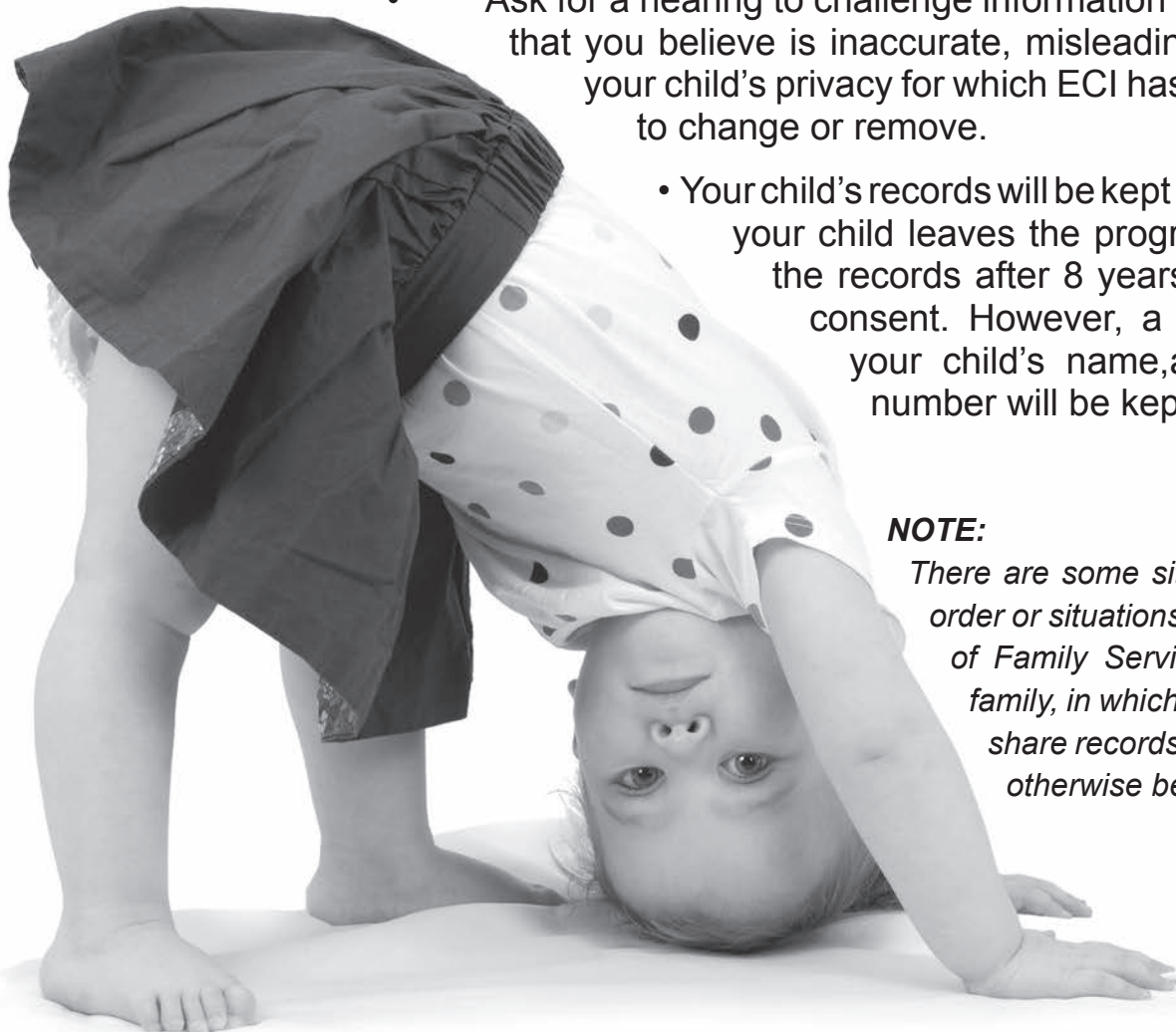
You have rights when it comes to your child's records that come from two federal laws: IDEA (Individuals with Disabilities Education Act) and FERPA (Family Educational Rights and Privacy Act).

THESE LAWS SAY THAT YOU CAN:

- Expect ECI to keep your personal information confidential and secured.
- Request to review or receive a copy of ECI records about your child and family. ECI follows federal and state timelines to meet these requests.
- Give someone else permission to review these records for you.
- Refuse to give permission to release your records to others outside of ECI.
- Ask for explanations of information in the records that you don't understand.
- Ask for a list of what records ECI keeps on your child and family and where they are kept.
- Ask ECI to make changes to information you think is not accurate, is misleading, or that violates your or your child's privacy.
 - Ask for a hearing to challenge information in your child's records that you believe is inaccurate, misleading, or violates your or your child's privacy for which ECI has refused your request to change or remove.
 - Your child's records will be kept by ECI for 8 years after your child leaves the program. ECI will destroy the records after 8 years with or without your consent. However, a permanent record of your child's name, address & telephone number will be kept.

NOTE:

There are some situations, such as a court order or situations in which the Department of Family Services is involved with the family, in which ECI would be required to share records or information that would otherwise be considered confidential.



Montana's Milestones Part C

DISPUTE RESOLUTION

RESOLVING DISAGREEMENTS

The following comes directly from the State of Montana Part C Early Intervention Services Dispute Resolution Handbook. It explains how you can pursue a complaint or disagreement with ECI. This process can be used because of a disagreement about the evaluation process or results, or at any other time you and the ECI team working with your family can't agree. It is also available to you if you are not satisfied about some experience you had with ECI that you think violated your rights.

Montana's statewide system includes the following written procedures for the timely resolution of formal complaints through Mediation, State Complaint procedures, and Due Process Hearing procedures. Montana Milestones provides a Formal Dispute Resolution Request beginning on page 31 of this Handbook or a copy may be obtained from the Montana Milestones website:

<https://dphhs.mt.gov/ecfsd/childcare/montanamilestones/index>

The purpose of this form, Formal Dispute Resolution Request, is to document the options available to assist families and local Part C Program providers in resolving disputes in the Montana Milestones Part C Early Intervention Program. If a parent or other individual feels his or her rights have been violated or there has been a violation of Part C of the Individuals with Disabilities Education Act (IDEA), the parent or individual provides the information requested in this form, signs, dates, and returns the form to the address listed. Assistance to complete this form is available by contacting the Montana Milestones Part C Coordinator 406-522-2261.

INDIVIDUAL CHILD COMPLAINT PROCEDURES

INFORMAL COMPLAINT

A parent may express a concern or submit a written complaint to a Family Support Specialist/Service Coordinator, to the local Part C Program provider, or to Montana Milestones/Part C Early Intervention Program Coordinator. Informal complaint procedures allow the parties to explore options and solutions in an informal way that is most comfortable for the parents, surrogate parents or legal guardians, and the local Part C Program provider. Informal complaint procedures are not required, and families can always select a formal dispute resolution option: Mediation, State Complaint, or Due Process Hearing.

MEDIATION

Montana Milestones Part C Program makes available to parties to disputes involving any matter the opportunity for mediation meeting the requirements in §303.431 of the Individuals with Disabilities Education Act (IDEA). Mediation can be requested alone prior to filing a request for either a Due Process Hearing or State Complaint OR it can be requested at the same time as a Due Process Hearing or State Complaint.

MONTANA'S STATE COMPLAINT PROCEDURES

Montana Milestones Part C adopted written State complaint procedures to resolve any State complaints filed by any party regarding any violation meeting the requirements in §303.432 through §303.434 of IDEA:

- Identification of the child
- Evaluation and/or assessment of the child
- Placement of the child
- Provision of appropriate early intervention services to the child or family
- Alleged violation of Part C of the IDEA

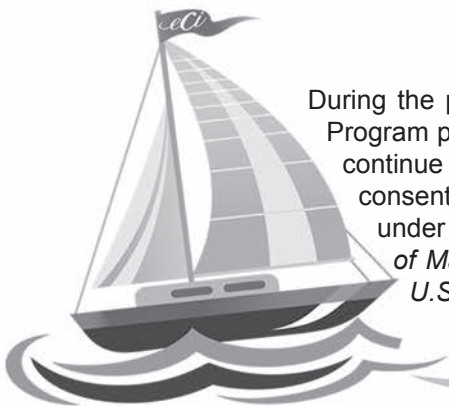
DUE PROCESS HEARING

Written due process hearing procedures are established to resolve complaints with respect to a particular child regarding any matter identified in §303.421(a), by adopting the Part C of IDEA due process hearing procedures under section 639 of the Act that:

- Meet the requirements in §303.435 through §303.438; and
- Provide a means of filing a due process complaint regarding any matter listed in §303.421(a)

STATUS OF A CHILD DURING THE PENDENCY OF A DUE PROCESS COMPLAINT

During the pendency of any proceeding involving a due process complaint, unless the local Part C Program provider and parents of an infant or toddler with a disability otherwise agree, the child must continue to receive the appropriate early intervention services in the setting identified in the IFSP consented to by the parents. If the due process complaint involves an application for initial services under Part C of the Act, the child must receive those services not in dispute. (Approved by Office of Management and Budget under control number 1820-0678 and 1820-NEW) (Authority: 20 U.S.C. 1415(e), 1415(f)(1)(A), 1415(f)(3)(A)-(D), 1439)



Montana's Milestones Part C

MEDIATION

MEDIATION - §303.431

Procedures are established and implemented to allow parties to disputes involving any matter, including matters arising prior to the filing of a due process complaint, to resolve disputes through a mediation process at any time. The procedures must meet the following requirements:

1. The procedures ensure the mediation process:
 - Is voluntary on the part of the parties;
 - Is not used to deny or delay a parent's right to a due process hearing, or to deny any other rights afforded under Part C of the Act; and
 - Is conducted by a qualified and impartial mediator who is trained in effective mediation techniques.
2. Qualified Mediators:
 - Montana Milestones must maintain a list of individuals who are qualified mediators and knowledgeable in laws and regulations relating to the provision of early intervention services.
 - Montana Milestones must select mediators on a random, rotational, or other impartial basis.
3. Montana Milestones will bear the cost of the mediation process, including the costs of meetings.
4. Each session in the mediation process must be scheduled in a timely manner and must be held in a location convenient to the parties to the dispute.
5. If the parties resolve a dispute through the mediation process, the parties must execute a legally binding agreement setting forth the resolution and that:
 - States all discussions occurring during the mediation process will remain confidential and may not be used as evidence in any subsequent due process hearing or civil proceeding; and
 - Is signed by both the parent and a representative of the local Part C Program provider who has the authority to bind the provider agency.

6. A written, signed mediation agreement is enforceable in any State court of competent jurisdiction or in a district court of the United States.
7. Discussions occurring during the mediation process must be confidential and may not be used as evidence in any subsequent due process hearing or civil proceeding of any Federal court or State court of a State receiving assistance under this part.

IMPARTIALITY OF MEDIATOR:

1. An individual who serves as a mediator under this part:
 - May not be an employee of Montana Milestones or the local Part C Program provider involved in the provision of early intervention services or other services to the child; and
 - Must not have a personal or professional interest conflicting with the person's objectivity.
2. A person who otherwise qualifies as a mediator is not an employee of a Montana Milestones or the local Part C Program provider solely because he or she is paid by the agency or provider to serve as a mediator.

MEETING TO ENCOURAGE MEDIATION:

Procedures were established to offer parents and local Part C Program providers choosing not to use the mediation process, an opportunity to meet, at a time and location convenient to the parents, with a disinterested party:

1. Who is under contract with an appropriate alternative dispute resolution entity, or a parent training and information center, or community parent resource center in the State established under section 671 or 672 of the Act; and
2. Who would explain the benefits of, and encourage the use of, the mediation process to the parents.

(Approved by Office of Management and Budget under control number 1820-NEW) (Authority: 20 U.S.C. 1415(e), 1439(a)(8))

COMPLAINT PROCEDURES

STATE COMPLAINT PROCEDURES (§303.432)

Written policies and procedures were established for:

1. Resolving any complaint, including a complaint filed by an organization or individual from another State, meeting the requirements §303.4340, by providing for the filing of a complaint with Montana Milestones; and
2. Widely disseminating to parents and other interested individuals, including parent training and information centers, Protection and Advocacy (P&A) agencies, and other appropriate entities, under §303.432 through §303.434.

REMEDIES FOR DENIAL OF APPROPRIATE SERVICES:

In resolving a complaint in which Montana Milestones found a failure to provide appropriate services, Montana Milestones Part C Program, pursuant to its general supervisory authority under Part C of the Act, will address:

1. The failure to provide appropriate services, including corrective actions appropriate to address the needs of the infant or toddler with a disability who is the subject of the complaint and the infant's or toddler's family (such as compensatory services or monetary reimbursement); and
2. Appropriate future provision of services for all infants and toddlers with disabilities and their families.

(Approved by Office of Management and Budget under control number 1820-NEW) (Authority: 20 U.S.C. 1439(a)(1))

TIME EXTENSION; FINAL DECISION; IMPLEMENTATION:

The procedures also will:

1. Permit an extension of the time limit if:
 - Exceptional circumstances exist with respect to a particular complaint; or
 - The parent (or individual or organization) and, if mediation is available to the individual or organization under State procedures, and Montana Milestones or local Part C Program provider involved agree to extend the time to engage in mediation; and
2. Include procedures for effective implementation of the final decision, if needed, including:
 - Technical assistance activities;
 - Negotiations; and
 - Corrective actions to achieve compliance.

MINIMUM STATE COMPLAINT PROCEDURES (§303.433)

Complaint procedures were established with a time limit of 60 days after a complaint is filed under §303.434 to:

1. Carry out an independent on-site investigation, if determined an investigation is necessary;
2. Provides the complainant opportunity to submit additional information, either orally or in writing, about the allegations in the complaint;
3. Provide Montana Milestones Part C Program or local Part C Program provider with an opportunity to respond to the complaint, including, at a minimum:
 - At the discretion of Montana Milestones, a proposal to resolve the complaint; and
 - An opportunity for a parent who has filed a complaint and Montana Milestones Part C Program or local Part C Program provider to voluntarily engage in mediation, consistent with §303.430(b), §303.431;
4. Review all relevant information and make an independent determination as to whether Montana Milestones or the local Part C Program provider is violating a requirement of Part C of the Act or of this part; and
5. Issue a written decision to the complainant addressing each allegation in the complaint and contains:
 - Findings of fact and conclusions; and
 - The reasons for the final decision.



Montana's Milestones Part C

DUE PROCESS HEARING

COMPLAINTS FILED UNDER THIS SECTION AND DUE PROCESS HEARINGS §303.430(D):

1. If a written complaint is received and is also the subject of a due process hearing under §303.430(d) or contains multiple issues of which one or more are part of that hearing, Montana Milestones must set aside any part of the complaint being addressed in the due process hearing until the conclusion of the hearing. However, any issue in the complaint not a part of the due process hearing must be resolved using the time limit and procedures described.
2. If an issue is raised in a complaint filed under this section has previously been decided in a due process hearing involving the same parties:
 - The due process hearing decision is binding on that issue; and
 - Montana Milestones must inform the complainant to that effect.
3. A complaint alleging Montana Milestones or the local Part C Program provider's failure to implement a due process hearing decision must be resolved by the Early Childhood and Family Support Division.

(Approved by Office of Management and Budget under control number 1820-NEW) (Authority: 20 U.S.C. 1439(a)(1))

FILING A COMPLAINT (§303.434)

An organization or individual may file a signed written complaint using the Formal Dispute Resolution Request document. The complaint must include:

1. A statement that Montana Milestones or the local Part C Program provider has violated a requirement of Part C of the Act;
2. The facts on which the statement is based;
3. The signature and contact information for the complainant; and
4. If alleging violations with respect to a specific child:
 - The name and address of the residence of the child;
 - The name of the local Part C Program provider serving the child;
 - A description of the nature of the problem of the child, including facts relating to the problem; and
 - A proposed resolution of the problem to the extent known and available to the party at the time the complaint is filed.

The complaint must allege a violation occurred not more than one year prior to the date that the complaint is received in accordance §303.432.

The party filing the complaint must forward a copy of the complaint to the local Part C Program provider serving the child at the same time the party files the complaint with Montana Milestones.

(Approved by Office of Management and Budget under control number 1820-NEW) (Authority: 20 U.S.C. 1439(a)(1))

APPOINTMENT OF AN IMPARTIAL DUE PROCESS HEARING OFFICER (§303.435)

QUALIFICATIONS AND DUTIES:

Whenever a due process complaint is received under §303.430(d), a due process hearing officer must be appointed to implement the complaint resolution process in this subpart. The person must:

1. Have knowledge about the provisions of this part and the needs of, and early intervention services available for, infants and toddlers with disabilities and their families; and
2. Perform the following duties:
 - Listen to the presentation of relevant viewpoints about the due process complaint.
 - Examine all information relevant to the issues.
 - Seek to reach a timely resolution of the due process complaint.
 - Provide a record of the proceedings, including a written decision.

STATE PART C DUE PROCESS HEARING PROCEDURES UNDER SECTION 639 OF THE ACT

The Part C due process procedures were adopted under Section 639 of the Act and consistent with §303.435 through 303.438.

DEFINITION OF IMPARTIAL:

1. Impartial means the due process hearing officer appointed to implement the due process hearing under this part:
 - Is not an employee of Montana Milestones or the local Part C Program provider involved in the provision of early intervention services or care of the child; and
 - Does not have a personal or professional interest conflicting with his or her objectivity in implementing the process.
2. A person who otherwise qualifies is not an employee of an agency solely because the person is paid by the agency to implement the due process hearing procedures or mediation procedures under this part. (Authority: 20 U.S.C. 1439(a)(1))

PARENTAL RIGHTS IN DUE PROCESS HEARING PROCEEDINGS (§303.436)

Montana Milestones will ensure the parents of a child referred to Part C are afforded the rights in the due process hearing carried out under §303.430(d).

RIGHTS:

Any parent involved in a due process hearing has the right to:

1. Be accompanied and advised by counsel and by individuals with special knowledge or training with respect to early intervention services for infants and toddlers with disabilities;
2. Present evidence and confront, cross-examine, and compel the attendance of witnesses;
3. Prohibit the introduction of any evidence at the hearing that has not been disclosed to the parent at least five days before the hearing;
4. Obtain a written or electronic verbatim transcription of the hearing at no cost to the parent; and
5. Receive a written copy of the findings of fact and decisions at no cost to the parent. (Authority: 20 U.S.C. 1439(a))

CONVENIENCE OF HEARINGS AND TIMELINES (§303.437)

Any due process hearing conducted must be carried out at a time and place reasonably convenient to the parents.

Montana Milestones must ensure, not later than 30 days after the receipt of a parent's due process complaint, the due process hearing required is completed and a written decision mailed to each of the parties. A hearing officer may grant specific extensions of time beyond the period set out at the request of either party. (Authority: 20 U.S.C. 1439(a)(1))

CIVIL ACTION (§303.438)

Any party aggrieved by the findings and decision issued pursuant to a due process complaint has the right to bring a civil action in State or Federal court under section 639(a)(1) of the Act. (Authority: 20 U.S.C. 1439(a)(1))

CONTACT SANDY CADE 406-522-2261 • scade@mt.gov
~MONTANA MILESTONES PART C EARLY INTERVENTION PROGRAM COORDINATOR

Montana DPHHS Early Childhood and Family Support Division
P O Box 4210 • 1625 11 Avenue • Helena, MT 59601-4210
406-522-2261 • scade@mt.gov



Montana's Milestones Part C

IDEA ~ PARENT'S RIGHTS

IDEA GIVES PARENTS THE FOLLOWING PROTECTIONS:

1. THE RIGHT TO GIVE INFORMED CONSENT:

A parent must give written permission before their child is evaluated, before services begin or are changed, and before information about their child or family is shared with anyone else. Before being asked to make decisions or give written consent, a parent is given complete information and explanations about the program. Written consent may be cancelled in writing at any time.

2. THE RIGHT TO RECEIVE NOTIFICATION IN WRITING:

Parents must receive written notice from their program before any evaluations or assessments can take place. In addition, written notice must be given within a reasonable time before any decisions are made about:

- Eligibility
- Individualized Family Service Plan (IFSP) meetings
- Beginning or changing services
- Refusing services

3. THE RIGHT TO A COORDINATED INDIVIDUALIZED FAMILY SERVICE PLAN (IFSP):

A written plan, called an IFSP, is developed by a team to record the family's outcomes for themselves and their child. It lists the early intervention services that will best help reach those outcomes and it describes, when, where, and how services will be delivered. Parents can choose to reject some types of service on the IFSP without affecting other early intervention services.

The parent and other family members work with the Family Support Specialist/Service Coordinator and other providers of early intervention services (if appropriate) to create the IFSP. Parents may invite anyone they wish to their IFSP meetings, including an advocate. The IFSP is reviewed at least every six months or sooner if requested. Parents are involved in planning the time, date, and place of these meetings to ensure their participation. Parents may request a review of their IFSP at any time, even if a review recently took place.

4. THE RIGHT TO RECEIVE SERVICES IN NATURAL ENVIRONMENTS:

Natural environments are more than the places where children live, learn, and play. Natural environments are the routine activities, or what children do, as they participate, in their everyday life at home and in the community. Services are focused on the family's and child's daily routine and are designed to be carried out as part of regular activities. This helps caregivers learn strategies for teaching the child new skills that may be practiced throughout the day. When a service needs to be provided anywhere other than a natural environment, the IFSP team must provide written justification.

5. THE RIGHT TO CONFIDENTIALITY:

Access to any information that personally identifies the child, or a family member is limited to selected Montana Milestones Part C Early Intervention Program staff or to state or federal auditors. Parents must agree in writing before information from their child's electronic or written records may be shared with anyone else.

6. THE RIGHT TO REVIEW AND AMEND RECORDS:

Parents may ask to inspect and review their child's record at any time. The local program has 10 days to comply with a request. After reviewing the file, parents may ask to make changes if they think anything is incorrect or to add information if they think the record is incomplete. If the local program disagrees with a request to change the child's records, a parent may request a hearing to challenge the decision. Parents may receive a free copy of their child's record.

7. THE RIGHT TO FILE A WRITTEN COMPLAINT:

The quickest way to resolve a concern is to talk with a Family Support Specialist/Service Coordinator or with your local Montana Milestones Program Director. If a parent feels his or her rights have been violated or there has been a violation of the law, the parent may file a signed written complaint with the Part C Coordinator of Montana Milestones. The address is: 1625 11th Avenue, P.O. Box 4210, Helena, MT 59604. A copy of the written complaint must also be sent by the parent to their local Montana Milestones Program. Montana Milestones Part C Early Intervention Program will investigate the complaint and respond in writing within sixty calendar days of the receipt of the signed complaint. While the disagreement is being resolved, the child will continue to receive early intervention services as detailed in the current IFSP unless the parents and early intervention service providers agree to make a change or when the child reaches his or her third birthday.

8. THE PROCESS TO RESOLVE DISPUTES:

Another way to resolve disagreements or notify Montana Milestones Part C Early Intervention Program that the law may have been violated is to request mediation or a hearing. Mediation allows you and your local program's staff to talk about the details of your disagreement with an impartial, trained mediator. The mediator will work with you and your local program to find a solution that suits both of you and then write up the terms of your agreement. You may also contact the Part C Coordinator to request a due process hearing. This is a more formal process conducted before an impartial hearing officer. Ask your Family Support Specialist/Service Coordinator for a copy of Montana's Dispute Resolution Handbook for more information. Again, any request for mediation or a hearing will not affect your family's services.

IF YOU WOULD LIKE A COMPLETE COPY OF IDEA GO TO

<https://dphhs.mt.gov/ecfsd/ChildCare/montanamilestones/index>
and click on

Important Resources and Forms to find Montana Part C Rules and Regulations.

You may also call the Part C Coordinator to request a printed copy.
406-522-2261



PO BOX 4210 • HELENA, MT 59604
406-522-2261 • TOLL FREE 800-762-9891 • FAX 406-444-2750

— **FORMAL DISPUTE RESOLUTION REQUEST** —

<https://dphhs.mt.gov/ecfsd/childcare/montanamilestones/index>

NAME OF INDIVIDUAL OR ORGANIZATION FILING THE COMPLAINT

DATE

ADDRESS

CITY, STATE, ZIP CODE

PHONE NUMBER(S)

FAX NUMBER(S)

EMAIL ADDRESS(S)

CHILD'S NAME

DATE OF BIRTH



FAMILY SUPPORT SPECIALIST PART C PROGRAM PROVIDER (AGENCY)

The purpose of this form, Formal Dispute Resolution Request, is to document the options available to assist families and early intervention agencies in resolving disputes in the Montana Milestones Part C Early Intervention Program. If a parent or other individual feels his or her rights have been violated or there has been a violation of Part C of the Individuals with Disabilities Education Act (IDEA), the parent or individual provides the information requested in this form, signs, dates, and returns the form to the address listed. Assistance to complete this form is available by contacting the Montana Milestones Part C Program Staff at the phone number listed. Descriptions of dispute resolution options are found in Montana Milestones Dispute Resolution Handbook available at

<https://dphhs.mt.gov/assets/ecfsd/PartC/MTMilestonesDisputeResolutionHandbook2013.pdf>

FORMAL DISPUTE OPTIONS:

- MEDIATION ONLY** • Mediation can be requested alone prior to filing a request for either a Due Process Hearing or State Complaint OR it can be requested at the same time as a Due Process Hearing or State Complaint. Check this box if you want to attempt to resolve this issue through Mediation alone. Due Process Hearing
- DUE PROCESS HEARING** • Check here if you initially want to resolve the dispute through Mediation prior to the Due Process Hearing. State Complaint
- STATE COMPLAINT** • Check here if you initially want to attempt to resolve the dispute through Mediation prior to the investigation of the State Complaint.

**DISPUTE FILED AGAINST FAMILY SUPPORT SPECIALIST
PART C PROGRAM PROVIDER AGENCY**

NAME _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

PHONE NUMBER (S) _____ EMAIL ADDRESS(S) _____

OTHER PARTIES TO DISPUTE (IF APPLICABLE)

STATEMENT OF DISAGREEMENT

Please provide a written description of the area(s) of disagreement (concerns related to the identification, evaluation and assessment, eligibility determination, placement of the child, provision of appropriate early intervention services to child or family, or alleged violation of the Individuals with Disabilities Education Act, IDEA). Be as specific as possible.

SOLUTIONS(S) TO AREA(S) OF CONCERN

Please provide a written description of the steps that you would like to see taken to address your area(s) of concern. Be as specific as possible.

Please list the dates and timeframes you are available over the next two weeks if you selected Mediation and/or a Due Process Hearing.

SIGNATURE

DATE

FOR FURTHER INFORMATION, PLEASE CONTACT:
SANDY CADE • 406-522 2261 • scade@mt.gov
~Montana Milestones Part C Early Intervention Program Coordinator
Montana DPHHSEarly Childhood and Family Support Division
P O Box 4210 • 1625 11 Avenue • Helena, MT 59601-4210



Montana's Milestones Part C

IDEA ~ SYSTEM OF PAYMENTS POLICY

ADMINISTERING ENTITY

The Montana Department of Health and Human Services, Early Childhood and Family Support Division, as the Governor appointed lead agency, is responsible for the development and implementation of Montana Milestones Part C Early Intervention Program, the early intervention system for infants and toddlers with a disability and their families. Montana Milestones, consistent with Part C of the Individuals with Disabilities Education Act (IDEA), established a system of payments for Part C early intervention services, including Federal, State, local or private programs of insurance or benefits for which the infant or toddler with a disability or the child's family is enrolled.

PART C PROGRAM SYSTEM OF PAYMENTS - EARLY INTERVENTION SERVICES

Part C early intervention services provided to eligible infants and toddlers and their families are financed through multiple funding sources. Montana Milestones Part C Program System of Payments does not include family fees or sliding fees. In Montana, early intervention services as defined under Part C of IDEA are provided at no cost to the families served.

Families have an option to allow the local Part C Program provider to use private insurance to pay for Part C early intervention services. It is important to note families are not charged family fees or required to pay co-payments, or deductibles associated with receipt of Part C early intervention services. This is the case whether or not a family allows the local Part C Program provider to use private insurance or public benefits to pay for Part C early intervention services. Families are responsible to pay any insurance premiums they incur, if applicable, per their insurance plan and/or other long-term costs such as the loss of benefits because of annual or lifetime health insurance coverage caps under their insurance policy

PERMISSIVE USE OF FUNDS BY THE LEAD AGENCY - §303.501

Consistent with §303.120 through 303.122 and §303.220 through 303.226, Consistent with §303.120 through 303.122 and §303.220 through 303.226, Montana Milestones utilizes Part C of IDEA funds for activities or expenses reasonable and necessary for implementing Montana Milestones Part C Early Intervention Program for infants and toddlers with disabilities. This includes funds for direct early intervention services for infants and toddlers services with disabilities and their families under this part that are not otherwise funded through other public or private sources (subject to §303.510 through §303.521):

- To expand and improve services for infants and toddlers with disabilities and their families under this part that are otherwise available;
- Montana does not use Part C funds for the provision of FAPE to children with disabilities from their third birthday to the beginning of the following school year; and
- Montana did not exercise the option to continue services to children beyond the age of three years.

Montana does not provide services under §303.204 for at-risk infants and toddlers, as defined in §303.5, but funds are used to strengthen the Statewide system by initiating, expanding, or improving collaborative efforts related to at-risk infants and toddlers, including establishing links with appropriate public and private community-based organizations, services, and personnel for the purposes of:

- Identifying and evaluating at-risk infants and toddlers;
- Making referrals for the infants and toddlers identified and evaluated; and
- Conducting periodic follow-up on each referral, to determine if the status of the infant or toddler involved has changed with respect to the eligibility of the infant or toddler for services under Part C.

(Authority: 20 U.S.C. 1
435(a)(10)-(12), 1437(b), 1438)

PAYOR OF LAST RESORT - §303.510

Except as provided in §303.410, funds under Part C will not be used to satisfy a financial commitment for services that would otherwise have been paid for from another public or private source, including any medical program administered by the Department of Defense, but for the enactment of Part C of the Act.

Therefore, funds under Part C will be used only for Part C early intervention services an infant or toddler with a disability needs but is not currently entitled to receive or have payment made from any other Federal, State, local, or private source (subject to §303.520 and §303.521). This may include use of Part C funds to pay for costs such as private insurance deductibles or co-payments (subject to §303.521(a)(6)). If necessary to prevent a delay in the timely provision of appropriate Part C early intervention services to a child or the child's family, funds under Part C may be used to pay the provider of services (for services and functions authorized under this part, including health services, as defined in §303.16 but not medical services); functions of the child find system described in §303.115 through §303.117 and §303.301 through §303.310; and evaluations and assessments in §303.321, pending reimbursement from the agency or entity with ultimate responsibility for the payment.

Montana Milestones will not reduce medical or other assistance available in the State or to alter eligibility under Title V of the Social Security Act, 42 U.S.C. 701, et seq. (SSA) (relating to maternal and child health) or Title XIX of the SSA, 42 U.S.C. 1396 (relating to Medicaid), including section 1903(a) of the SSA regarding medical assistance for services furnished to an infant or toddler with a disability when those services are included in the child's IFSP adopted pursuant to Part C of the Act.

(Authority: 20 U.S.C. 1435(a)(10)(B), 1437(a)(2), 1440(a), 1440(c))

METHODS TO ENSURE THE PROVISION OF AND FINANCIAL RESPONSIBILITY FOR PART C SERVICES - §303.511

Montana Milestones ensures it has in place methods for State interagency coordination. Under these methods, the Director of the DPHHS ensures the interagency agreement or other method for interagency coordination is in effect between each State public agency and the Early Childhood and Family Support Division, Montana Milestones Part C Early Intervention Program in order to ensure:

- The provision of, and establishing financial responsibility for, early intervention services provided under Part C; and
- Such services are consistent with the requirement in section 635 of the Act and the Montana's application under section 637 of the Act, including the provision of such services during the pendency of any dispute between State agencies

The methods meet all requirements in this section and be set forth in one of the following:

Signed interagency and intra-agency agreements between respective agency officials clearly identify the financial and service provision responsibilities of each agency (or entity within the agency).



system of payments policy continued . . .

PROCEDURES FOR RESOLVING DISPUTES

Montana Milestones assures it has entered into formal interagency agreements with other State level agencies involved in early intervention. The Agreement defines the financial responsibility of each agency for paying for early intervention services. The Agreement includes procedures for timely resolution of intra- and interagency disputes about early intervention services and/or payments. The Agreement permits agencies to resolve internal disputes in a timely manner, based on the agency procedures included in the Agreement and include the process which Montana Milestones will follow in achieving resolution of intra-agency disputes if the agency is unable to resolve its own disputes.

The Agreement includes additional components necessary to ensure effective cooperation and coordination among all agencies involved in early intervention services:

- A. Montana Milestones is responsible for resolving individual disputes about services and/or payments for a given service or disputes about other matters related to the State's early intervention program, in accordance with the procedures in §303.511(c) of the Part C regulations.
- B. In the case of intra-agency disputes, the matter shall be resolved using the agency's internal procedures, so long as the agency acts within 10 working days to resolve the matter.
- C. In the case a given agency is unable to resolve its own internal disputes in a timely manner, Montana Milestones shall, within 5 working days, refer the matter to the Early Intervention Oversight Committee (EIOC) made up of the Director of the Department of Public Health and Human Services and the Superintendent of Public Instruction (OPI) for administrative review.* The EIOC shall, within 10 working days from the receipt of the dispute, render a determination to Montana Milestones. Montana Milestones will render the determination to the agency and implement the decision. If an agency rejects the determination of the EIOC, that agency may pursue resolution of the dispute through the Montana Uniform Arbitration Act, codified as Title 27, Chapter 5 of the Montana Codes Annotated. An arbitration judge will render a final, binding decision on the agencies involved.
* To the extent necessary to ensure compliance with the action taken, Montana Milestones will refer any dispute to the EIOC for a determination.
- D. In the case where two or more agencies are unable to resolve disputes within 10 working days, the lead agency shall, within 5 working days, refer the matter to the EIOC for administrative review. The EIOC shall, within 10 working days, render a determination to Montana Milestones. Montana Milestones will render the determination to the appropriate agencies and, as lead agency for Part C implement the decision. If any of the agencies reject the determination of the EIOC, that agency may pursue resolution of the dispute through the Montana Uniform Arbitration Act, codified at Title 27, Chapter 5, Montana Codes Annotated. An arbitration judge will render a final, binding decision on the agencies involved.

E. During the pendency of disputes regarding the payment or costs for services, Montana Milestones, as the agency assigned to designation of financial responsibility, will, depending on the nature of the dispute, assign financial responsibility to an agency subject to the provisions of §303.511 (c) or pay for the services using Part C funds, in accordance with the payor of last resort provisions in §303.510 through §303.521

F. If, in resolving the dispute, Montana Milestones determines the assignment of financial responsibility under §303.511(a)(1) was inappropriately made, Montana Milestones will reassign the responsibility to the appropriate agency and make arrangements for reimbursement of any expenditures incurred by the agency originally assigned responsibility as provided in §303.511(a)(1).

G. To the extent necessary to ensure compliance with the action, Montana Milestones will:

- Refer the dispute to the Early Intervention Oversight Committee (EIOC for a determination; and
- Implement the procedures to ensure services are provided to eligible children and their families in a timely manner, pending the resolution of disputes among public agencies or service providers (§303.511 (d)).
- In circumstances where Part C funds are used for interim payments to a provider of services pending the resolution of a dispute, the agency or entity found to have ultimate responsibility for the payment will have 30 days from the date of the final resolution of the dispute to reimburse Part C funds to the lead agency

PROCEDURES FOR DISPUTE RESOLUTION - §303.430

Parents receive **Montana Milestones Part C System of Payments**, which contains the **Montana Milestones Dispute Resolution** options when they are provided written notice. Prior written notice is provided by the local Part C Program provider whenever a proposal or refusal to initiate or change the identification, evaluation, or placement of their infant or toddler, or the provision of early intervention services to the infant or toddler and their family occurs

Montana Milestones' system includes written procedures for the timely administrative resolution of complaints through **Mediation, State Complaint procedures, and Due Process Hearing procedures**. Montana Milestones encourages and allows parents and local Part C Program providers to resolve informal complaints at the local level; however, the local Part C Program provider must (1) review with the parents all dispute resolution options they can exercise and (2) review with the parents they can choose another dispute resolution option at any time.

MEDIATION:

Montana Milestones adopted written State Complaint Procedures to resolve any complaints filed by any party regarding any violation of this part meeting the requirements (§303.432 through §303.434).

MONTANA'S STATE COMPLAINT PROCEDURES:

Montana Milestones adopted written State complaint procedures to resolve any State complaints filed by any party regarding any violation of this part meeting the requirements (§303.432 through §303.434).

DUE PROCESS HEARING PROCEDURES:

Montana Milestones established written due process hearing procedures to resolve complaints with respect to a particular child regarding any matter identified in §303.421(a), by adopting the Part C due process hearing procedures under section 639 of the Act that:

- Meet the requirements in §303.435 through §303.438; and
- Provide a means of filing a due process complaint regarding any matter listed (§303.421(a)).

STATUS OF A CHILD DURING THE PENDENCY OF A DUE PROCESS COMPLAINT

During the pendency of any proceeding involving a Due Process Complaint unless the local Part C Program provider and parents of an infant or toddler with a disability otherwise agree, the child must continue to receive the appropriate early intervention services in the settings identified in the IFSP consented to by the parent(s).

If the Due Process Complaint involves an application for initial services under Part C of the Act, the child must receive those services not in dispute

MONTANA PROVIDES THE FOLLOWING PART C SERVICES AT PUBLIC EXPENSE AND AT NO COST TO PARENTS:

- Implementing the Child Find requirements (§303.301 through §303.303).
- Evaluations and assessments in accordance with §303.320, and the functions related to evaluation and assessment in §303.13(b).
- Service coordination services (as defined in §§303.13(b) (11) and 303.33) provided by the Family Support Specialist/Service Coordinator.
- Administrative and coordinative activities related to:
 - The development, review, and evaluation of IFSPs and interim IFSPs in accordance with §§303.342 through 303.345; and
 - Implementation of the procedural safeguards and other components of the statewide system of early intervention services §303.300 through §303.346 and §303.500 through §303.521.
- Early intervention services authorized on the IFSP, including any co-payments or deductibles related to these services.



system of payments policy continued . . .

MONTANA MILESTONES PART C SYSTEM OF PAYMENTS POLICY

Montana Milestones does not charge any fees to parents including sliding fees scale or co-payments in order to receive early intervention services.

Part C services are supported by a variety of funding sources when appropriate. State General Funds, IDEA Federal Funds, Medicaid, and possibly other Federal, State, local or private sources may be used as appropriate for an individual child. These sources may include voluntary use of public benefits or public insurance and/or private insurance. .

State General Funds and IDEA Federal Funds are administered by the Early Childhood and Family Support Division, Montana Milestones and granted to local Part C Program providers to fund Part C services. Funds from Medicaid and other Federal, State, local or private sources typically flow directly to the local Part C Program provider or directly to the child and family.

MONTANA'S PART C SYSTEM OF PAYMENTS ALLOWS

- Families to voluntarily use private insurance to pay for early intervention services at no cost for parents; and
- Permits the use of Part C funds or other funds to pay for costs such as the deductibles or co-payments associated with the provision of early intervention services.

The IFSP team (including the parents) is responsible for determining the child's and family's needs which result in development of outcomes on the IFSP. The IFSP team reviews various means to achieve the outcomes on the IFSP including early intervention services and funding sources for the services in accordance with the Part C of IDEA payor of last resort requirements.

MONITORING OF PAYOR OF LAST RESORT AND SYSTEM OF PAYMENTS

Monitoring of payor of last resort and the System of Payments occurs through Montana Milestones General Supervision System for monitoring.

USE OF PUBLIC BENEFITS OR PUBLIC INSURANCE TO PAY FOR PART C SERVICES §303.520(A)

Montana Milestones is administered by Montana's Department of Health and Human Services, which also administers Medicaid. Consent to disclose personally identifiable information to Medicaid for billing purposes is provided as a condition of Medicaid enrollment, so no additional consent is needed through Montana Milestones. If a child or family is enrolled in and uses Medicaid, the local Part C Program provider can bill Medicaid for covered early intervention services and no additional authorization is required.

With regard to using the public benefits or insurance of a child or parent to pay for Part C early intervention services, local Part C Program providers:

- Will not require a parent to sign up for or enroll in public benefits or insurance programs as a condition of receiving Montana Milestones.

Prior to using a child's or parent's public benefits or insurance to pay for Part C early intervention services, the local Part C Program provider provides **Montana Milestones Written Notification for the Use of Private Insurance and Public Benefits and Montana Milestones Part C System of Payments Policy** to the child's parents. The notification includes:

- Parents have the right under §303.414 to withdraw their consent to disclosure of personally identifiable information to the local Part C Program provider and/or the Department of Public Health and Human Services, agency responsible for the administration of the State's public benefits or insurance program (e.g., Medicaid) at any time through un-enrollment with the State's program; and
- Montana Milestones does not require parents to incur any costs as a result of participating in a public benefits or insurance program (specifically, co-payments or deductibles). State Medicaid regulations require the use of private insurance as the primary insurance.

USE OF PRIVATE INSURANCE TO PAY FOR PART C SERVICES §303.520 (b-c)

Parents are requested to sign **Montana Milestones Informed Consent for the Use of Private Insurance** form. This allows the local Part C Program provider to use the family's private insurance to pay for Part C early intervention services. A copy of **Montana Milestones Part C System of Payments Policy** is provided to the parent when their consent to bill private insurance is requested.

MONTANA MILESTONES PART C SYSTEM OF PAYMENTS POLICY SPECIFIES THE FOLLOWING:

1. PRIVATE INSURANCE CONDITIONS:

- A. The local Part C Program provider will not use the private insurance of a parent of an infant or toddler with a disability to pay for Part C early intervention services unless the parent provides parental consent, consistent with §303.420(a)(4); to use private insurance to pay for Part C services for his or her child or the State meets one of the exceptions. This includes the use of private insurance when such use is a prerequisite for the use of public benefits or insurance. Parental consent must be obtained:
 - When the local Part C Program provider seeks to use the parent's private insurance or benefits to pay for the initial provision of an early intervention service in the IFSP; and
 - Each time consent for services is required §303.420(a)(3) due to a change in frequency, length, duration, or intensity in the provision of early intervention services in the child's IFSP.
- B. Montana Milestones does not require parents to incur any costs as a result of participating in a public benefits or private insurance program (specifically, copayments or deductibles).
- C. Parents will be responsible for the cost of any private insurance premium or any other potential long-term costs, such as the loss of benefits, because of annual or lifetime health insurance coverage caps under the insurance policy.
- D. The lack of consent to access private insurance will not be used to delay or deny any services under this part to the child or family (§303.520(c)).



Montana's Part C

WRITTEN NOTIFICATION FOR THE USE OF PRIVATE INSURANCE & PUBLIC BENEFITS.

This is written notice of Montana Milestones Part C of IDEA Program's financial policies that may impact the use of your family's private insurance and/or public benefits. Your local Part C Program provider must provide a written copy of this document, **Montana Milestones Part C Written Notification for the Use of Private Insurance and Public Benefits, and Montana Milestones Part C System of Payments Policy**, before you provide or decline your consent for the use of private insurance to pay for an early intervention service

PRIVATE INSURANCE

Your consent is required in order for your local Part C Program provider to use your family's private insurance to pay for your child's early intervention services. Your signature authorizing use of your private insurance on **Montana's Informed Consent for the Use of Private Insurance** form will be requested when:

- The local Part C Program provider seeks to use your family's private insurance or benefits to pay for the initial provision of any early intervention service in the IFSP; and
- If there is a change in frequency, length, duration, or intensity in the provision of services in your child's IFSP

PUBLIC BENEFITS (I.E., MEDICAID)

1. If your child is not already signed up or enrolled in Medicaid, then he/she is not required to sign up or enroll in order to receive Part C early intervention services
2. Montana Milestones is administered by Montana's Department of Health and Human Services, which also administers Medicaid. Consent to disclose personally identifiable information to Medicaid for billing purposes is provided as a condition of Medicaid enrollment, so no additional consent is needed through Montana Milestones. That means, if your child or family is enrolled in and uses Medicaid, the local Part C Program provider can bill Medicaid for covered early intervention services and no additional authorization is needed from you.
3. You have the right to withdraw your consent at any time to disclose personally identifiable information to Medicaid for billing purposes, by deciding to un-enroll from Medicaid.
4. When a family has both private insurance and Medicaid, State Medicaid regulations require the use of private insurance as the primary insurance.

MONTANA'S PART C SYSTEM OF PAYMENTS POLICY

Montana Milestones does not include any sliding or cost participation fees but includes the use of public and private insurance, as outlined in **Montana Milestones Part C System of Payments Policy**.

MONTANA'S SYSTEM ENSURES:

- Parents are not charged any out-of-pocket costs for any Part C early intervention services.
- Fees will not be charged for the early intervention services a child is otherwise entitled to receive at no cost to the parents.
- The inability of the parents to pay for services will not result in the delay or denial of services to the child or the child's family.
- All Part C early intervention services on the IFSP are available to the child and family whether or not consent to use insurance or Medicaid is required or provided.

No services a child is entitled to receive will be delayed or denied because of disputes between agencies regarding financial or other responsibilities.

FEES WILL NOT BE CHARGED FOR SERVICES A CHILD IS OTHERWISE ENTITLED TO RECEIVE AT NO COST TO THE PARENTS INCLUDING:

- Implementations of the child find requirements (such as screening);
- Evaluation and Assessment;
- Service coordination delivered by the Family Support Specialist/Service Coordinator;
- Administrative and coordinative activities related to the development, review, and evaluation of IFSPs and the implementation of procedural safeguards;
- All early intervention services authorized on the IFSP, including any co-payments or deductibles related to these services.

The local Part C Program provider must ensure that private insurance co-payments or deductibles resulting from Part C services authorized on the IFSP are paid by Part C funds and are not charged to the family. Parents are responsible for the cost of insurance premiums and other potential longterm costs, such as the loss of benefits, due to annual or lifetime health insurance coverage caps under the insurance policy. Families have the right to contest a fee via Montana Milestones Dispute Resolution options outlined in Montana Milestones Dispute Resolution Handbook. Montana Milestones encourages and allows parents and the local Part C Program provider to resolve informal complaints at the local level; however, the local Part C Program provider must review with parents all available dispute resolution options and inform parents they may choose another option at any time.

AVAILABLE OPTIONS INCLUDE THE FOLLOWING:

- Mediation
- State Complaint
- Due process Hearing

LOCAL PART C PROGRAM PROVIDERS:

- Proceeds or funds from public insurance (Medicaid reimbursements attributable directly to federal funds) or private insurance will not be treated as program income.
- Families receive written notification of these rights, and all parents receive
- Montana Milestones Part C System of Payments Policy,
- Montana Milestones Written Notification for the Use of Private Insurance and Public Benefits, and
- Montana Milestones Dispute Resolution Handbook which includes parent rights and procedural safeguards.
- Part C funds will be used as the payor of last resort and may be used to pay for costs of private insurance deductibles, co-payments, and to prevent a delay in the timely provision of early intervention services, pending reimbursement from the insurance provider that has ultimate responsibility for payment.

QUESTIONS?

SANDY CADE • 406-522 2261 • scade@mt.gov
~Montana Milestones Part C Early Intervention Program Coordinator
Montana DPHHS Early Childhood and Family Support Division
P O Box 4210 • 1625 11 Avenue • Helena, MT 59601-4210



more information

ON MY RIGHTS

THIS HANDBOOK SUMMARIZES YOUR RIGHTS.

If you want to see the full laws, regulations and rules that regulate ECI you can find links online at:

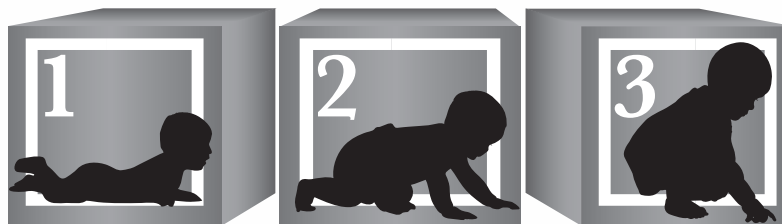
<https://dphhs.mt.gov/assets/ecfsd/PartC/MontanasPartCComplianceDocument.pdf>

If you do not have access to a computer to get this information, ask your FSS coach to help you find paper copies you can look at or go to your community library to use a computer.

WHERE CAN I GET MORE INFORMATION ABOUT EARLY INTERVENTION IN MONTANA?

Montana has a Family Support Services Advisory Council (FSSAC) that serves as an advocacy group for families with infants and toddlers with delays or disabilities.

You can find more information from their website at:
<http://dphhs.mt.gov/ecfsd/childcare/montanamilestones>



Montana Milestones

MONTANA MILESTONES PART C EARLY INTERVENTION



Montana Milestones is the Part C Early Intervention Program for Infants and Toddlers with Disabilities, part of the federal Individuals with Disabilities Education Act (IDEA).

Early intervention builds upon and provides supports and resources to assist family members and caregivers to enhance children's learning and development through everyday learning opportunities.



eci informed consent

~ SIGNATURE PAGE ~

EARLY CHILDHOOD INTERVENTION
— Launching Lifelong Learners

CHILD'S NAME: _____

DATE OF BIRTH: _____

MONTANA'S PART C INFORMED CONSENT FOR THE USE OF PRIVATE INSURANCE

- _____ *Montana's Part C Written Notification for the Use of Private Insurance and Public Benefits has been provided with this form and explained to me.*
- _____ *Montana's Part C System of Payments Policy has been provided with this form and explained to me.*
- _____ *Montana's Part C Procedural Safeguards have been provided with this form and explained to me.*

Evaluation and Assessment Services: I give permission to bill private insurance for evaluation and assessment services. I understand that if my child is covered by both Medicaid (public benefit) and private insurance, then my private insurance must be billed.

Yes No Not Applicable

INDIVIDUALIZED FAMILY SUPPORT PLAN (IFSP) SERVICES:

I give permission to bill insurance for services listed on our IFSP. I understand if my child is covered by both Medicaid (public benefit) and private insurance, then my private insurance must be billed.

Yes No Not Applicable

MEDICAID NUMBER _____ INSURANCE COMPANY _____

POLICY HOLDER: _____ POLICY NUMBER: _____

If insurance is billed, the insurance company may send the Explanation of Benefits and payment to my family rather than directly to the provider. I understand if this happens, and I receive payment, these checks and paperwork must be turned over to the local Early Intervention Services provider for payment.

I have received a copy of my ECI Family Handbook. It informs me of my rights and my child's rights while enrolled in the ECI Early Intervention program funded by DPHHS. My signature below indicates I have received and understand these rights and procedural safeguards, including the use of private insurance information in the ECI Family Handbook.

SIGNATURE OF PARENT OR GUARDIAN

WITNESS

PRINT NAME

PRINT NAME

DATE

DATE



