

<b>Department of Health Developmental Disabilities Supports Division (DDSD) Procedure</b>	<b>Policy Number:</b>
	<b>Supersedes:</b> none
<b>Policy Title:</b> FIT-KIDS (Key Information Data System)	
<b>Effective Date:</b> January 01 <sup>st</sup> 2008	
<b>Approved:</b> [Signature]	<b>Date:</b> [Date of Signature]

**I. POLICY REFERENCE**

FIT-KIDS (Key Information Data System) Policy <insert policy number>

**II. PURPOSE OF PROCEDURE**

To delineate the responsibilities and timelines for data entry into the FIT-KIDS (Key Information Data System)

**III. APPLICABILITY**

Agencies that have a provider agreement with the DDSD to provide early intervention and service coordination services to infants and toddlers and families within the Family Infant Toddler (FIT) Program

**IV. DEFINITIONS**

*Family Infant Toddler (FIT) Program:* The FIT Program is the lead agency in New Mexico for the implementation of a statewide system of early intervention services in accordance with the Individuals with Disabilities Education Act (IDEA) Part C.

*FIT-KIDS (Key Information Data System):* FIT-KIDS is the online data and billing system for the FIT Program

*IT:* Information Technology

*Days:* Includes weekends and public holidays.

**V. PROCEDURE**

A. Entering children into FIT-KIDS

	<b>RESPONSIBLE PERSON / AGENCY</b>	<b>ACTIONS</b>
1	Service Coordinator / Intake worker	1. Submit referral information to Data entry staff within four (4) days.
2	Data entry staff	1. Check if the child has previously been entered into the FIT-KIDS database through the child search screen. 2. Enter initial referral information into FIT-KIDS within seven (7) days.

B. Entering IFSP and changes to IFSPs into FIT-KIDS

	<b>RESPONSIBLE PERSON / AGENCY</b>	<b>ACTIONS</b>
1	Service Coordinator	<ol style="list-style-type: none"> <li>1. Enter frequency and intensity of services at the lowest period (e.g. weekly rather than monthly or quarterly where appropriate).</li> <li>2. All services including one time consultation or assessments must be listed on the IFSP.</li> </ol>
2	Service Coordinator	<ol style="list-style-type: none"> <li>1. Get a copy of the IFSP to the data entry staff within four (4) days of the IFSP meeting.</li> <li>2. Send a hard copy of the IFSP to all providers listed on the IFSP and the family within seven (7) days of the meeting.</li> </ol>
3	Data entry staff	<ol style="list-style-type: none"> <li>1. Input the IFSP, including all services, within seven (7) days.</li> <li>2. If an IFSP is held before the end date of the current IFSP users can either:               <ol style="list-style-type: none"> <li>a) Enter the start date for the new IFSP as the day after the end date of the current IFSP e.g. if the IFSP ends next week;</li> <li>b) Change the end date of the current IFSP to the day of the IFSP meeting and enter the start date of the new IFSP as the day after the meeting e.g. if the IFSP is held more that 2 weeks prior to the end of the current IFSP</li> </ol> </li> <li>3. If due to unforeseen circumstances (family illness; inclement weather etc.) the IFSP cannot be held prior to the end date of the current IFSP, the start date of the new IFSP will be backed dated to be the day after the end date of the previous IFSP. (i.e. there can be not gap between the two IFSPs). The start date for the IFSP is recorded on the IFSP and in FIT-KIDS, and the actual date of the IFSP meeting is recorded on the IFSP forms For monitoring purposes, documentation should be made in the Child's record (Service coordination case notes) to indicate why the gap in time occurred between IFSPs.</li> </ol>

C. Entering Early Childhood Outcomes (ECO) into FIT-KIDS

	<b>RESPONSIBLE PERSON / AGENCY</b>	<b>ACTIONS</b>
1	Service Coordinator	<b>Baseline ECO:</b> Obtain ECO ratings on the child from team <u>prior to</u> initiation of services. Enter on the Child Outcome Summary Form. <b>Annual &amp; Exit ECO:</b> Obtain ECO ratings on the child from team <u>during</u> the IFSP meeting or at exit. Additionally, complete the “b” section for each outcome.
2	Service Coordinator	Submit the ratings along with the date the ratings were made, indicating whether it is initial, annual or exit, on each of the three outcomes to data entry staff within four (4) days.
3	Data Entry Staff	Enter outcome ratings within seven (7) days

D. Transferring children to another provider agency in FIT-KIDS

	<b>RESPONSIBLE PERSON / AGENCY</b>	<b>ACTIONS</b>
1	Service Coordinator	<ol style="list-style-type: none"> <li>1. If the child’s Service Coordination is transferring to another agency, the data entry staff will be informed within four (4) days of the transfer.</li> <li>2. Call to notify the receiving agency of the transfer.</li> <li>3. Send copy of the child’s record (minimally current IFSP and evaluation / assessment) within four (4) days of the transfer.</li> </ol>
2	Data Entry Staff	<ol style="list-style-type: none"> <li>1. The child record will be inactivated in FIT-KIDS within four (4) days and the reason for inactivation entered will be “transferred to another FIT Provider”.</li> <li>2. For purposes of billing for service coordination, accordance with DDSD Service Definition and Standards “<i>When service coordinating agency changes during the month, if it occurs after the 15<sup>th</sup> of the month, the original service coordinator bills for that month. If it occurs before the 15<sup>th</sup> of the month, then the new service coordinator bills for the entire month.</i>”.</li> </ol>
3	Receiving agency data entry staff	<ol style="list-style-type: none"> <li>1. New IFSP needs to be entered within seven (7) days of the transfer.</li> </ol>

E. Entering Insurance information into FIT-KIDS

	<b>RESPONSIBLE PERSON / AGENCY</b>	<b>ACTIONS</b>
1	Service Coordinator	<ol style="list-style-type: none"> <li>1. Collect Private insurance information from families at intake and at the time of the annual IFSP.</li> <li>2. Obtain parent consent to bill private insurance from the family.</li> </ol>
2	Provider agency staff	<ol style="list-style-type: none"> <li>1. Call private health insurance plan to confirm the child's enrollment at intake and at least annually.</li> <li>2. If private health insurance plan says the child is not enrolled check that the insurance information (e.g. group and member numbers) matches the insurance card.</li> </ol>
3	Data entry staff	<ol style="list-style-type: none"> <li>3. Enter private insurance information into FIT-KIDS within seven (7) days.</li> </ol>

F. Checking Medicaid Eligibility

	<b>RESPONSIBLE PERSON / AGENCY</b>	<b>ACTIONS</b>
1	Service Coordinator	<ol style="list-style-type: none"> <li>1. Collect Medicaid enrollment information from the family (where possible getting a copy of the Medicaid card).</li> <li>2. If the child is not currently enrolled in Medicaid, assist the family in completing the screening table in FIT – Public and Private Insurance Form to determine if the child is potentially eligible for Medicaid due to the earned income and / or child care credits.</li> </ol>
2	MAXIMUS	<ol style="list-style-type: none"> <li>1. The child record in FIT-KIDS will be updated with the most current Medicaid eligibility file. This will occur once a month at the time of billing.</li> </ol>
3	Data Entry Staff	<ol style="list-style-type: none"> <li>1. Run a report in FIT-KIDS to check the children indicated as Medicaid enrolled. Compare this to the agencies record of child's Medicaid enrollment. Child's Medicaid enrollment can also be checked on the Medicaid web portal.</li> <li>2. If FIT-KIDS shows that the child is not enrolled in Medicaid, whereas the agency record indicates that they are enrolled in Medicaid – the agency needs to then check if the information (e.g. name, SS#, DOB etc.) in FIT-KIDS matches the information in the Medicaid web-portal (Omnicaid).</li> </ol>

4	Provider Agency Staff	<ol style="list-style-type: none"> <li>1. If child's information is wrong in the web-portal (Omnicaid) work with the family to correct their child's demographics with the Income Support Division.</li> <li>2. Until the information in the web-portal (Omnicaid) can be corrected, the information in FIT-KIDS will need to match what is in the web-portal (Omnicaid). e.g. if the child's name is listed as Johnny in Omnicaid, whereas the child's correct name is Jonathon, the information in FIT-KIDS will need to listed a Johnny until Omnicaid is corrected</li> </ol>
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G. Settings in FIT-KIDS

	<b>RESPONSIBLE PERSON / AGENCY</b>	<b>ACTIONS</b>
1	Service Coordinator	<ol style="list-style-type: none"> <li>1. Designate the setting for each IFSP service.</li> <li>2. Determine the Primary Location for services (setting where 51% or more of the services will be provided) at the time of the initial and annual IFSP.</li> <li>3. Record the Primary Location on the written IFSP.</li> <li>4. If the provider offers an inclusive child care program at their agency location or in the community, designate any IFSP services that occur at this location as "Inclusive Provider Location" on the written IFSP (and in FIT-KIDS). This location counts as a Natural Environment, but reimburses services at the center-based rates.</li> <li>5. Provide completed IFSP to Data Entry Staff for data entry into FIT-KIDS within four (4) days</li> </ol>
2	Data Entry Staff	<ol style="list-style-type: none"> <li>1. Enter all IFSP information into FIT-KIDS within seven (7) days, including Primary Location and IFSP service settings.</li> </ol>

H. Closing a child in FIT-KIDS

	<b>RESPONSIBLE PERSON / AGENCY</b>	<b>ACTIONS</b>
1	Service Coordinator	<p>The following are the <u>minimum</u> timelines to be used when closing a case:</p> <ol style="list-style-type: none"> <li>1. When attempts to contact the family are</li> </ol>

		<p>unsuccessful (i.e. no show), the provider should phone the family or send a letter asking the family to contact them within 3 days.</p> <ol style="list-style-type: none"> <li>If no contact, after an additional three (3) days, a follow-up contact attempt with the family occurs, either via phone to reschedule or through a home visit.</li> <li>If no contact after an additional seven (7) days, a letter will be sent stating that the case will be closed within seven (7) days of receipt of letter, unless the family contacts the Service Coordinator. This would become the closure date.</li> </ol> <p>Note: this is a minimum of 20 days from the initial attempts to contact the family that were unsuccessful.</p>
2	Service Coordinator	<ol style="list-style-type: none"> <li>Within four (4) days of determining that the child record needs to be closed due to unsuccessful attempts to contact the family (after following the above steps) submit information to data entry staff informing them of the closure date and reason.</li> <li>Within four (4) days of determining that the child record needs to be closed due to other reasons (e.g. child deceased, moved out of state, no longer eligible, or transitioned) submit information to data entry person informing them of the closure date and reason.</li> </ol>
3	Data Entry Clerk	<ol style="list-style-type: none"> <li>Within four (4) days of receiving the closure information, the closure date and reason are entered into FIT-KIDS.</li> </ol>

I. Billing through FIT-KIDS

	<b>RESPONSIBLE PERSON / AGENCY</b>	<b>ACTIONS</b>
1	Data Entry Clerk	<ol style="list-style-type: none"> <li>Delivered services data should be entered throughout the month from service logs / progress notes.</li> <li>All delivered services data should be entered soon after the end of the month.</li> </ol>
2	FIT-KIDS "Provider Manager"	<ol style="list-style-type: none"> <li>All delivered services must be matched against the service logs / progress notes.</li> <li>By the 10<sup>th</sup> of the month all delivered services must be marked "Ready to Bill".</li> </ol>
3	MAXIMUS	<ol style="list-style-type: none"> <li>Claims marked as "Ready to Bill" will be processed after the 10<sup>th</sup> of the month and</li> </ol>

		<p>submitted as claims to Medicaid for those child that are enrolled in Medicaid.</p> <ol style="list-style-type: none"> <li>For children with private insurance the FIT-KIDS system will claim up to \$3,500 per fiscal year from the health plan.</li> </ol>
4	DOH staff	<ol style="list-style-type: none"> <li>Claims for non-Medicaid enrolled children will be processed to the Department of Health. The DOH will print an invoice report monthly from FIT-KIDS and process payment.</li> </ol>
5	FIT KIDS "Provider Manager"	<ol style="list-style-type: none"> <li>Once the remittance advice is received for Medicaid, this should be reviewed for any denied claims. The claim should be marked as rejected</li> <li>The delivered service for this rejected claim should be edited when appropriate and the claim marked "Ready to Bill" again in order to be processed to Medicaid in the next monthly billing cycle.</li> <li>If the claim is denied by Medicaid and cannot be corrected the claim should be resubmitted to DOH.</li> </ol>

J. Personnel information in FIT-KIDS

	<b>RESPONSIBLE PERSON / AGENCY</b>	<b>ACTIONS</b>
1	Human Resources staff	<ol style="list-style-type: none"> <li>Collect required information on all new staff when hired.</li> <li>Submit personnel information to data entry staff within four (4) days of hire.</li> </ol>
2	Data Entry staff	<ol style="list-style-type: none"> <li>Enter personnel information in FIT-KIDS for all staff members within seven (7) days.</li> </ol>
3	Human Resources staff	<ol style="list-style-type: none"> <li>Submit required Developmental Specialist certification information within 30 days of hire.</li> <li>Submit required Developmental Specialist re-certification documentation within 30 days of the expiration date.</li> <li>Submit required documentation for any Developmental Specialist on an exemption by the required timelines</li> </ol>
4	CSPD (Comprehensive System Personnel Development) Coordinator	<ol style="list-style-type: none"> <li>Enter certification level and expiration date for all Developmental Specialist staff.</li> <li>Notify agency manager of Developmental Specialist expiration information within the month of expiration date.</li> <li>If CSPD Coordinator does not receive required Developmental Specialist re-</li> </ol>

		<p>certification or exemption documentation prior to the expiration date, notice of suspension will be sent to agency manager and suspended in FIT-KIDS within seven (7) days of notice.</p> <p>4. A staff member may also be suspended in FIT-KIDS for lack of a valid professional license or investigation by the Division of Health Improvement or Children Youth &amp; Families Department. Such a suspension will take place immediately.</p>
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K. Accessing the Helpdesk or Technical Assistance regarding FIT-KIDS

	<b>RESPONSIBLE PERSON / AGENCY</b>	<b>ACTIONS</b>
1	Data entry staff	1. Contact the DOH Help Desk at 1-800-280-1618 or <a href="mailto:doh-helpdesk-main@state.nm.us">doh-helpdesk-main@state.nm.us</a> to report problem.
2	DOH Help Desk staff	<ol style="list-style-type: none"> <li>1. Assign Help Desk Ticket Number</li> <li>2. Triage reported problem to determine if:               <ol style="list-style-type: none"> <li>a. Problem is likely caused by computer hardware or Internet connectivity issues at the reporting provider agency, or</li> <li>b. Problem is likely caused by server access or security issues or functionality issues at FIT-KIDS site, or</li> <li>c. Problem is related to technical assistance or training needed regarding FIT-KIDS data collection, required data fields, data entry procedures, billing procedures, or other programmatic issues.</li> </ol> </li> <li>3. Assign the reported problem to:               <ol style="list-style-type: none"> <li>a. If 2.a. above, tell caller they need to ask for assistance from their own agency's internal IT staff</li> <li>b. If 2.b. above, assign the problem to Maximus for resolution</li> <li>c. If 2.c. above, assign the problem to the FIT Program Data Manager for resolution</li> </ol> </li> </ol>
3	Maximus staff	1. Receive appropriate referrals from the DOH Help Desk for reported problems with FIT-KIDS access or related security issues or

		<p>functionality issues</p> <ol style="list-style-type: none"> <li>2. Resolve reported problems</li> <li>3. Report on resolution to DOH Help Desk by ticket number for closure</li> </ol>
4	FIT Program Data Manager	<ol style="list-style-type: none"> <li>1. Receive appropriate referrals from the DOH Help Desk for reported problems with FIT-KIDS related to technical assistance or training needed regarding FIT-KIDS data collection, required data fields, data entry procedures, billing procedures, or other programmatic issues.</li> <li>2. Contact the provider reporting the problem within four (4) days of the issuance of the DOH Help Desk ticket and offer technical assistance.</li> <li>3. Contact the FIT Program regional manager staff if additional training or technical assistance is needed regarding FIT Program policies, procedures or regulations.</li> <li>4. Schedule special training or TA sessions on FIT-KIDS if needed.</li> <li>5. Report to the FIT Program Manager any reported problems that cannot be resolved or easily resolved through training or TA</li> <li>6. Report on resolution to DOH Help Desk by ticket number for closure</li> </ol>
5	DOH Help Desk staff	<ol style="list-style-type: none"> <li>1. Provide a brief report to the FIT Program Data Manager on the number and type of reported problems on a monthly basis. This report should include:             <ol style="list-style-type: none"> <li>a. Name of agency reporting problem</li> <li>b. Type of problem (a, b, or c above)</li> <li>c. Resolution of problem</li> </ol> </li> </ol>

**VI. REFERENCE**

DDSD Service Definitions and Standards

7.30.8 NMAC Requirements for Family Infant Toddler Early Intervention Services