

Software Development Methodology

Subject: AzEIP I-TEAMS User Manual

Arizona Department of Economic Security Arizona Early Intervention Program (AzEIP)



I-TEAMS User Manual- (Child Piece) April 5, 2013

Version 1.0



Version 1.0

Department of Economic Security

Software Development Methodology

Subject: AzEIP I-TEAMS User Manual

Table of Contents

1.	Introduction:	2
2.	AzEIP Webpage Navigation:	3
3.	Search for Referral Match:	4
4.	Add New Referral:	7
5.	Manage Referral:	11
6.	Locate Child:	14
7.	Child Demographics:	16
8.	Insurance Information:	32
9.	Assign / Change Team Members:	38
10.	Eligibility:	42
11.	IFSP Information: (Individualized Family Service Plan)	49
12.	Child Entry Indicator Summary Form:	56
13.	Service Delivery:	59
14.	Transfer Child:	67
15.	Transition Child:	71
16.	Child Exit Indicator Summary Form:	75
17.	Exit Child Record:	78
18.	Re-open Child Record:	81



Subject: User Guide

1. Introduction:

I-TEAMS (*Infant-Toddler Electronic Administration and Monitoring System*) is a web-based application which allows DES/AzEIP as well as its contractors and partner agencies, including the Arizona State Schools for the Deaf and the Blind, the DES/Division of Developmental Disabilities (DDD), Raising Special Kids, and Northern Arizona University/Institute for Human Development (AzEIP TAMS) to record and view information in an easy and efficient manner.

i Information Recorded and Accessed in I-TEAMS

- Organization and Contract related information
 - Add personnel to I-TEAMS
 - Assign personnel to contract regions and to roles; remove or change personnel as needed
 - o Record Professional Provider's information to Professional Registry
 - Create and submit invoices to DES/AzEIP based on services provided under contracts (Billing)
 - o Create and Manage Banner messages for Team members and Personnel
- Child related information:
 - o Enter/View Referral Information of a child
 - Record/View Child Demographics information
 - Record/View Insurance Information for a child
 - o Enter/View Eligibility decision and reason
 - Create and update IFSPs for a child
 - Assign and Change Team members for a child
 - Enter/View Service Delivery information
 - Record/View Transfer, Transition and Exit information for a child
 - Record/View Child Entry/Exit Indicator Summary information

ii User Roles and Access to I-TEAMS

Access to I-TEAMS is determined by the roles assigned to the employee, including contractors and their subcontractors. Roles are assigned by the DES/AzEIP Contract Admin, Contract Admin, DDD Admin and ASDB Admin. There are three levels of access:

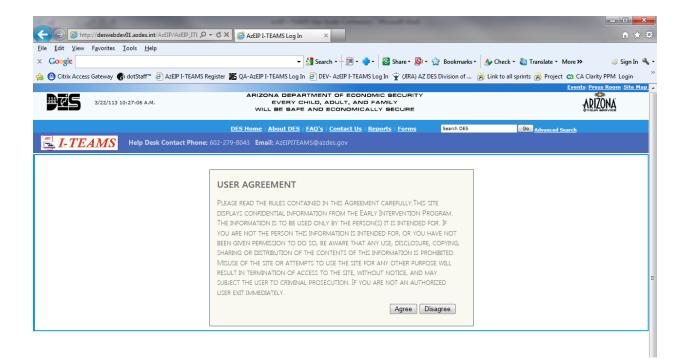
- o Read access- able to view, but not enter or edit, information
- Write Access- able to enter and edit information
- o Read and Write Access- able to read, enter and edit



Subject: User Guide

2. AzEIP Webpage Navigation:

To access the application, navigate to the AzEIP login page using your Internet Explorer browser (Internet Explorer - 9 is recommended) or Firefox Mozilla. Users will be provided the link to I-TEAMS by their administrators. Read the user Agreement, then click "Agree" to advance to the logon screen.



- <u>Note</u>: All non-DES employees must register their username first in order to access the application.
- <u>Note</u>: All DES employees must complete a J-125 form to access the I-TEAMS. DES employees will use their actual D account as their username, which doesn't require registering.



Subject: User Guide

3. Search for Referral Match:

User can navigate to the search for referral match page from the left hand menu on their Home Page. To search for a child record user must complete at least three fields on this page. The Result page will bring information related to the child. The Status of each record will be identified as Open, Exit, or Pending Transfer. Click on the Status button to view more detail. The "Service coordinator" button will provide contact information for the assigned service coordinator. Clicking the "Available address" button displays the parent's address.

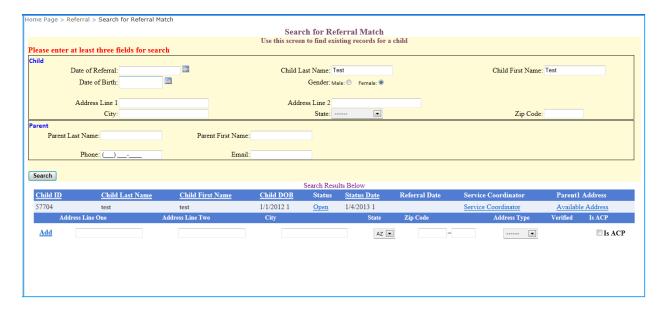
Actors Access Table:

Actor #	Actor Name	Access
1	Referral	Write
2	Service Coordinator	Write
3	DDD Service Coordinator	Write
4	ASDB Service Coordinator	Write
5	Professional Provider	Read
6	DES AzEIP App Admin	Write
7	Contract Admin	Write
8	Supervisor	Write
9	DDD Admin	Write
10	ASDB Admin	Write
11	Finance	Read
12	Data Entry Expanded	Write
13	Monitor & TA Contactor	Read



Subject: User Guide

3.1. Screen Display for Search for Referral Match:



3.2. Child:

User enters available child information.

- Date of Referral
- Child Last Name
- Child First Name
- Date of Birth
- Gender:
- Address Line 1: Enter child's address using text box.
- Address Line 2
- City
- State
- Zip Code

3.3. Parent:

Enter available Parent information.

- Parent Last Name
- Parent First Name



Subject: User Guide

- Phone
- Email

3.4. Steps to Search for Referral Match:

- Enter **any three fields** to search for an existing child record.
- Click on **Search** button to view a list of potential matching child records.
- Search results will be shown below on the page.
- Search result will provide child ID, child last name, child first name, child DOB, status, status date, referral date, service coordinator, parent1 address.
- Click on the status under Status heading to view the record in detail.
- Service coordinator button provides the name of the service coordinator assigned to this child.
- Available address button provides the detail address information for child.
- User may enter additional address for child or delete the current existing address and save.

1911

Department of Economic Security

Subject: User Guide

4. Add New Referral:

From the left hand menu user can select to add new referral for child and create a new child record. Every child has a unique sequential number automatically assigned by system.

o *Note:* This page notifies the user if any duplicate record exists in the system.

Actors Access Table:

Actor #	Actor Name	Access
1	Referral	Write
2	Service Coordinator	Write
3	DDD Service Coordinator	Read
4	ASDB Service Coordinator	Read
5	Professional Provider	Read
6	DES AzEIP App Admin	Write
7	Contract Admin	Read
8	Supervisor	Write
9	DDD Admin	Read
10	ASDB Admin	Read
11	Finance	Read
12	Data Entry Expanded	Write
13	Monitor & TA Contactor	Read

4.1 Child information:

User must provide at least the minimum required information.

- Child first name: *
- Child last name: *
- Child DOB: *
- Child Gender:

4.2 Parent information:

User may enter parent information in referral or later in child demographic page.

- Parent first name
- Parent last name:



Subject: User Guide

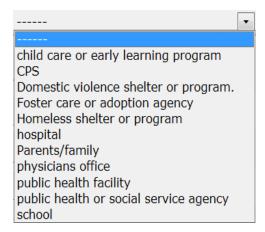
- Parent email
- Parent phone

4.3 Referral Date: *

User must enter referral date using text box or calendar icon.

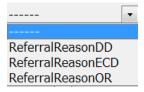
4.4 Referral Source:

Select referral source using the drop down list.



4.5 Referral Reason Type:

Select any referral reason type.

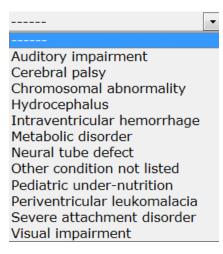


4.6 Referral Reason:

Once user selects the referral reason type from the drop down list, referral reason will change accordingly. Select referral reason from the drop down list.

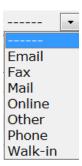


Subject: User Guide



4.7 Referral Method:

Enter the referral method that referral was made using drop down list.



4.8 Referral Status:

Select the referral status as initial if it's a new child, or select duplicate if it's the duplicate record of one child.

Initial Referral

4.9 Referrer information:

Enter referrer information. User must enter at least referrer's first and last name.

- Referrer First Name *
- Referrer Last Name *
- Referrer's Company
- Referral Source Email
- Referral Source Phone

Version 1.0

Department of Economic Security

Subject: User Guide

4.10 Steps to Add New Referral:

- Enter child first name. *
- Enter child last name. *
- Enter child DOB. *
- Select **child gender**.
- Enter parent first name
- Enter parent last name
- Enter parent email
- Enter parent phone.
- Enter referral date using text box or calendar icon. *
- Select **referral source** using drop down list.
- Select **referral reason type** using drop down list.
- Select **referral reason** using drop down list.
- Select **referral method** using drop down list.
- Select **referral status** using drop down list.(default to initial referral)
- Enter referrer first name. *
- Enter referrer last name. *
- Enter referrer's company using text box.
- Enter referral source email.
- Enter referral source phone.
- Modifies by and modified date will be auto filled by system after adding referral.
- Click on add referral button to add.



Subject: User Guide

5. Manage Referral:

Basic referral information can be modified on the Manage Referral page. This page can be accessed from the left hand menu on the Home Page or from the Child Demographic page.

Actors Access Table:

Actor #	Actor Name	Access
1	Referral	Write
2	Service Coordinator	Write
3	DDD Service Coordinator	Write
4	ASDB Service Coordinator	Write
5	Professional Provider	Write
6	DES AzEIP App Admin	Write
7	Contract Admin	Read
8	Supervisor	Write
9	DDD Admin	Write
10	ASDB Admin	Write
11	Finance	Write
12	Data Entry Expanded	Write
13	Monitor & TA Contactor	Read



Subject: User Guide

5.1. Screen Display of Manage Referral:

Home Page > Refer	rral > Manage Re	ferral						
	Manage Referral							
Select Child ID	<u>Child First</u> <u>Name</u>	<u>Child Last</u> <u>Name</u>	Child DOB	<u>Child</u> <u>Gender</u>	<u>Child</u> Status	<u>Parent Last</u> <u>Name</u>	<u>Parent First</u> <u>Name</u>	<u>Referral</u> <u>Date</u>
Select 31	Joe	Blow	04/04/2011	F	Open			03/22/2013
Select 7	Johnny	Brown	02/25/2013	M	Open	Brown	June	03/07/2013
Select 12	Jayne	Brown	02/25/2013	F	Open	Brown	June	03/07/2013
Select 16	Jessica	Brown	02/25/2013	F	Open	Brown	June	03/07/2013
Select 30	Bobby	Brown	01/07/2013	M	Open	Brown	Betty	03/22/2013
Select 33	Mariah	Carey	01/24/2013	F	Open	Aniston	Jennifer	03/22/2013
Select 10	CC	Child	10/10/2012	F	Open	Parent	Mom	03/08/2013
Select 27	Debbie	Fehr	12/23/2012	F	Open	Fehr	John	03/21/2013
Select 8	Buddy	Holly	07/07/2010	M	Open	Holly	Molly	03/01/2013
Select 2	Joan	Hopkins	09/16/2011	F	Open	Hopkins	John	03/08/2013
Select 32	Mary	House	07/06/2011	F	Open	House	Sara	03/22/2013
Select 28	Kimo	Kane	01/25/2012	M	Open			02/13/2013
Select 25	D'Knoll	Knoll	01/01/2013	F	Open			01/01/2013
Select 26	D'Knoll	Knoll	01/01/2013	F	Open			01/01/2013
Select 19	Karuna	Kumar	03/19/2012	F	Open			03/01/2013
Select 34	Lindsey	Lohan	02/01/2012	F	Open	Casey	Maureen	03/22/2013
Select 9	So1	Magdaleno	08/08/2008	F	Open			03/08/2013

o *Note:* Use selects link to navigate the to the detailed referral page.

5.2. Edit referral:

User may select Edit button to edit the record.

5.3. New Referral:

User may select new referral to add a new referral for the same child.

5.4. Child Demographics:

User may select the child demographics button to access the Child Demographic page.

o <u>Note:</u> An error message will appear to notify any users who do not are not allowed access to the child record.

5.5. Referral Source Address:

User has the option to add an address for the referral source.



Subject: User Guide

5.6. Steps to Manage Referral:

- Click on **Select** link to view referral page in detail.
- Click on the **Edit** Referral button to modify the information.
- Click on **Update** Referral button to save the modified information.
- <u>Note:</u> The system keeps the history of the user who has modified the referral along with the date the modification was made.



Subject: User Guide

6. Locate Child:

User can search for a specific child using the "locate child" function. All users can search for a child but no information can be edited on this page.

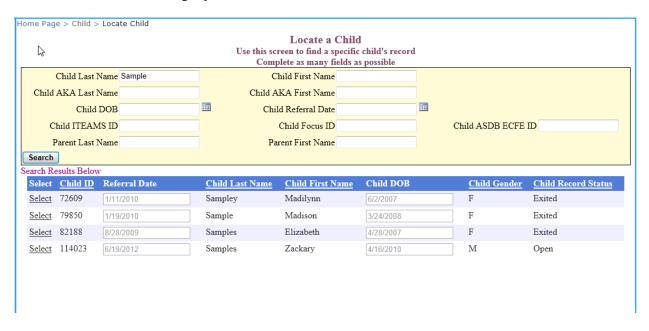
Actors Access Table:

Actor #	Actor Name	Access
1	Referral	Read
2	Service Coordinator	Read
3	DDD Service Coordinator	Read
4	ASDB Service Coordinator	Read
5	Professional Provider	Read
6	DES AzEIP App Admin	Read
7	Contract Admin	Read
8	Supervisor	Read
9	DDD Admin	Read
10	ASDB Admin	Read
11	Finance	Read
12	Data Entry Expanded	Read
13	Monitor & TA Contactor	Read



Subject: User Guide

6.1. Screen Display of Locate Child:





6.2. Steps to Locate Child:

- Enter at least one field to search.
- Select **Search** button to search for matching child records.
- Possible child record matches will be displayed.
- Click on **Select** to view more detail for a child record.



Subject: User Guide

7. Child Demographics:

A child record can be accessed from the Home page by clicking on the Select link next to the child record. The Home page displays records that have an Open or Pending Transfer status. The record for a child with a status of Exit can be accessed using the Locate Child link. When the user selects particular child record, I-TEAMS opens the Child Demographics page.

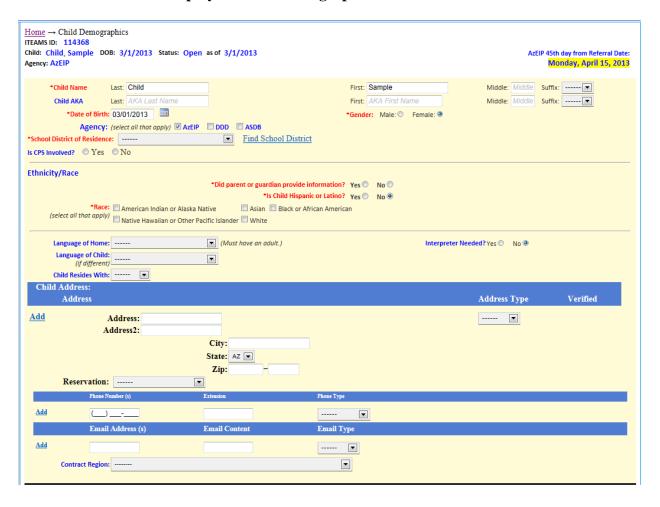
Actors Access Table:

Actor #	Actor Name	Access
1	Referral	Write
2	Service Coordinator	Write
3	DDD Service Coordinator	Write
4	ASDB Service Coordinator	Write
5	Professional Provider	Read
6	DES AzEIP App Admin	Write
7	Contract Admin	Write
8	Supervisor	Write
9	DDD Admin	Write
10	ASDB Admin	Write
11	Finance	Read
12	Data Entry Expanded	Write
13	Monitor & TA Contactor	Read



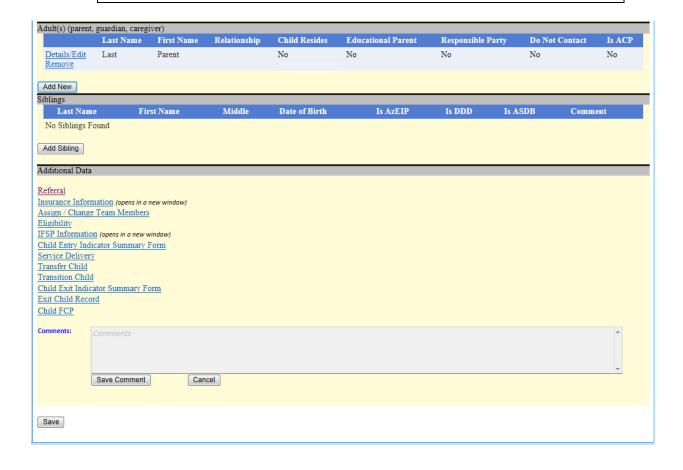
Subject: User Guide

7.1. Screen Display of Child Demographics:





Subject: User Guide



7.2. Header:

```
Home → Child Demographics
ITEAMS ID: 114368
Child: Child, Sample DOB: 3/1/2013 Status: Open as of 3/1/2013
Agency: AzEIP
Monday, April 15, 2013
```

Note: If a child record was transferred into I-TEAMS from ACTs, Focus or ECFE, the page header will display the name of the agency (AzEIP, ASDB, DDD) that served the child, along with the previous region.

Converted child header:





Subject: User Guide

7.3. ITEAMS ID:

The auto- generated unique identification number assigned to the child in I-TEAMS.

7.4. Child:

Child's last name and first name.

7.5. DOB:

Date of Birth.

7.6. Status:

The child's current status- Open, Exited, or Pending Transfer.

7.7. **As of:**

The effective date of the child's current status.

7.8. Agency:

The name of the primary agency (AzEIP, DDD, ASDB) providing services to the child. Agency will default to AzEIP unless another agency is selected from the drop-down list.

7.9. Contract Region: (Displayed for Converted Child)

Contract Region is the name of the program and region that this child is associated with. In regions where there is a single contractor, I-TEAMS automatically assigns the contract on the basis of child's address. In regions with multiple contracts, the program will be selected from the list of contracts in that region.

7.10. AzEIP 45th Day:



Subject: User Guide

I-TEAMS calculates and displays the 45th day from the initial referral date. . After the 45th day this text display will be highlighted in Red if eligibility determination has not been made or the record has not been exited.

```
Home → Child Demographics

ITEAMS ID: 57706

Child: Girl, Good DOB: 1/1/2013 Status: Open as of 1/10/2013

Agency: AZEIP

AZEIP 45th day from Referral Date:
Sunday, February 24, 2013
```

7.11. Child Information:

This section of the page includes the child's name, any previous name or nickname for the child (AKA-also known as), date of birth, gender, and primary agency. A user with "write" access can make changes to this page. Changes made to this page will be automatically updated on other pages that include the same information.



7.12. School District of Residence:

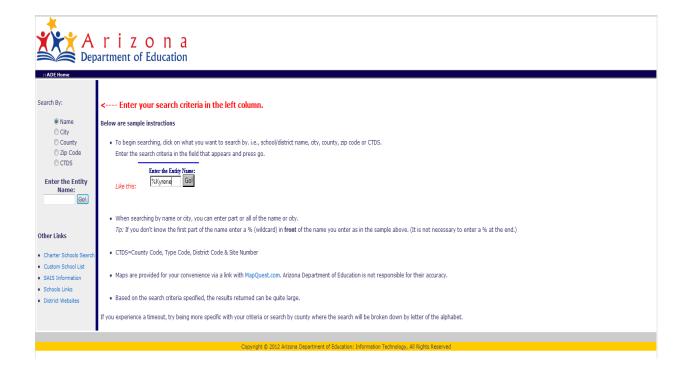
Select the child's school district of residence from the drop down list.

Find School District:

User has the option to lookup the school district on the web site maintained by the AZ Department of Education at www.ade.az.gov/edd/default.asp.



Subject: User Guide



7.13. Is CPS Involved?

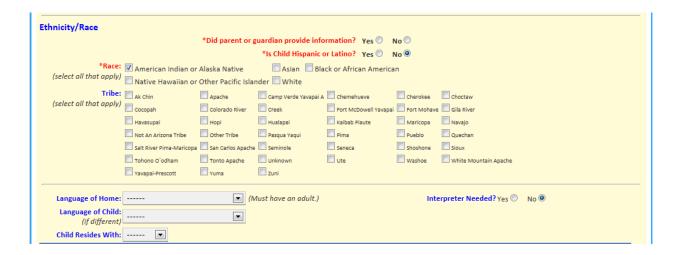
If user selects yes, I-TEAMS displays start date and end date fields, which can be entered using the text box or the calendar icon.

7.14. Ethnicity/ Race:

Ethnicity/ Race must be recorded in detail. The format of this section meets the current US Department of Education guidelines for collecting and reporting ethnicity and race. The individual gathering this information must first ask the parent or caregiver to provide the information; if the parent or caregiver declines, the information must be gathered through "observer report". An I-TEAMS user will answer yes or No to the question of whether the parent or guardian provided the information. The next question is whether the child is of Hispanic/Latino ethnicity; this MUST be answered as Yes or No for all children. Next, the race or races that the child is identified with must be selected; multiple races can be selected. If user selects American Indian or Alaska Native from the race option, a table displaying Arizona tribes will open for user to select from. For more information on the US Department of Education requirements related to ethnicity and race information collection and reporting please contact your TAMS.



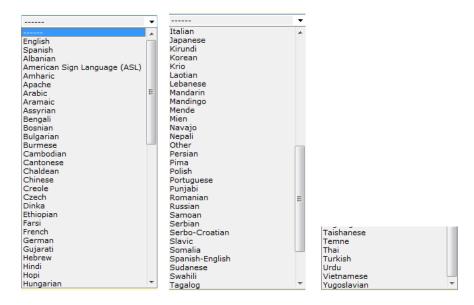
Subject: User Guide



7.15. Language of Home:

There are 66 languages to choose from for Language of the Home and language of child.

• Note: User must first add an adult to the child record, and select "Child resides with" that adult in order to save Language of Home.



7.16. Interpreter Needed?

If yes is selected, I-TEAMS open a drop down list which displays the 15 languages available through the DES language assistance services to customers with limited English proficiency (LEP) to provide meaningful access to DES programs, services and activities.

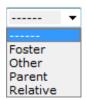


Subject: User Guide



7.17. Child Resides with:

User selects the adult with whom the child resides. .



7.18. Child Address:

Enter the child's residential address here. When the user elects Add, the address verification feature will compare the address to USPS recognized addresses, and suggests changes for more accuracy. The user can select the recommended address of the address as they entered it. After adding the address, the user has the options to edit or delete the address.



7.19. Address Type:

From the drop down list select the type of address.





Subject: User Guide

7.20. Is ACP (Address Confidentiality Program):

DES participates in the Address Confidentiality Program which provides an important service to residents of Arizona who are survivors of domestic violence, sexual assault or stalking. The goal of the ACP is to help those survivors stay safe by keeping their physical address confidential.

ACP provides a legal substitute mailing address to victims who have relocated to avoid the potential for further abuse. Persons who enroll in the ACP will be provided with an ACP Authorization Card from the SOS that contains the substitute mailing address. ACP participants will be able to use the ACP address when creating new government records or changing records with state and local agencies that were created *up to 90 days prior to enrollment in the ACP*.

In I-TEAMS, the ACP functionality for the child address and adult address are interrelated. When the user enters a known ACP address for the child or adult I-TEAMS will auto- mark the address as ACP A red highlighted message in the header on all of the child record pages will notify users that the record includes an ACP address.

7.21. Reservation:

If the child resides on Native American tribal lands in AZ, the user can select form the reservation from the drop down list.

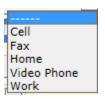


7.22. Phone Number(s):

Enter phone number, extension if any, and select the phone number type.



Subject: User Guide



7.23. Email Address(s):

Enter email address, email content, and email type.



7.24. Contract Region:

Contracts region(s) are displayed based on child's address zip code.

7.25. Current Service Coordinator:

Service coordinator name will be displayed based on the coordinator selected on the team member page.

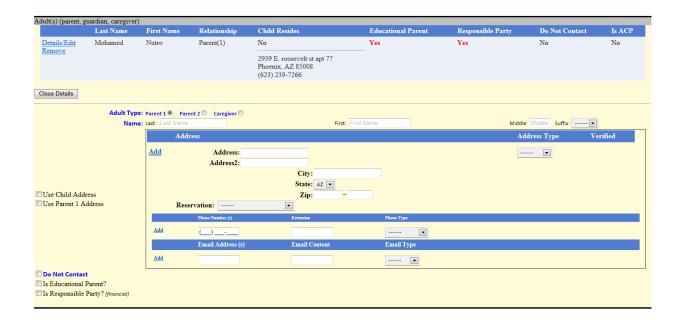
• Note: For records that have been brought into I-TEAMS from ACTS, Focus or ECFE the program name will be displayed, but not the service coordinator name.

7.26. Adult(s) Address:

I-TEAMS will auto-populates the address information provided at the time the child referral was created. To make changes or to add another address, click on the Detail/ Edit button. The section will expand and will provide more options. Only users with the appropriate roles have "write" access to child demographics and will have the ability to add or edit the address record.



Subject: User Guide



7.27. Adult Type:

Each child record must have at least one adult associated with it. Each adult associated with the child must be identified as Parent 1, Parent 2, or Caregiver. Then the name of the adult is entered. Next the address, phone numbers, and email address for the adult can be added. Adult Address follows the same pattern as child address selection. The address will automatically be verified through the USPS verification system. Also, when the user enters a known Address Confidentiality Program (ACP) address for an adult I-TEAMS will auto- mark the address as ACP and a red highlighted message will display in the header of all the child record pages.

o *Note:* Close detail button will save parent's information and close the detail view.

7.28. Use Child Address/Use Parent1 Address:

User can select child address or parents address for mailing purposes.

Note: If an adult is identified as a "parent" and "use child address" is selected, then I-TEAMS will also automatically identify this adult as the Educational parent and as the Responsible Party for that child. If this adult is not the adult with the right to make educational decisions on behalf of the child, or is not the responsible party for financial matters for the child, then the user should uncheck those items. Each child must have an "Educational Parent" identified in I-TEAMS who has the legal right to make education decisions on behalf of the child. Each child must also have a Responsible Party for financial matters identified in I-TEAMS.



Subject: User Guide

7.29. Do Not Contact:

This option allows the user to record that a parent is not to be contacted. If the user selects the do not contact option, a florescent colored message to this effect will be displayed in the header on all of the child record pages.

Note: The do not contact option is only available when the user selects Parent1 or 2; it is not
available if the user selects "caregiver".

7.30. Is Educational Parent:

The Education Parent is the adult who has the legal right to make early intervention decisions for the child and family, such as whether to participate in early intervention, sign consents, and make decisions regarding transition. This is generally the biological or adoptive parent of the child, unless that person's educational rights have been severed by court order.

7.31. Is Responsible Party:

This option is used to identify the responsible party for financial matters including Family Cost Participation.

7.32. Close Detail:

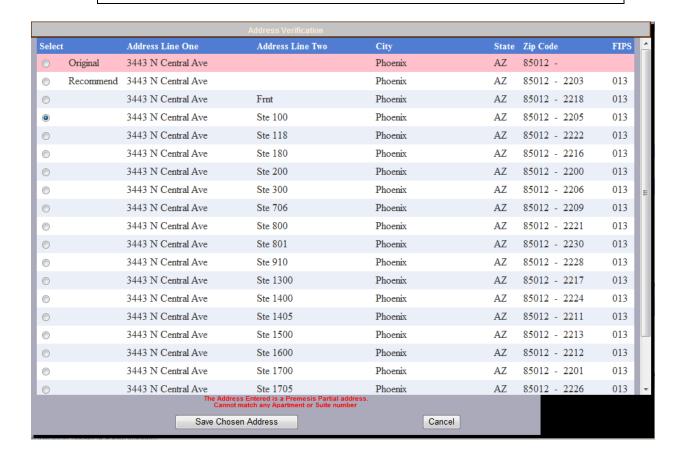
Selecting this button closes the expanded detail view of address AND saves the address information.

7.33. Address Verification Example:

User selects one from the verified addresses recommended, and then selects Save Chosen Address. The recommended addresses are provided through a special application used by DES to help ensure that addresses used for mailing purposes are recognized by the postal service.



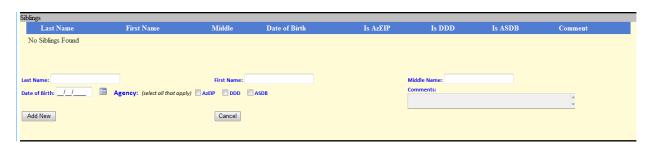
Subject: User Guide



7.34. Siblings:

By clicking on Add Sibling the user can add siblings to the child record. The user can select all the agencies that apply to this sibling. This feature can be used to identify a sibling is receiving services through AzEIP, and can also be used to identify siblings that are being served by other DES programs included in Family Cost Participation, such as older siblings served by DDD.

Note: I-TEAMS do not verify that a sibling is served by AzEIP or another program.

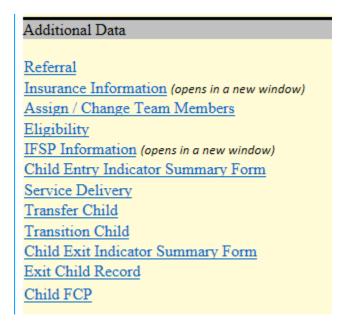


7.35. Additional Data:



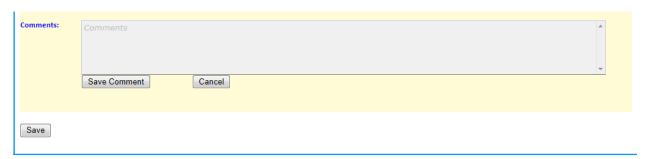
Subject: User Guide

The Child Demographics page provides links at the bottom of the page for easy access to other pages in this child's record. Several of these pages (e.g. IFSP), open in an additional "window" on your screen, while the others replace the Child Demographic screen with the selected page.



7.36. Comments:

The user can enter comments, notes, or any additional information related to the child. I-TEAMS will automatically save name of the person who entered the comment and the date it was entered.



7.37. Steps to add information on Child Demographic Page:

- Child Name, Date of Birth, Gender, Agency (defaulted to AzEIP) will be auto-populated on the Child Demographic page.
- Select School District of Residence using drop down list or select Find School District link to search for the district.
- Select Yes or No for CPS. Enter date using calendar icon or text box when CPS is yes.



Subject: User Guide

- Select Yes or No to answer "Did parent or guardian provide information?"
- Select Yes or No to answer "Is Child Hispanic or Latino?"
- Select Race using check box.
- <u>Note:</u> If American Indian or Alaska Native is selected I-TEAMS will display the list of tribes. Select all that apply.
- Select Child Resides with using the drop down list.
- Enter Child Address using text box. Enter Address, City, State, and Zip Code. Select the address type using the drop down list.
- Select Reservation using drop down list.
- After entering information, Select "Add" to add the information.
- After selecting Add, a confirmation window will appear; to continue, select "leave the page" option. *Note: Selecting "leave the page" will not take you away from the current page.*
- After adding an address I-TEAMS will automatically run an address verification process and a box with a list of recommended verifiable addresses will appear in the center of your screen, Check the appropriate address and select Save Chosen Address button from the address verification window.
- <u>Note:</u> Select the Save Chosen Address button only once and wait for a few seconds to display the chosen address on page. If you select the button more than once, the address will be displayed multiple times on the Child Demographics page.
- Enter Phone Number, Extension, and select Phone Type using drop down list.
- Enter Email Address, Email Content, and select Email type using drop down list.
- Select Contract Region using drop down list.
- To enter adult information, Select Detail/Edit hyperlink
- Confirmation message window will appear; select "leave the page" option to continue.
- Adult information has been auto-populated from the Referral page.
- Select Parent 1, Parent 2, or Caregiver as Address Type using the drop down list.
- Note: If Parent 1 or Parent 2 is selected user will have the option to select "Do not contact."
- Enter Adult Address using text box. Enter Address, City, State, Zip Code. Select address type using the drop down list.
- Select Reservation using drop down list.
- Select "Add" button to add the information.
- Confirmation window will appear; select "leave the page" option to continue.
- Check appropriate address and select Save Chosen Address button from the address verification window.
- <u>Note:</u> Select the Save Chosen Address button only once and wait for a few seconds to display the chosen address on the Child Demographics page.
- Enter Phone Number, Extension, and select Phone Type using drop down list.
- Select Add button to add information.
- Enter Email Address, Email Content, and select Email type using drop down list.

Version 1.0

Department of Economic Security

Subject: User Guide

- Select Add button to add information.
- User may select a) use child address or b) use parent 1 address. If use child address is selected, the application will auto-check Educational Parent and Responsible Party. You may un-check either or both options.
- Select Close Detail button to save the information and close the detailed address view.
- Select Language of Home using drop down list, Language of Child if different, and Interpreter Needed.
- Select Save button to save all entered information.
- To add siblings select Add Sibling button.
- Enter Last Name, First Name, Middle Name, Date of Birth, Agency.
- Enter comments and select Add New.
- Select Save button at the bottom of the window to save all information.

Subject: User Guide

8. Insurance Information:

User will enter the insurance information for the child on the Insurance Information page. User can navigate to the Insurance Information page from the Child Demographics page. This page pens in new window (default) or new tab. The page opens in read-only mode, in order to make any changes or add information click on the Edit button.

Ad	ldıt	10n	al I	Data

Referral

Insurance Information (opens in a new window)

Assign / Change Team Members

Eligibility

IFSP Information (opens in a new window)

Child Entry Indicator Summary Form

Service Delivery

Transfer Child

Transition Child

Child Exit Indicator Summary Form

Exit Child Record

Child FCP

Actors Access Table:

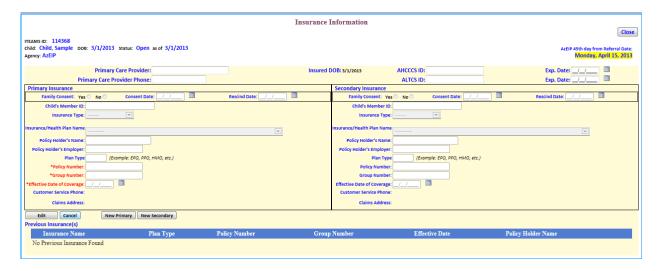
Actor #	Actor Name	Access
1	Referral	Write
2	Service Coordinator	Write
3	DDD Service Coordinator	Write
4	ASDB Service Coordinator	Write
5	Professional Provider	Write
6	DES AzEIP App Admin	Write
7	Contract Admin	Write
8	Supervisor	Write
9	DDD Admin	Read
10	ASDB Admin	Read
11	Finance	Read
12	Data Entry Expanded	Write



Subject: User Guide

13 Monitor	& TA Contactor	Read
------------	----------------	------

8.1. Screen Display of Insurance Information:

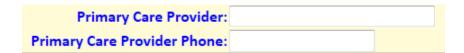


8.2. Primary Care Provider:

Enter name of primary care provider.

8.3. Primary Care Provider Phone:

Enter the phone number of primary care provider.



8.4. Insured DOB:

Child date of birth is populated from Child Demographic page.

8.5. AHCCCS ID:



Subject: User Guide

Enter the AHCCCS ID number of the child using the text box.

8.6. ALTCS ID:

Enter the ALTCS ID using text box. .

8.7. Exp. Date:

Enter the AHCCCS and/or ALTCS expiration date. User must update expiration date every 6 months from the effective date.

 <u>Note:</u> I-TEAMS will generate an alert for the Contract Administrator if a new expiration date has not been entered after an effective date has been added or updated.

8.8. Family Consent:

User must select yes or no for "Family Consent" to utilize their insurance. If yes is selected enter the consent date using the text box or calendar icon.

- o <u>Note:</u> Eleven months after the consent date, an alert will be sent out to the service coordinator & the contract administrator. A new consent date for use of insurance must be entered in order to remove the alert.
- Note: If family consent is No, insurance information cannot be entered on the page.



8.9. Consent Date:

Enter the Family Consent date using text box or calendar icon.

8.10. Rescind Date:

Subject: User Guide

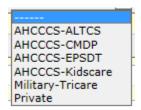
If the family has previously provided consent to utilize their insurance, but has now decided to withdraw (rescind) their consent, then the user must enter the rescind date using the text box or calendar icon.

8.11. Child's Member ID:

Enter the child's insurance member id using text box.

8.12. Insurance Type:

Select insurance type using drop down list.



8.13. Insurance/ Health Plan Name:

Enter the health plan using drop down list.

- Note: If user knows the plan name start typing above the drop down list for fast access; the insurance plan name will appear on drop down list.
- 8.14. Policy Holder's Name
- 8.15. Policy Holder's Employer
- **8.16. Plan Type**
- 8.17. Policy Number
- 8.18. Group Number



Subject: User Guide

Policy Holder's		
Name:		
Policy Holder's		
Employer:		
Plan Type	(Example: EPO, P	PO, HMO, etc.)
Policy Number:		
Group Number:		

8.19. Effective Date of Coverage:

This is the date that the insurance became effective. This date is usually on the member ID card. Enter date using text box or calendar icon.

8.20. Customer Service Phone:

Phone number will be auto populated once the insurance plan information has been saved.

8.21. Claims Address:

Address will be auto populated once the insurance plan information has been saved.

8.22. Save Changes:

This option saves the insurance information.

8.23. New Primary/ New Secondary:

If the child's insurance coverage changes, the user enters the new primary insurance or new secondary insurance by selecting this button. , I-TEAMS will automatically save the previous insurance history and will display it at the bottom of the page. The new insurance information can be entered in the upper part of the page and saved.



Subject: User Guide

8.24. Previous Insurance(s):

The history of previous insurance is displayed. User can view the previous information but cannot edit or delete it.

8.25. Steps to Enter Insurance Information:

- Click on **Edit** button.
- Enter Primary Care Provider and Primary Care Provider Phone.
- Select **Family Consent** Yes or No. *If No is selected insurance information cannot be entered.*
- Enter **Consent Date** using calendar icon or text box.
- Enter **Rescind Date if necessary**. *User is recommended to enter rescind date when family consent is no.*
- Enter Child's Member Id, and Insurance Type. It will populate AHCCCS/ ALTCS ID accordingly.
- Enter **Exp. Date**. *User is recommended to enter date every six months.*
- Enter **Insurance/ Health Plan Name** using drop down list. *User can also enter the insurance for easy access*.
- Enter Policy Holder's Name, Policy Holder's Employer, Plan Type, Policy Number, and Group Number.
- Enter **Effective Date of Coverage** using text box or calendar icon.
- Click on **Save Changes** button to save.



Subject: User Guide

9. Assign / Change Team Members:

Every child must have team members assigned to them. I-TEAMS maintain the history of all information entered.

• Note: Only direct services provided by the child's team members are billable. Each child may have only one team member from each core discipline. Team conferencing can only be billed for members of the child's team. Data entry and administrative personnel are not considered team members.

Additional Data

Referral

Insurance Information (opens in a new window)

Assign / Change Team Members

Eligibility

IFSP Information (opens in a new window)

Child Entry Indicator Summary Form

Service Delivery

Transfer Child

Transition Child

Child Exit Indicator Summary Form

Exit Child Record

Child FCP

Actors Access Table:

Actor #	Actor Name	Access
1	Referral	Write
2	Service Coordinator	Write
3	DDD Service Coordinator (If Professional provider role assigned, DDD service coordinator has write access)	Read/ Write-if DDD (If Professional provider role assigned, DDD



Subject: User Guide

		service
		coordinator
		has write
		access)
4	ASDB Service Coordinator	Read
	(If Professional provider	
	role assigned, ASDB	
	service coordinator has	
	write access)	
5	Professional Provider	Write
6	DES AzEIP App Admin	Write
7	G	XX7 •4
7	Contract Admin	Write
8	Supervisor	Write
	T. C.	
9	DDD Admin	Read
10	ASDB Admin	Read
11	Finance	Read
12	Data Entry Expanded	Read
13	Monitor & TA Contactor	Read

9.1. Screen Display of Assign / Change Team Members:

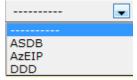




Subject: User Guide

9.2. Agency:

User must select the child's primary agency using drop down list.



9.3. Contract Provider Name:

Based on the agency selected, the region can be selected using a drop down list.

9.4. Is Primary:

The user can select multiple agencies (for example if the child is eligible for both DDD and ASDB), but select only *one* as primary.

9.5. Assignment Start Date:

User must select assignments start date using text box or calendar icon. For a newly referred child the start date will be the date the referral is received by or is assigned to the contractor. For a newly DDD or ASDB eligible child, the start dart date would be the date that the child became eligible for DDD or ASDB.

• *Note:* Start date can't be prior to the referral date.

9.6. Assignment End Date:

Select assignment end date, if needed, using text box or calendar icon. For example, if a child transfers from one contractor or agency region to another.

9.7. Discipline Type:

Select discipline type using drop down list.

- o <u>Note:</u> For each team member assigned, the *discipline type should match the discipline as entered in that individual's professional provider profile.*
- o <u>Note:</u> Only one Service Coordinator can be assigned to a child. A Service Coordinator cannot be a team lead.



Subject: User Guide

9.8. Provider Name:

After selecting the discipline type, select one provider using the drop down list that will display based on the contract region.

o **Note:** Only providers who have been added as Employees for that region, assigned user roles, and have completed their professional provider profile will be displayed on the drop down list for the region.

9.9. Team Lead:

Select Team Lead if appropriate. Each eligible child with an IFSP must have a Team Lead identified. Each child can have only one Team Lead. A team member whose discipline is Service Coordinator cannot be a Team Lead.

9.10. Team Lead Assignment Date:

If Team Lead is checked, enter Team Lead assignment date using text box or calendar icon. Only one team member can be the team lead at any time for any child.

9.11. Steps to Assign / Change Team Member:

- Select Assign / Change Team Member link from Child Demographics page.
- Select Agency using drop down list. *
- Select Contract Provider Name using drop down list. *
- User enters Assignment Start Date, and Assignment End Date as needed.
- Assignment Start Date is required and cannot be earlier than the referral date.
- Click on Add button to add agency.
- Select **Discipline** Type using drop down list. *

0

- Select Provider Name available based on contract region. *
- User enters Team Assignment Date.
- Click on Add button to add.



Subject: User Guide

10. Eligibility:

o <u>Note:</u> This page can only be accessed from the Child Demographics page.

User enters all details related to the child's AzEIP eligibility determination process, including screening, Prior Written Notice, Family Cost Participation packet given, and AZEIP eligibility decision on this page.

If the child is ASDB eligible, the ASDB eligibility details will be entered by the authorized ASDB representative.

If DDD eligibility determination is requested, this page must be used to make that request. The request will be electronically submitted to DDD. DDD eligibility decision details will be auto-populated on this page by electronic data transfer from the DDD Focus data system.

For a complete description of AzEIP policy and procedure related to screening, evaluations, prior written notice and other procedural safeguards, refer to AzEIP Policy and Procedures, chapter 3, Early Intervention Services.

Referral Insurance Information (opens in a new window) Assign / Change Team Members Eligibility IFSP Information (opens in a new window) Child Entry Indicator Summary Form Service Delivery Transfer Child Transition Child Child Exit Indicator Summary Form Exit Child Record Child FCP

Actors Access Table:

Actor #	Actor Name	Access
1	Referral	Write
2	Service Coordinator	Write
3	DDD Service Coordinator	Read
4	ASDB Service Coordinator	Read



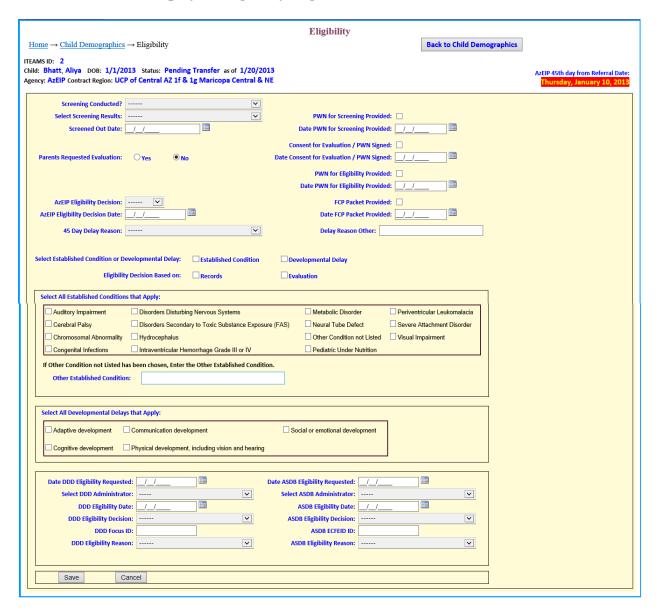
Subject: User Guide

5	Professional Provider	Write
6	DES AzEIP App Admin	Write
7	Contract Admin	Write
8	Supervisor	Write
9	DDD Admin	Read
10	ASDB Admin	Read
11	Finance	Read
12	Data Entry Expanded	Write
13	Monitor & TA Contactor	Read



Subject: User Guide

10.1. Screen Display of Eligibility Page:



10.2. Screening Conducted:

Choose Yes or No.

10.3. Select Screening Results:

If Screening Conducted answer is Yes, then user must select either Evaluation Recommended OR Screened Out.



Subject: User Guide

10.4. Screened Out Date:

User must select Screened Out Date when screening result is screened out.

• Note: If date is more than 45 days after the referral date, user will be required to enter the reason for delay from the drop down list.

10.5. PWN (Prior Written Notice) for Screening Provided:

Prior Written Notice must be provided if screening is conducted.

10.6. Date PWN for Screening Provided:

User must enter the date using text box or calendar icon when "PWN for Screening Provided" check box is selected.

• *Note: PWN* date can't be before the referral date.

10.7. Parents Requested Evaluation:

The parent can request an evaluation regardless of whether screening has been conducted or whether an evaluation is recommended as a result of screening. Select Yes if parent requested an evaluation.

10.8. Consent for Evaluation / PWN Signed:

Select the check box for consent for evaluation

 <u>Note:</u> User must check Consent for Evaluation when screening result is "evaluation recommended" or if parent requests an evaluation.

10.9. Date Consent for Evaluation / PWN Signed:

Enter the date using text box or calendar icon.

10.10. AzEIP Eligibility Decision:

User selects Yes or No.



Department of Economic Security	
Subject: User Guide	

10.11. AzEIP Eligibility Decision Date:

Select the decision date using text box or calendar icon.

- Note: If date is more than 45 days after the referral date, user will be required to enter the reason for delay from the drop down list.
- <u>Note:</u> If other is selected, the user must enter a valid other reason in the text box that is provided.
- Note: Alert will be sent out to service coordinator if Eligibility Decision Date is blank 30 calendar days after the referral days. If eligibility decision date is still blank 40 calendar days after referral, a second alert will be sent.. The alert can only be removed by entering the eligibility decision date..

10.12. Select Established Condition or Developmental Delay:

Select the check box that reflects the reason for the Yes eligibility decision- Established Condition or Developmental Delay.

Select Established Condition or Developmental Delay:	Established Condition	Developmental Delay
Eligibility Decision Based on:	Records	Evaluation

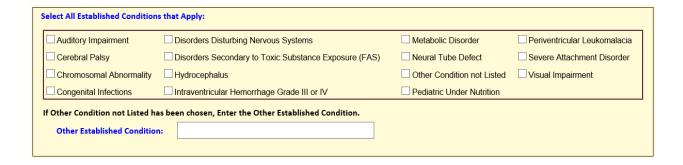
- o <u>Note:</u> If the user selects Established Condition, then the Eligibility Decision Based on Records box must be checked.
- Note: If the user selects Developmental Delay then they must select one of these two: 1) Records- A review of records documenting that the child has a 50% developmental delay in one more of the developmental areas; OR 2) Evaluation-Completion of a multidisciplinary evaluation covering all developmental areas that establishes the child has a 50% developmental delay in one or more of the developmental areas.

10.13. Select All Established Conditions that Apply:

If the child is eligible for AzEIP based on an established condition, then select one or more Established conditions from the available choices. If Other is selected, then the user must type the name of the condition in the text box next "Other Established Condition".



Subject: User Guide



10.14. Select All Developmental Delays that Apply:

If the child is eligible for AzEIP based on developmental delays, then select the areas in which the child has a delay of 50% or more.



10.15. PWN (Prior Written Notice) for Eligibility Provided:

If an eligibility decision (Yes or No) is made based on an evaluation or records review, select the check box.

10.16. Date PWN for Eligibility Provided:

Enter the date PWN was provided using text box or calendar icon.

10.17. FCP (Family Cost Participation) Packet Provided:

If the child is determined "Yes" AzEIP eligible, select the check box after the FCP packet has been provided to the family.

10.18. Date FCP Packet Provided:

Enter the date using text box or calendar icon.



Subject: User Guide

 <u>Note:</u> An Alert will be sent to the Service Coordinator if the FCP Packet is not provided within 3 calendar days from Eligibility Decision Date. The alert can only be removed by entering the date the packet was provided.

10.19. Assign Agency Eligibility and Data:

Only authorized DDD and ASDB personnel can make DDD and ASDB eligibility decisions. DDD eligibility requests can be made by any user with access to the child's I-TEAMS record. In the case of a DDD eligibility request, the eligibility decision data will be completed by DDD in Focus and the data will be transmitted to the child's I-TEAMS record electronically.

ASDB eligibility requests can be made by any users with access to the child's I-TEAMS record. In the case of an ASDB eligibility request, notify the ASDB representative associated with your region of your request via email. The ASDB representative will complete the ASDB eligibility data.



10.20. Save:

- Note: When user selects "screened out" and saves the page, the child is exited from AzEIP and no further information can be entered. If the parent requests an evaluations even though the child was screened out, then the user must Locate the Record, Go to child Demographics page, click link to Re-open Child Record, and re-open the record, then return to the Eligibility page and 1) select Yes to "Parents Requested Evaluation", 2) change Screened Out Evaluation Recommended from the screening result drop down, 3) delete the screened out date, and 4) Select Save. Failure to follow all 4 steps will result in the record being exited again.
- Note: If AzEIP doesn't fill the require fields that is needed for focus, system will be giving required validation message on the page: (Screen shot is listed below)

Version 1.0

Department of Economic Security

Subject: User Guide

AzEIP Eligibility Records have been saved. To Send DDD Eligibility Request, this information must be provided: SchoolDistrict, Language, AdultRelationshipPerson/ResponsibleParty, AdultRelationshipPersonLastName, AdultRelationshipPersonFirstName, Responsible Party Address, Child Phone, Responsible Party Phone, Referrer Phone, and Referrer Address

10.21. Steps to enter eligibility information:

- Yes or No from **Screening Conducted** drop down list- .
- Select Screening Results from drop down list.
- If screening results are Screened Out, enter Screened Out Date using calendar icon.
- Note: Once screened out is selected I-TEAMS will Exit the child record.
- If screened out date is more than 45 days from the referral day enter 45 Day Delay Reason using drop down list.
- If screening is conducted, enter PWN for Screening Provided.
- Enter AzEIP Eligibility Decision Yes or No.
- Enter AzEIP Eligibility Decision Date using text box or calendar icon.
- Is eligibility decision date is more than 45 days from the referral day select the 45 Day Delay Reason using drop down list.
- Complete information for PWN for Eligibility Provided.
- Enter information for FCP Packet Provided within 3 calendar days from Eligibility Decision Date.
- If the AzEIP eligibility decision is Yes, select Established Condition or Developmental Delay sections.
- Enter DDD and/or ASDB eligibility information at the bottom of the page as needed.
- Click on Save button to save.

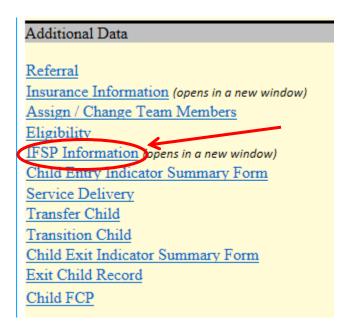
11. IFSP Information: (Individualized Family Service Plan)

I-TEAMS will maintain the record that has been entered on the IFSP information page.

o *Note:* User will not be able to edit Agency name on this page.



Subject: User Guide



Actors Access Table:

Actor #	Actor Name	Access
1	Referral	Write
2	Service Coordinator	Write
3	DDD Service Coordinator	Read
4	ASDB Service Coordinator	Read
5	Professional Provider	Write
6	DES AzEIP App Admin	Write
7	Contract Admin	Read
8	Supervisor	Write
9	DDD Admin	Read
10	ASDB Admin	Read
11	Finance	Read
12	Data Entry Expanded	Write
13	Monitor & TA Contactor	Read

11.1. Screen Display of IFSP information:



11.2. AzEIP 45th day from the Referral Date:

Subject: User Guide

On the upper right side corner of the page I-TEAMS displays the date of the 45th day from the child's referral date; if the IFSP has been created is the date displays in a florescent highlight color. If IFSP has not been created and more than 45 days have passed since referral date, the 45th day date displays in red highlight.

AzEIP 45th day from Referral Date: Friday, February 15, 2013

11.3. Over 45 day reason:

If the IFSP date is more than 45 days past the referral date, the user is required to select the reason for delay from the drop down list.



11.4. IFSP Type:

Select Initial IFSP if this is the initial IFSP for the child. Select Annual IFSP if this is a review or an annual IFSP

11.5. Current IFSP Date:

User must enter IFSP date using text box or calendar icon.

11.6. IFSP Review Date:

User must enter the next required IFSP review date.

11.7. Parent Consent as Written:

Select Yes or No.

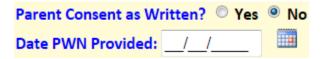


Subject: User Guide

Note: If parent consent is no, IFSP cannot be created, and without IFSP no services can be provided.

11.8. Date PWN (Prior Written Notice) Mailed:

Date PWN mailed will be displayed when user selects No for "parent consent as written". Enter the date using text box or calendar icon when the PWN was mailed.



11.9. Consent Date:

Enter consent date using text box or calendar icon if parent consent is Yes.

11.10. Restrict to No Cost Services:

The user selects Yes or No based on the parent's decision. If the family has decided that they only want to receive service that are available at no cost under the Family Cost Participation program, then select No. If No is selected, the only services that will be available to add to the IFSP are those that are available at no cost to the family.

11.11. Add New Services:

Click on the Add New services button to view the service detail screen. This button will only be activated after user has entered the basic IFSP data and has clicked on "Save IFSP".

11.12. Service:

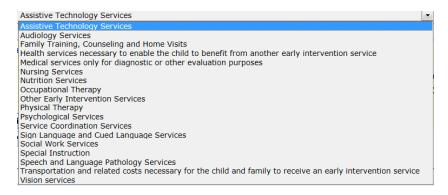
When user selects **No** from Restrict to No Cost Services, the following services are displayed. Begin by selecting the first service on the child's IFSP.

Version 1.0

Department of Economic Security

Subject: User Guide

<u>Note:</u> Service Coordination is a required service on every IFSP. Add Service
 Coordination to this screen as an IFSP service regardless of whether it is being provided
 by a DDD employee, ASDB employee, or AzEIP contract employee..



When user selects **Yes** from Restrict to NO Cost Services, I-TEAMs only displays the following services. Begin by selecting the first no cost service on the child's IFSP. Select one as needed.

<u>Note:</u> Service Coordination is a required service on every IFSP. Add Service
 Coordination to this screen as an IFSP service regardless of whether it is being provided by a DDD employee, ASDB employee, or AzEIP contract employee.

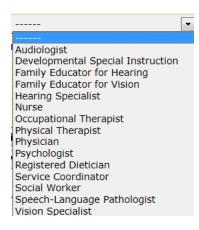
Medical services only for diagnostic or other evaluation purposes

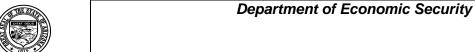
Medical services only for diagnostic or other evaluation purposes

Service Coordination Services

11.13. Discipline:

After selecting the IFSP service, select one discipline from the drop down list. Be sure that the professional discipline selected is qualified to provide the service selected.



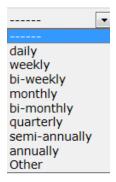


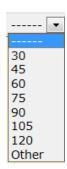
Subject: User Guide

11.14. Frequency:

Version 1.0

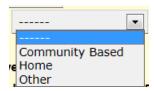
Select the service frequency for the IFSP service using the drop down lists. The first list includes selections for how often the service will be provided. The second list includes the selections for the duration of each service delivery. For example, if the family is to receive weekly visits of 45 minutes each for the service, selecting Weekly from the first list and 45 from the second list. If Other is selected in either list then a blank text box will appear and the user must type in the frequency that the service will be provided.





11.15. Services Settings:

For each service, select the setting where the service will be provided using the drop down list. If user selects Other a blank text box will appear and the user must type in the type of location. Please see AzEIP Policy and Procedure or contact your TAMS for the definitions and guidelines related to service settings.



11.16. Planned Start:

For each service, the user must enter the Planned Start Date using text box or calendar icon.

o <u>Note:</u> The planned start date for a service cannot be before the current IFSP date.



Department of Economic Security	
Subject: Hear Guida	
Subject: User Guide	

11.17. Planned End:

For each service, the user must enter the Planned End Date using text box or calendar icon.

 <u>Note:</u> The Planned end date for a service cannot be later than the next required IIFSP review date or annual date.

11.18. Funding Source:

For each service, the user should select all appropriate funding sources, as recorded on the IFSP.

Funding Source:	
Arizona Early Intervention Program (AzEIP)	Arizona Long Term Care System (ALTCS)
Arizona State Schools for the Deaf and the Blind (ASDB)	Division of Developmental Disabilities (DDD)
Family Cost Participation (FCP)	Medicaid (AHCCCS/CMDP)
Private Insurance (PI)	

11.19. Steps to Enter IFSP Information:

- Click on **IFSP Information** link from Child Demographics page.
- IFSP page will open in a new tab or window. .
- Select **Initial IFSP** Type if this is the child's first IFSP. Otherwise select **Annual.**
- Enter the Current IFSP Date and the next IFSP review date.
- Select **45 Day Delay Reason** using drop down list if IFSP date is more than 45 days past referral date.
- Select **Parent Consent as Written Yes/No**. *If user selects no, no services can be provided.*
- Enter Consent Date using text box or calendar icon.
- Select Yes or No option for Restrict to NO COST services.
- Select **Save IFSP** button.
- Click on Add New Services button.
- Select **Service** using drop down button.
- Enter **Discipline**, **Frequency**, and **Service Setting** using drop down list.
- Enter **Planned Start**. Planned Start cannot be before Current IFSP Date.
- Enter **Planned End**. Planned End cannot be after IFSP Review Date.
- Select **Funding Source**. *User is recommended to select Arizona Early Intervention Program.*
- Click on Add Service button to add
- Repeat the steps above to add each service on the child's IFSP.



Subject: User Guide

• The IFSP History of previous services will be displayed below the current IFSP service section.

12. Child Entry Indicator Summary Form:

User enters the results of the child entry indicator summary process.

- Note: When the child's age is equal to or greater than 2 years and 6 months at the time of the IFSP then this page will be disabled because the child entry summary is only completed for children who may be receiving services for at least 6 months.
- Note: This page is used to record only the results of the child indicator process. Refer to the child indicator guidance documents for full instructions on how to conduct and complete the rating, including the definitions of the scoring values T-E-A-M-I-N-G.

Additional Data

Referral

<u>Insurance Information</u> (opens in a new window)

Assign / Change Team Members

Eligibility

IFSP Information (opens in a new window)

Child Entry Indicator Summary Form

Service Delivery

Transfer Child

Transition Child

Child Exit Indicator Summary Form

Exit Child Record

Child FCP

Actors Access Table:

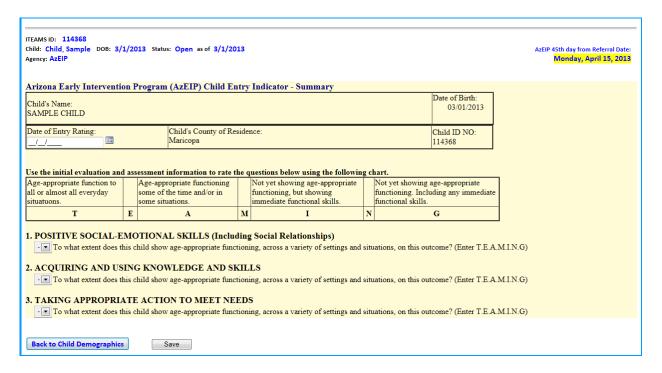
Actor #	Actor Name	Access
1	Referral	Write
2	Service Coordinator	Write
3	DDD Service Coordinator	Read
4	ASDB Service Coordinator	Read



Subject: User Guide

5	Professional Provider	Write
6	DES AzEIP App Admin	Write
7	Contract Admin	Read
8	Supervisor	Write
9	DDD Admin	Read
10	ASDB Admin	Read
11	Finance	Read
12	Data Entry Expanded	Write
13	Monitor & TA Contactor	Read

12.1. Screen Display of Child Entry Indicator Summary Form:



12.2. Date of Entry Rating:

User must enter the date of the Entry rating using text box or calendar icon.

• Note: Service Coordinator will receive an alert if the date has not been entered.

12.3. Positive Social – Emotional Skills:

Click on the arrow for the drop down list and select the rating.



Subject: User Guide

12.4. Acquiring And Using Knowledge And Skills:

Click on the arrow for the drop down list and select the rating.

12.5. Taking Appropriate Action To Meet Needs:

Click on the arrow for the drop down list and select the rating

12.6. Steps to Enter Child Entry Indicator Summary Form:

- Enter **Date of Entry Rating** using text box or calendar icon. *Service Coordinator will receive an alert next business if date is not entered.*
- Select rating for **Positive Social Emotional Skills**.
- Select rating for Acquiring And Using Knowledge And Skills.
- Select rating for **Taking Appropriate Action To Meet Needs**.
- Click on **Save** button to save.



Subject: User Guide

13. Service Delivery:

Using Service delivery page user can enter all the services that were provided to the child. Service delivery page can be accessed through additional data section at the bottom of Child Demographics page of a child

 <u>Note:</u> Service deliveries have to be entered in I-TEAMS. Each person who has write access to a Service Delivery can enter service delivery information for a child that is assigned to them.

Additional Data		
Referral		
Insurance Information (opens in a new window)		
Assign / Change Team Members		
Eligibility		
IFSP Information (opens in a new window)		
Child Entry Indicator Summary Form		
Service Delivery		
Transfer Child		
Transition Child		
Child Exit Indicator Summary Form		
Exit Child Record		
Add Comments: Add Notes		
7100		

Actors Access Table:

Actor #	Actor Name	Access
1	Referral	
2	Service Coordinator	Write
3	DDD Service Coordinator	
4	ASDB Service Coordinator	
5	Professional Provider	Write
6	DES AzEIP App Admin	Write



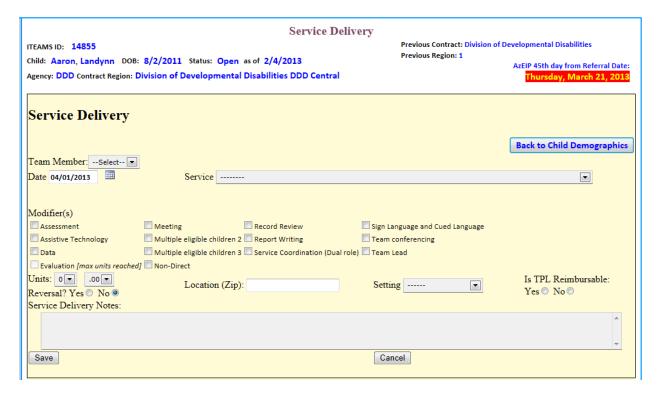
Subject: User Guide

7	Contract Admin	Write
8	Supervisor	Write
9	DDD Admin	R-if DDD
10	ASDB Admin	R-if
		ASDB
11	Finance	Write
12	Data Entry Expanded	Write
13	Monitor & TA Contactor	Read
14	DDD Finance	R-if DDD
15	ASDB Finance	R-if
		ASDB



Subject: User Guide

13.1. Screen Display of Service Delivery:



13.2. Team Member:

Select the team member name that has provided the services using the drop down list based on IFSP and team member. This field has provider name along with the discipline type.

Note: If you have assigned team member and name doesn't populate accordingly, please refer to professional provider page and check the services and contract. Then make sure team member has been assigned based on the child contract and agency. Check IFSP page and compare the services related to professional provider.

13.3. Date:

System defaults and displays the current date which can be changed using calendar icon or text box. Date cannot be earlier than the referral date or later than the current date.

13.4. Service:



Subject: User Guide

Select the services that were provided using the drop down list.

 <u>Note:</u> Occupational & Physical Therapy displays in the drop down list only when these services have been selected on the IFSP page. All other services will display on the services drop down list.

13.5. Modifier(s):

User may select multiple modifiers using check boxes that apply to their service delivery.

Modifier(s)			
Assessment	Meeting	Record Review	Sign Language and Cued Language
Assistive Technology	Multiple eligible children 2	Report Writing	Team conferencing
Data	Multiple eligible children 3	🔲 Service Coordination (Dual role)	Team Lead
Evaluation	Non-Direct		

13.6. Units:

Service Delivery units have to be entered in this dropdown. For example, if service provider delivered service for 2 hours and 15 minutes, they would select 2 in the first drop down and .25 in the next one.

- <u>Note:</u> 15 minutes = .25 units for service delivery. No more than 8 units can be recorded for a day for service delivery.
- <u>Note:</u> Units drop down list will be populated with potentially limitations of time based on the modifiers and services selected.

13.7. Location (Zip):

Enter the zip code using text box where the service was provided.

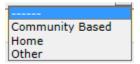
 Note: In case of an ACP child, this field will be a drop down, and one of the ACP Zip codes will have to be selected for Service Delivery.

13.8. Setting:

Using drop down list select the setting that applies.



Subject: User Guide



13.9. Is TPL Reimbursable:

If the service is TPL reimbursable, user has to select Yes. If not, then No has to be selected. There is no default for this item.

13.10. Reversal:

If user had entered wrong service, select Yes for reversal; otherwise it defaults to a No. A reversal of service will be shown as a negative and red color font in the service delivery information below. This reversal will show as a negative in the invoice, and the user will see it in the next invoice generated.



13.11. Service Delivery Notes:

User may enter notes about the particular service that was entered using text box.

13.12. Save:

Select Save button if user wants to save this service delivery information. It is important to note that if the save option is not selected then information will be lost when moving away from this screen.

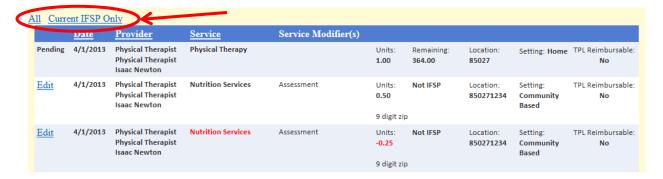
13.13. All & Current IFSP Only:



Subject: User Guide

Once Service delivery information has been saved, it will move down to the service delivery grid (below the Service Delivery Notes), where all service deliveries can be seen. User has option to list the service deliveries by either seeing all IFSP's, or only the current IFSP ones. The option to select this is at the top of the Service Delivery grid.

• Note: Non-IFSP services that were not authorized will also display on this table.



13.14. Edit

User may edit the service information by selecting edit link next to the particular service delivery. It will automatically populate at the top where Service delivery information was entered earlier, and user can edit and save as desired.

13.15. Date:

It displays the date when the service was delivered.

13.16. Provider:

In the provider section it displays three fields.

- i <u>Physical Therapist:</u> This is the Job Title that was given to the employee when entering him/her to I-TEAMS.
- **ii** <u>Physical Therapist (In second row):</u> This field will display the discipline of the Professional Provider.
- iii <u>Isaac Newton (Dummy Name)</u>: This field will display the name of professional provider.

Subject: User Guide

13.17. Service:

This column will display the service that was provided.

13.18. Service Modifiers:

If any of the service modifiers are selected while entering Service Delivery information, they will be displayed here. (e.g. Assessment.)

13.19. Units:

The number of Units service was provided will be displayed in this field.

13.20. Remaining:

States if the service is an authorized IFSP service or Non IFSP service. If it is, it will show the "Remaining Units" Authorized .

13.21. Location:

In this field it displays the zip code where the service was delivered.

13.22. Setting:

The setting the service was provided will be displayed here.

13.23. TPL Reimbursable:

If user selected "Yes" while entering Service Delivery information, it will show a "Yes" here; otherwise it will display a "No."

13.24. Invoiced:



Subject: User Guide

If the service has been invoiced, the user can no longer edit the service delivery (as shown in the image). Also, the negative .25 units, is an example of reversal of service delivery. It will show in red



13.25. Pending:

If the service has been entered and user has created an invoice, it will show the services as pending.





Subject: User Guide

14. Transfer Child:

This page can be used to facilitate the transfer of a child from one contract or region to another. In order to transfer child to another program the child must have an open record and must have a service coordinator/ contract provider assigned. The transfer must be initiated by the sending program, that is, the program that the child is transferring FROM.

- <u>Note:</u> Two different alerts will be sent out to Contract Administrator assigned to the child. 1. Alert will be sent to the Contract Admin of the new program. 2. Alert will be sent to Contract Admin of the sending program. After receiving an alert both contractors need to individually acknowledge the transfer of child.
- <u>Note:</u> Sending program will be able to access child record for 30 days after the transfer has been acknowledged by the receiving program so that the sending program can complete data entry and billing for services they provided before the transfer.

Additional Data

Manage Referral

<u>Insurance Information</u> (opens in a new window)

Assign / Change Team Members

Eligibility

IFSP Information (opens in a new window)

Child Entry Indicator Summary Form

Service Delivery

Transfer Child

Transition Child

Child Exit Indicator Summary Form

Exit Child Record

Child FCP

Actors Access Table:

Actor #	Actor Name	Access
1	Referral	Write
2	Service Coordinator	Write
3	DDD Service Coordinator	Read
4	ASDB Service Coordinator	Read



Subject: User Guide

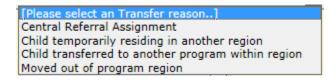
5	Professional Provider	Write
6	DES AzEIP App Admin	Write
7	Contract Admin	Write
8	Supervisor	Write
9	DDD Admin	Read
10	ASDB Admin	Read
11	Finance	Read
12	Data Entry Expanded	Write
13	Monitor & TA Contactor	Read

14.1. Screen Display of Transfer Child:



14.2. Select Transfer Reason:

User must select one reason for the transfer using the drop down list.



Subject: User Guide

14.3. Effective Date of Transfer:

Select transfer date using text box or calendar icon.

14.4. Select City:

Select the city where the child is transferring to using drop down list.

14.5. Select Zip Code:

Select zip code related to the city chosen above using drop down list.

14.6. Select Organization:

Organization will be displayed based on the zip code selected.

14.7. Steps to Transfer Child:

- o Click the **Transfer Child** link on the Child Demographics page. *
- Select Transfer Reason from drop down list. *
- Select Effective Date of Transfer. *
- o **Select City** where transfer is being made to. *
- Select Zip Code based on the city chosen above. *
- Select Organization from drop down list. *
- o Click on **Transfer** button.
- o Select **Yes** in the transfer verification window.
- Select **Ok** from the transfer confirmation window.

14.8. Steps to Acknowledge Pending Transfer:

After the transfer has been initiated by the sending program, the Contract Admin of the receiving program will receive an alert message to acknowledge the transfer of the child. On the Home page the child's status will display as Pending Transfer.

- Select Locate Child link from left hand menu.
- Enter at least three fields and select search button.
- Click on the Pending Transfer hyperlink in the child's record in the search results table.
- Pending Transfer page will open.
- Select Acknowledge Transfer link from page to accept the transfer.

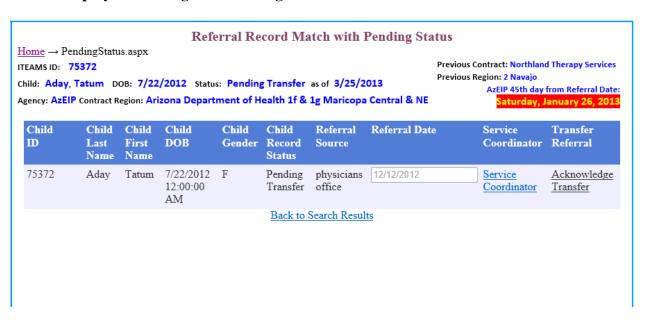


Subject: User Guide

Screen display of search result from search for referral page:

Child IDChild Last NameChild First NameChild DOBStatusStatus DateReferral DateService CoordinatorParentl Address75372AdayTatum7/22/2012Pending Transfer3/25/201312/12/2012Service CoordinatorAvailable Address

Screen Display of Pending Transfer Page:



Subject: User Guide

15. Transition Child:

The Transition Child page is used to record the required data related to the child's transition from AzEIP as they are approaching three years of age. From the Child Demographics page the user selects the link to the Transition page.

Additional Data
Referral
Insurance Information (opens in a new window)
Assign / Change Team Members
Eligibility
IFSP Information (opens in a new window)
Child Entry Indicator Summary Form
Service Delivery
Transfer Child
Transition Child
Child Exit Indicator Summary Form
Exit Child Record
Child FCP

Actors Access Table:

Actor #	Actor Name	Access
1	Referral	Write
2	Service Coordinator	Write
3	DDD Service Coordinator	Read
4	ASDB Service Coordinator	Read
5	Professional Provider	Write
6	DES AzEIP App Admin	Write
7	Contract Admin	Write
8	Supervisor	Write
9	DDD Admin	Read
10	ASDB Admin	Read
11	Finance	Read
12	Data Entry Expanded	Write
13	Monitor & TA Contactor	Read



Subject: User Guide

15.1. Screen Display of Child Transition Page:



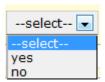
15.2. IFSP Transition Planning Meeting Date

User must enter the date of the IFSP Transition Planning Meeting.

15.3. Parent's Decision on Transition Conference:

Select Yes or No using the drop down list.

o Note: This field will only display if Age at initial IFSP date is less than 2 years 9 months



15.4. Decision Date:



Subject: User Guide

User must select the decision date regardless of whether the parent's decision is Yes or No.

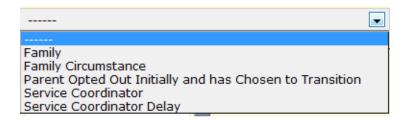
15.5. Conference Date:

User must enter the conference date when the parent's decision on transition conference is **Yes**.

o <u>Note:</u> I-TEAMS will check to determine whether the child's age at the time of the conference and will compare the age at the time of conference with the age at the time of the initial IFSP to determine whether the conference is late or timely.

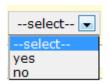
15.6. Reason for Late Transition:

If the Transition Conference date is late based on AzEIP policy on Transition, then I-TEAMS will require the user to select the reason for late transition.



15.7. PEA Notification Decision:

User must select Yes or No using the drop down list.



15.8. Opt Out Date:

If the PEA notification decision is No, then the user must enter the Opt Out date.

 Note: User cannot select opt out option if the child's current age is equal to or greater than 2 years, 9 months, and the child's age at initial IFSP was less than 2 years 9 months.



Subject: User Guide

• <u>Note:</u> User cannot select opt out option if the child's current age is equal to or greater than 2 years and 10 months 15 days <u>and</u> the child's age at initial IFSP was equal to or greater than 2 years 9 months.

15.9. PEA Notification Sent Date:

Enter date using text box or calendar icon when PEA Notification Decision is Yes.

• <u>Note:</u> User will not be able to enter a date if Age at initial IFSP is equal to or greater than 2 years 10 months and 15 days.

15.10. School District:

Select one school district when PEA notification decision is Yes.

15.11. Steps to enter Transition Child information:

- Enter **IFSP Transition Planning Meeting Date** using text box or calendar icon.
- Select Yes or No from Parent's Decision on Transition Conference.
- Enter **Decision Date** from Parent's Decision on Transition Conference.
- Enter **Conference Date** when user selects Yes from Parent's Decision on Transition Conference.
- Enter **Reason for Late Transition** if *child* is greater than 2 years and 9 months enter one condition that applies for reason for late transition using drop down list.
- Click on Save Transition Data.
- Select yes or from **PEA Notification Decision**.
- Enter **Opt Out Date** using text box or calendar icon when user selects no from the PEA notification decision.
- Enter **PEA Notification sent date** using text box or calendar icon.
- Enter school district using drop down list.
- Click on **Save Transition Data** button to save.

Subject: User Guide

16. Child Exit Indicator Summary Form:

User enter results from the Child Exit Indicator Summary form at the time that the child is leaving AzEIP if the child has been receiving services for at least 6 months.

o <u>Note:</u> An alert will be sent out to Service Coordinator if the child's AzEIP record has been exited but the Child Exit Indicator Summary Form has not been completed.

Additional Data

Referral

<u>Insurance Information</u> (opens in a new window)

Assign / Change Team Members

Eligibility

IFSP Information (opens in a new window)

Child Entry Indicator Summary Form

Service Delivery

Transfer Child

Transition Child

Child Exit Indicator Summary Form

Exit Child Record

Child FCP

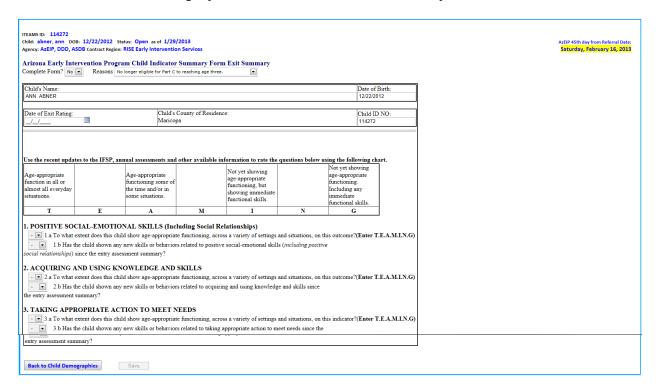
Actors Access Table:

Actor #	Actor Name	Access
1	Referral	Write
2	Service Coordinator	Write
3	DDD Service Coordinator	Read
4	ASDB Service Coordinator	Read
5	Professional Provider	Write
6	DES AzEIP App Admin	Write
7	Contract Admin	Read
8	Supervisor	Write
9	DDD Admin	Read
10	ASDB Admin	Read
11	Finance	Read
12	Data Entry Expanded	Write
13	Monitor & TA Contactor	Read



Subject: User Guide

16.1. Screen Display of Child Exit Indicator Summary Form:



16.2. Complete Form:

User must select Yes from the Complete Form drop down in order to activate and save the rest of the information on this page.

16.3. Reason:

This field is activated only when Complete Form answer is No. In this case the user must select the reason that the form was not completed from the drop down list.

16.4. Date of Exit Rating:

User must enter the date of the Exit rating using text box or calendar icon.

16.5. Positive Social – Emotional Skills:



Subject: User Guide

Select the rating from the drop down list. Select Yes or No.

o <u>Note:</u> If user selects No after choosing a rating higher than the entry rating, then a message will be displayed saying "Impossible – Rating shows progress"

16.6. Acquiring And Using Knowledge And Skills:

Select the rating from the drop down list.

Select Yes or No.

o <u>Note:</u> If user selects No after choosing a rating that is higher than the entry rating, then, a message will be displayed saying "Impossible – Rating shows progress"

16.7. Taking Appropriate Action To Meet Needs:

Select the rating from the drop down list. Select the option between yes or no.

• <u>Note:</u> If user selects No after choosing a rating that is higher than the entry rating then a message will be displayed saying "Impossible – Rating shows progress"

16.8. Steps to Enter Child Exit Indicator Summary Form:

- <u>Note:</u> Service Coordinator will a reminder alert when the child is 2 years and 9 months old.
 - Enter **Date of Exit Rating** using text box or calendar icon..
 - If Form Completion answer is No, select one **Reason** using drop down button.
 - Select rating for **Positive Social Emotional Skills**.
 - Select Yes or No from the drop down list.
 - Select rating for Acquiring And Using Knowledge And Skills
 - Select Yes or No from the drop down list.
 - Select rating for **Taking Appropriate Action To Meet Needs**
 - Select Yes or No from the drop down list.
 - Click on Save button to save.



Subject: User Guide

17. Exit Child Record:

The Exit Child page can only be accessed from the Child Demographic page.

• <u>Note:</u> After a child record has been exited, the child will no longer appear on the user's Home page. To access an exited record, user selects the Locate Child option on the Home page menu to find the record. From the Locate Child results screen the user can go to the Child Demographics page to view the child's record.

Additional Data
Additional Data
D - C1
Referral
Insurance Information (opens in a new window)
Assign / Change Team Members
Eligibility
IFSP Information (opens in a new window)
Child Entry Indicator Summary Form
Service Delivery
Transfer Child
Transition Child
Child Exit Indicator Summary Form
Exit Child Record
Child FCP

Actors Access Table:

Actor #	Actor Name	Access
1	Referral	Write
2	Service Coordinator	Write
3	DDD Service Coordinator	Read
4	ASDB Service Coordinator	Read
5	Professional Provider	Write
6	DES AzEIP App Admin	Write
7	Contract Admin	Write
8	Supervisor	Write
9	DDD Admin	Read
10	ASDB Admin	Read
11	Finance	Read



Subject: User Guide

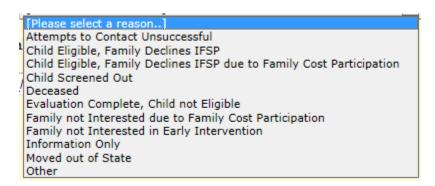
12	Data Entry Expanded	Write
13	Monitor & TA Contactor	Read

17.1. Screen Display of Exit Child Record:



17.2. Reason for Exit:

The Exit reasons available will vary depending on whether the child has an IFSP. I-TEAMS will display the appropriate selection of exit reasons depending on other information in the record. . To exit a child the user first must select one reason for Exit from the drop down list. The list below displays if a child does not have an IFSP.





Subject: User Guide

List below displays if a child have an IFSP:

[Please select a reason..]

Attempts to Contact the Parent were Unsuccessful
Continue Services at Another Location
Deceased
Eligible for IDEA, Part B
IPP-ONLY Move to Another Agency for EI Services
Moved out of State
No longer eligible for Part C prior to reaching age three
Not eligible for Part B, exit with no referrals
Not eligible for Part B, exit with referrals to other programs
Part B eligibility not determined
Withdrawal by parent (or guardian)

17.3. Exit Date:

Enter Exit date using text box or calendar icon.

17.4. Steps to Exit child Record:

- Select **Exit Child Record** link from Child Demographic page of the child.
- Select Reason for Exit from the drop down list.*
- o Click on **Confirm Exit** button to exit child.
- o Click Yes on Exit verification window.
- o Click **Ok** on Exit confirmation window.

Subject: User Guide

18. Re-open Child Record:

The Re-open Child Record function can only be used to re-open a record that has been exited for less than 30 days, and this function can only be used once for each child. If the child is re-referred or the family reinstates contact more than 30 days after Exit, then a new referral must be opened for the child. If an Exited record is to be re-opened, the user selects the Locate Child function on the Home page and uses that function to find the record and go to the Child Demographics page.

Additional Data		
Referral		
Insurance Information (opens in a new window)		
Assign / Change Team Members		
Eligibility		
IFSP Information (opens in a new window)		
Child Entry Indicator Summary Form		
Service Delivery		
Child Exit Indicator Summary Form		
Exit Child Record		
Re-Open Child Record		
Child FCP		

Actors Access Table:

Actor #	Actor Name	Access
1	Referral	Read
2	Service Coordinator	Read
3	DDD Service Coordinator	Read
4	ASDB Service Coordinator	Read
5	Professional Provider	Read
6	DES AzEIP App Admin	Write
7	Contract Admin	Write
8	Supervisor	Write
9	DDD Admin	Read
10	ASDB Admin	Read
11	Finance	Read
12	Data Entry Expanded	Read



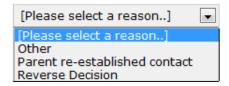
Subject: User Guide

18.1. Screen Display of Re-Open Child Record:



18.2. Reason for Re-Opening:

User must select one reason from the drop down list. The re-open button will only be activated after the user selects the reason.



18.3. Steps to Re-open Child Record:

- Select **Child Record** from left hand menu.
- Enter at least three fields for search.
- From the Locate Child results page click on the **Exited** hyperlink.
- From the Child Demographic page, click on **Re-Open Child Record** link Select a valid reason from **Reason for Re-Opening.***
- Enter **Re-open Date.** *
- Click on **Re-Open** button.



Subject: User Guide

- Select **Yes** on the Verification window.
- Select **Ok on the** Confirmation window.



Subject: User Guide