



# Arizona Early Intervention Program

Central Referral Agency Guidelines

Effective July 1, 2020

## Table of Contents

Purpose.....	1
Referrals.....	1
Complete Referrals .....	2
Address Confidentiality Program (ACP).....	3
Incomplete Referrals .....	3
Processing an Incomplete Referral.....	4
Processing a Complete Referral.....	5
Miscellaneous .....	14
Duplicate Referrals .....	14
Incorrect Region Assignment.....	15
Incorrect Referral Date .....	16
Reopen Requests Due to Missing Data .....	16
Any Other Issues.....	16
Re-open/Re-referral Appendix.....	17
Transfers.....	18

## Purpose

This document outlines the guidelines AzEIP Central Referral staff, hereafter “staff”, will follow to process AzEIP referrals.

## Referrals

1. Anyone may refer a child suspected of having a developmental delay or disability to AzEIP.
  - a. A person or entity who refers a child to AzEIP is considered a referral source.
  - b. Referral sources may include a parent, family member, physician, hospital, Department of Child Safety (DCS), childcare provider, home visiting program, Head Start, or others.
2. The AzEIP Central Referral Agency:
  - a. Receives AzEIP referrals through the online portal, email, telephone, facsimile, in-person, mail, or other methods.
  - b. Accurately processes all referrals statewide.
  - c. Reasonably attempts to obtain missing information for incomplete referrals.
  - d. Assigns all complete referrals to the appropriate AzEIP Team-based Early Intervention Services (TBEIS) contractor.
3. Any referral received by the AzEIP Central Referral Agency, a TBEIS contractor, the Division of Developmental Disabilities (DDD), or the Arizona State Schools for the Deaf and the Blind (ASDB) for a child birth to two years ten and a half months (2 years, 10 ½ months), 45 days or more before the child’s third birthday, is considered a referral to AzEIP, therefore, the date a complete referral is received by any of these entities shall be considered the referral date.
4. When a referral is received for a child who is two years ten and a half months (2 years, 10 ½ months) or older, fewer than 45 days before the child’s third birthday, staff will provide the referral source with the name and contact information of the school district of residence using the Arizona Department of Education’s (ADE) school district locator at: <http://www.ade.az.gov/edd/>. Staff will also offer to refer the family to Raising Special Kids.
5. Staff must:

- a. Follow the I-TEAMS User Manuals and other AzEIP training materials for guidance on I-TEAMS data entry.
- b. Inform parents and other referral sources that all AzEIP data and information regarding a specific child is protected by the Family Educational Rights and Privacy Act (FERPA) and may not be shared with anyone without the prior, written consent of the parent unless an exception exists, such as responding to a court order.
- c. Communicate with parents and referral sources in their native language or other mode of communication using the appropriate interpretation/translation services as needed.
- d. Be able to describe the early intervention program and requirements to parents and referral sources, including but not limited to:
  - i. Early Intervention Mission and Key Principles;
  - ii. AzEIP policies and procedures;
  - iii. AzEIP Participating Agencies (Arizona Department of Economic Security [ADES], including AzEIP and DDD, Arizona Health Care Cost Containment System [AHCCCS], Department of Health Services [DHS], ADE, and ASDB);
  - iv. AzEIP Central Directory;
  - v. Funding for AzEIP services; and
  - vi. Child and family rights, including informal and formal dispute resolution options.

## **Complete Referrals**

A complete referral is defined as containing all of the information below. Once complete referral information is obtained, proceed to Processing a Complete Referral section.

1. Child first and last name- unknown may be used if needed
2. Child date of birth
3. Parent/caregiver name- unknown may be used if needed
4. Parent/caregiver phone number, mailing address, or email address
  - a. If only the zip code and parent/caregiver phone number or email address are provided, staff will attempt to contact the referral source for a complete address. If

unable to obtain the complete address from the referral source within the day, staff will process the referral with the zip code and parent/caregiver phone number or email address.

5. Referrer first and last name
6. Referrer phone number and mailing address, (email address, if available)
7. At least one of the following:
  - a. Child physical address located within Arizona;
  - b. Address Confidentiality Program (ACP) substitute address (see ACP section below for more information);
  - c. Last known, temporary, or shelter address, including P.O. Box addresses; or
  - d. Potential location of early intervention service

## **Address Confidentiality Program (ACP)**

1. If the parent or referral source identifies the child, parent or family as participants in the ACP, or the address is flagged as an ACP address when entered into I-TEAMS, staff must send a secure email marked with high importance to ADES/AzEIP ([azeipqualityimprovement@azdes.gov](mailto:azeipqualityimprovement@azdes.gov) and [azeipiteams@azdes.gov](mailto:azeipiteams@azdes.gov)) and the assigned TBEIS contractor, including all information gathered from the referral source.
2. The physical location of the child and/or family's home, daycare, or work should never be listed in I-TEAMS, emails, or any records. The substitute ACP address is the only address permitted to be listed in I-TEAMS, emails, or any records. If a referral includes the physical address of the child and/or family's home, daycare, or work for a child or family in the ACP, staff must contact the AzEIP Data Manager for support with redacting the records.

## **Incomplete Referrals**

An incomplete referral is defined as missing one or more pieces of the required information outlined in the Complete Referrals section above.

## Processing an Incomplete Referral

If the referral information is incomplete, staff will use the I-TEAMS Locate Child feature and/or follow the Search for Referral Match guidance in the I-TEAMS Child Manual to determine if, based on the limited information available, an existing I-TEAMS record can still be identified. To avoid creating a duplicate record, staff must **additionally** search for a referral match using at least one of the combinations of data below before creating a new record.

- Last name, first name, date of birth
- Last name, date of birth, gender
- First name, date of birth, parent last name
- Part of first/last name and any other value

If partial information matches, staff must check parent/caregiver name and address to confirm the match. If a match is confirmed, staff will proceed to steps 1 or 2 as applicable in the Processing a Complete Referral section.

If a match cannot be confirmed, staff will attempt to contact the referral source at least three (3) times over the course of five (5) business days of receipt of the referral to obtain missing information, stating in each message/correspondence the specific information needed and date by which it is needed before the referral will be closed.

1. Once complete referral information is obtained, staff may proceed to the section on Processing a Complete Referral below.
2. If unable to obtain complete information, staff will:
  - a. Close the request for referral by following internal RSK procedures.
  - b. Create a new I-TEAMS record and then exit the record.
    - i. The Referral Date is the date the incomplete referral information was received by the AzEIP Central Referral Agency, a TBEIS contractor, DDD, or ASDB.
    - ii. The Exit Date is the date of the last attempt to obtain complete information.
    - iii. The Exit Reason is Other: incomplete referral.

- c. Track and maintain this information so that it is available to ADES/AzEIP upon request.

Staff may contact the AzEIP I-TEAMS Help Desk at [azeipiteams@azdes.gov](mailto:azeipiteams@azdes.gov) with any questions about processing an incomplete referral.

## Processing a Complete Referral

Once complete referral information is received, staff will use the I-TEAMS Locate Child feature and/or follow the Search for Referral Match guidance in the I-TEAMS Child Manual to determine if the child has an existing I-TEAMS record. To avoid creating a duplicate record, staff must additionally search for a referral match using at least one of the combinations of data below before creating a new record.

- Last name, first name, date of birth
- Last name, date of birth, gender
- First name, date of birth, parent last name
- Part of first/last name and any other value

If partial information matches, staff must check parent/caregiver name and address before creating a new record to ensure the child does not already have an existing record.

1. If the child has an **open** I-TEAMS record assigned to a TBEIS contractor, staff must ensure all demographic information in the new referral matches the information in the open I-TEAMS record.
  - a. If all demographic information matches:
    - i. Staff will add a note in the Comments section of the I-TEAMS Child Demographics page that includes the date the new referral was received and the referral source name and contact information.
      1. Use the ASDB Region Zip Code spreadsheet to determine the correct ASDB region and add ASDB as the primary contract on the I-TEAMS Assign/Change Team Members page if the referral was made by an audiologist or ophthalmologist, ASDB staff, or states that

the child is suspected of having or is diagnosed with a hearing and/or vision loss.

- ii. Staff will email all of the information received in the new referral, including the reason for the referral and any documents received, to the TBEIS contractor within one (1) business day of the date of the new referral.
    1. Include ASDB on the email if the referral was made by an audiologist or ophthalmologist, ASDB staff, or states that the child is suspected of having or is diagnosed with a hearing and/or vision loss.
  - iii. Staff will not add a new referral in I-TEAMS in this situation.
- b. If any of the demographic information in the new referral differs:
- i. Staff will email the new referral information to the assigned TBEIS contractor within one (1) business day of the date of the new referral so the TBEIS contractor can determine next steps.
    1. Include ASDB on the email if the new referral was made by an audiologist, ophthalmologist, ASDB staff, or states that the child is suspected of having or is diagnosed with a hearing and/or vision loss.
  - ii. Staff will not add or change any information in I-TEAMS in this situation.
2. If the child has an **exited** I-TEAMS record, regardless of the reason the previous record was exited, staff will:
- a. Select the exited record.
  - b. Check the Comments section of the I-TEAMS Child Demographic page to ensure it is not a duplicate record.
    - i. If it is not a duplicate record, staff will click the link at the bottom of the page to re-open the record or enter a re-referral.
    - ii. If it is a duplicate record, staff will select the other record identified in the Comments section and click the link at the bottom of the page to re-open the record or enter a re-referral.
  - c. If the **re-open** link is displayed and selected, I-TEAMS will re-open the record and automatically assign the TBEIS contractor from the original referral.
    - i. Staff will use the ASDB Region Zip Code spreadsheet to determine the correct ASDB region and add ASDB as the primary contract on the I-

TEAMS Assign/Change Team Members page if the referral was made by an audiologist or ophthalmologist, ASDB staff, or states that the child is suspected of having or is diagnosed with a hearing and/or vision loss.

- ii. If the child continues to reside in the same region as the previous referral and the parent has not requested a new TBEIS contractor, staff will email the previously assigned TBEIS contractor within one (1) business day of the date of the new referral to alert them that the child's record has been re-opened.
  1. Include the family and/or referral source on the email (if their email addresses were provided) with a note that the referral will be responded to by the assigned TBEIS contractor within two (2) business days.
  2. Include ASDB on the email if the referral was made by an audiologist or ophthalmologist, ASDB staff, or states that the child is suspected of having or is diagnosed with a hearing and/or vision loss.
  3. If there was a delay in processing the re-opened referral, staff will alert the TBEIS contractor (and ASDB, if applicable) as to the reason the referral was not sent within one (1) business day of the date of the new referral.
- iii. If the child resides in a different region than the original referral or the parent has requested a new TBEIS contractor, staff will follow the steps below:
  1. Update the child's and parent/caregiver's addresses on the I-TEAMS Child Demographics page.
  2. Enter the child's previous Exit Date as the Assignment End Date for the agency and contract on the I-TEAMS Assign/Change Team Members page.
  3. Use the round robin tracking log to determine and document the new TBEIS contractor if the child resides in a multi-contract region.
    - a. Staff may override the round robin assignment in the situations below if the requested TBEIS contractor is not the next in line for assignment:

- i. Parent directly requests a specific TBEIS contractor or TBEIS contractor makes the request on the parent's behalf;
    - ii. Child's sibling or foster sibling is already assigned to a specific TBEIS contractor; or
    - iii. Referrals for siblings or foster siblings are received simultaneously and need to be assigned to the same TBEIS contractor.
  - b. Staff will update the round robin tracking log to reflect the requested TBEIS contractor.
  - c. Staff will then assign the same number of consecutive referrals to the other TBEIS contractor in the region to ensure equal distribution of referrals among TBEIS contractors.
4. Assign the record to the new TBEIS contractor on the I-TEAMS Assign/Change Team Members page with the Assignment Start Date as the date of the new referral.
  - a. Use the ASDB Region Zip Code spreadsheet to determine the correct ASDB region and add ASDB as the primary contract on the I-TEAMS Assign/Change Team Members page if the referral was made by an audiologist or ophthalmologist, ASDB staff, or states that the child is suspected of having or is diagnosed with a hearing and/or vision loss.
5. Email the assigned TBEIS contractor within one (1) business day of the date of the new referral to alert them that the child's record has been re-opened.
  - a. Include ASDB on the email if the new referral was made by an audiologist, ophthalmologist, ASDB staff, or states that the child is suspected of having or is diagnosed with a hearing and/or vision loss.
  - b. If there was a delay in processing the re-opened referral, staff will alert the TBEIS contractor (and ASDB, if applicable) as to

the reason the re-opened referral was not sent within one (1) business day of the date of the new referral.

- iv. Staff may contact the AzeIP I-TEAMS Help Desk at [azeipteams@azdes.gov](mailto:azeipteams@azdes.gov) with any questions about re-opened records.
- d. If the **re-referral** link is displayed and selected, the Add New Referral page will appear with the child's last name, first name, date of birth, and gender auto-populated.
- i. Staff will follow the steps under Add New Referral in the I-TEAMS Child Manual to enter the new referral information and update the I-TEAMS Child Demographics page.
  - ii. In single contract regions, I-TEAMS will automatically assign the TBEIS contractor for the single contract region.
    1. Staff will use the ASDB Region Zip Code spreadsheet to determine the correct ASDB region and add ASDB as the primary contract on the I-TEAMS Assign/Change Team Members page if the referral was made by an audiologist or ophthalmologist, ASDB staff, or states that the child is suspected of having or is diagnosed with a hearing and/or vision loss.
    2. Staff will email the assigned TBEIS contractor within one (1) business day of the date of the new referral to alert them that a re-referral has been created.
      - a. Include the family and/or referral source on the email (if their email addresses were provided) with a note that the referral will be responded to by the assigned TBEIS contractor within two (2) business days.
      - b. Include ASDB on the email if the referral was made by an audiologist or ophthalmologist, ASDB staff, or states that the child is suspected of having or is diagnosed with a hearing and/or vision loss.
      - c. If there was a delay in processing the re-referral, alert the TBEIS contractor (and ASDB, if applicable) as to the reason

the re-referral was not sent within one (1) business day of the date of the new referral.

iii. In multi-contract regions:

1. If the child continues to reside in the same region as the previous referral and the parent has not requested a new TBEIS contractor, staff will email the previously assigned TBEIS contractor within one (1) business day of the date of the new referral to alert them of the re-referral.
  - a. Include the family and/or referral source on the email (if their email addresses were provided) with a note that the referral will be responded to by the assigned TBEIS contractor within two (2) business days.
  - b. Use the ASDB Region Zip Code spreadsheet to determine the correct ASDB region, add ASDB as the primary contract on the I-TEAMS Assign/Change Team Members page, and include ASDB on the email if the referral was made by an audiologist or ophthalmologist, ASDB staff, or states that the child is suspected of having or is diagnosed with a hearing and/or vision loss.
  - c. If there was a delay in processing the re-referral, alert the TBEIS contractor (and ASDB, if applicable) as to the reason the referral was not sent within one (1) business day of the date of the new referral.
2. If the child resides in a different region than the original referral or the parent has requested a new TBEIS contractor, staff will follow the steps below:
  - a. Update the child's and parent/caregiver's addresses on the I-TEAMS Child Demographics page.
  - b. Enter the child's previous Exit Date as the Assignment End Date for the agency and contract on the I-TEAMS Assign/Change Team Members page.

- c. Use the round robin tracking log to determine and document the new TBEIS contractor.
  - i. Staff may override the round robin assignment in the situations below if the requested TBEIS contractor is not the next in line for assignment:
    - 1. Parent directly requests a specific TBEIS contractor or TBEIS contractor makes the request on the parent's behalf;
    - 2. Child's sibling or foster sibling is already assigned to a specific TBEIS contractor; or
    - 3. Referrals for siblings or foster siblings are received simultaneously and need to be assigned to the same TBEIS contractor.
  - ii. Staff will update the round robin tracking log to reflect the requested TBEIS contractor.
  - iii. Staff will then assign the same number of consecutive referrals to the other TBEIS contractor in the region to ensure equal distribution of referrals among TBEIS contractors.
- d. Assign the record to the new TBEIS contractor on the I-TEAMS Assign/Change Team Members page with the Assignment Start Date as the date of the re-referral.
  - i. Use the ASDB Region Zip Code spreadsheet to determine the correct ASDB region and add ASDB as the primary contract on the I-TEAMS Assign/Change Team Members page if the referral was made by an audiologist or ophthalmologist, ASDB staff, or states that the child is suspected of having or is diagnosed with a hearing and/or vision loss.

- e. Email the assigned TBEIS contractor within one (1) business day of the date of the new referral to alert them of the re-referral.
    - i. Include the family and/or referral source on the email (if their email addresses were provided) with a note that the referral will be responded to by the assigned TBEIS contractor within two (2) business days.
    - ii. Include ASDB on the email if the referral was made by an audiologist or ophthalmologist, ASDB staff, or states that the child is suspected of having or is diagnosed with a hearing and/or vision loss.
    - iii. If there was a delay in processing the re-referral, staff will alert the TBEIS contractor (and ASDB, if applicable) as to the reason the re-referral was not sent within one (1) business day of the date of the new referral.
    - iv. Staff may contact the AzEIP I-TEAMS Help Desk at [azeipiteams@azdes.gov](mailto:azeipiteams@azdes.gov) with any questions about re-opened records.
3. If the child **does not have an existing** I-TEAMS record:
- a. Staff will follow the steps under Add New Referral in the I-TEAMS Child Manual, with the date of referral being the date the complete referral was received by the AzEIP Central Referral Agency, a TBEIS contractor, DDD, or ASDB.
  - b. Staff will enter all available information in the I-TEAMS Child Demographics page, including any necessary and relevant notes in the Comments section.
  - c. In single contract regions, I-TEAMS will automatically assign the TBEIS contractor for the single contract region.
    - i. Staff will use the ASDB Region Zip Code spreadsheet to determine the correct ASDB region and add ASDB as the primary contract on the I-TEAMS Assign/Change Team Members page if the referral was made by an audiologist or ophthalmologist, ASDB staff, or states that the child is suspected of having or is diagnosed with a hearing and/or vision loss.

- ii. Staff will email the assigned TBEIS contractor within one (1) business day of the date of the referral to alert them of the referral, and:
  1. Include the family and/or referral source on the email (if their email addresses were provided) with a note that the referral will be responded to by the assigned TBEIS contractor within two (2) business days.
  2. Include ASDB on the email if the referral was made by an audiologist or ophthalmologist, ASDB staff, or states that the child is suspected of having or is diagnosed with a hearing and/or vision loss.
  3. If there was a delay in processing the referral, staff will alert the TBEIS contractor (and ASDB, if applicable) as to the reason the referral was not sent within one (1) business day of the date of the referral.
- d. In multi-contract regions, staff will:
  - i. Use the round robin tracking log to determine and document the new TBEIS contractor.
    1. Staff may override the round robin assignment in the situations below if the requested TBEIS contractor is not the next in line for assignment:
      - a. Parent directly requests a specific TBEIS contractor or TBEIS contractor makes the request on the parent's behalf;
      - b. Child's sibling or foster sibling is already assigned to a specific TBEIS contractor; or
      - c. Referrals for siblings or foster siblings are received simultaneously and need to be assigned to the same TBEIS contractor.
    2. Staff will update the round robin tracking log to reflect the requested TBEIS contractor.
    3. Staff will then assign the same number of consecutive referrals to the other TBEIS contractor in the region to ensure equal distribution of referrals among TBEIS contractors.

- ii. Assign the record to the new TBEIS contractor on the I-TEAMS Assign/Change Team Members page with the Assignment Start Date as the date the complete referral was received by the AzEIP Central Referral Agency, a TBEIS contractor, DDD, or ASDB.
  1. Use the ASDB Region Zip Code spreadsheet to determine the correct ASDB region and add ASDB as the primary contract on the I-TEAMS Assign/Change Team Members page if the referral was made by an audiologist or ophthalmologist, ASDB staff, or states that the child is suspected of having or is diagnosed with a hearing and/or vision loss.
- iii. Email the assigned TBEIS contractor within one (1) business day of the date of the referral to alert them of the referral, and:
  1. Include the family and/or referral source on the email (if their email addresses were provided) with a note that the referral will be responded to by the assigned TBEIS contractor within two (2) business days.
  2. Include ASDB on the email If the referral was made by an audiologist or ophthalmologist, ASDB staff, or states that the child is suspected of having or is diagnosed with a hearing and/or vision loss.
  3. If there was a delay in processing the referral, staff will alert the TBEIS contractor (and ASDB, if applicable) as to the reason the referral was not sent within one (1) business day of the date of the referral.

## Miscellaneous

### Duplicate Referrals

A duplicate referral occurs when a new I-TEAMS record is created for a child who already has an open or previously exited I-TEAMS record.

1. If RSK identifies a duplicate record was created by mistake and **has not** notified the TBEIS contractor of the referral, staff will:

- a. Add a Comment in the I-TEAMS Child Demographics page of the duplicate record stating that the record is being exited as a duplicate and including the I-TEAMS ID of the original record.
  - b. Complete the I-TEAMS Exit Child Record page, selecting Duplicate Record as the Reason for Exit and the date the duplicate record was identified as the Exit Date.
2. If RSK identifies a duplicate record was created by mistake **immediately after** notifying the TBEIS contractor of the referral, staff will:
- a. Add a Comment in the I-TEAMS Child Demographics page of the duplicate record stating that the record is being exited as a duplicate and including the I-TEAMS ID of the original record.
  - b. Complete the I-TEAMS Exit Child Record page, selecting Duplicate Record as the Reason for Exit and the date the duplicate record was identified as the Exit Date.
  - c. Email the I-TEAMS ID of the open I-TEAMS record to the TBEIS contractor and let them know that a duplicate record was created by mistake but has been exited.
3. If a TBEIS contractor, DDD, or ASDB identifies a duplicate record and contacts RSK to exit the duplicate record, staff will forward the request to the AzeIP I-TEAMS Help Desk at [azeipiteams@azdes.gov](mailto:azeipiteams@azdes.gov) to resolve.

### **Incorrect Region Assignment**

If an I-TEAMS record is assigned to an incorrect region and the mistake is identified **before** the TBEIS contractor is notified of the referral, staff will change the TBEIS contractor assignment on the I-TEAMS Assign/Change Team Member page and email the referral information to the correct TBEIS contractor.

If an I-TEAMS record is assigned to an incorrect region and the mistake is identified **after** the incorrect TBEIS contractor has been notified of the referral, staff must contact the TBEIS contractor to find out if they have added any team members to the record and completed any service delivery.

1. If no team members have been added to the record and no services have been provided, staff will change the TBEIS contractor assignment on the I-TEAMS Assign/Change Team Members page and email both the correct and incorrect TBEIS contractors of the change.

2. If any team members have been assigned to the record, staff must email the I-TEAMS Help Desk at [azeipiteams@azdes.gov](mailto:azeipiteams@azdes.gov) to resolve the issue.
3. If any services have been provided, staff must ask the TBEIS contractor to submit a transfer request so staff can process the transfer to the correct TBEIS contractor.

### **Incorrect Referral Date**

If an incorrect referral date is entered in a record and no team members have been assigned in the I-TEAMS Assign/Change Team Members page, staff may correct the referral date on the I-TEAMS Referral page and must also update the Assignment Start Date for the TBEIS contractor on the I-TEAMS Assign/Change Team Members page.

If an incorrect referral date is entered and one or more team members have been assigned on the I-TEAMS Assign/Change Team Members page, staff should correct the referral date on the I-TEAMS Assign/Change Team Members page and then send an email to the I-TEAMS Help Desk at [azeipiteams@azdes.gov](mailto:azeipiteams@azdes.gov) to request the Assignment State Date for the TBEIS contractor and the team members be updated.

### **Reopen Requests Due to Missing Data**

If a TBEIS contractor requests that a record be re-opened so that missing data may be entered, staff will forward the request to the I-TEAMS Help Desk at [azeipiteams@azdes.gov](mailto:azeipiteams@azdes.gov) to resolve.

### **Any Other Issues**

If any other unusual circumstances arise, staff will email I-TEAMS Help Desk at [azeipiteams@azdes.gov](mailto:azeipiteams@azdes.gov) to resolve.

**Re-open/Re-referral Appendix**

Scenarios	Incoming Re-Referral less than 30 days of previous exit	Child was previously AZEIP Eligible	IFSP exists for the previous exited record	Active IFSP (date of new referral ≤ IFSP planned end date)	Decision on determination on Reopen or Re-Referral
1	Yes	Yes	No	N/A	Re-Open
2	Yes	Yes	Yes	Yes	Re-Open
3	Yes	Yes	Yes	No	Re-Open
4	Yes	No	N/A	N/A	Re-Refer
5	Yes	Null (Screened out)	N/A	N/A	Re-Open
6	Yes	Null	Null	Null	Re-Open
7	Yes	Null	Yes	No	Re-Refer
8	No	Yes	Yes	Yes	Re-Open
9	No	Yes	Yes	No	Re-Refer
10	No	Yes	No	N/A	Re-Refer
11	No	No	N/A	N/A	Re-Refer
12	No	Null	N/A	N/A	Re-Refer
13	No	Yes	N/A	N/A	Re-Refer
14	No	Null	Null	Null	Re-Refer

## Transfers

A transfer may be requested for a variety of reasons, including, but not limited to:

- Child moves to a different region
- Child is assigned to one TBEIS contractor and sibling is assigned to another TBEIS contractor
- Parent requests assignment of a TBEIS contractor with whom they have previously worked
- Parent requests assignment of a different TBEIS contractor due to a complaint

When a transfer request is received, staff will:

1. Verify that the AzEIP Child Transfer Form submitted by the TBEIS contractor or DDD SC contains the minimum required information (child first and last name, date of birth, I-TEAMS ID, new address including zip code, and reason for transfer) and that the child first and last name, date of birth, and I-TEAMS ID match the I-TEAMS record.
  - a. If the child's name, date of birth, or I-TEAMS ID in the AzEIP Child Transfer Form is **missing** or **differs** from the information in I-TEAMS, or the reason for transfer is missing on the form, staff will contact the TBEIS contractor or DDD SC to obtain the missing or correct information before proceeding to step 2.
    - i. If information has to be requested more than once, staff will copy [azeipqualityimprovement@azdes.gov](mailto:azeipqualityimprovement@azdes.gov) on the additional request(s) for information.
  - b. If all information in the AzEIP Child Transfer Form is complete and matches the information in I-TEAMS, staff will proceed to step 2.
2. Determine if this is an in-region or out-of-region transfer request.
  - a. **In-region Transfers** (child's previous and new zip codes are in the same region)
    - i. If an in-region transfer is requested for a reason that does not seem to be related to a complaint, such as: sibling is assigned to a different TBEIS contractor, parent requests a TBEIS contractor with whom they've previously worked, etc., staff may assign the TBEIS contractor requested without additional approval.

- ii. If an in-region transfer is requested for a reason such as: TBEIS contractor does not have a physical therapist, parent requests different TBEIS contractor without providing a reason for the request, etc., staff must email [azeipqualityimprovement@azdes.gov](mailto:azeipqualityimprovement@azdes.gov) for approval from an AzEIP Continuous Quality Improvement Coordinator (CQIC) to ensure there have been no violations of IDEA, Part C or the TBEIS contract, before assigning a new TBEIS contractor.
- b. **Out-of-region Transfers** (child's new zip code is in a different region than the previous zip code)
- i. If an out-of-region transfer to a single contract region is requested, staff will assign the TBEIS contractor in the single contract region.
  - ii. If an out-of-region transfer to a multi-contract region is requested, staff will use the round robin tracking log to determine and document the new TBEIS contractor.
    - 1. Staff may override the round robin assignment if the requested TBEIS contractor is not the next in line for assignment if the request does not seem to be related to a complaint, such as: sibling is assigned to a different TBEIS contractor, parent requests a TBEIS contractor with whom they've previously worked, etc.
    - 2. Staff must email [azeipqualityimprovement@azdes.gov](mailto:azeipqualityimprovement@azdes.gov) for approval from an AzEIP Continuous Quality Improvement Coordinator (CQIC) before assigning a different TBEIS contractor than the next in line for assignment for any other transfer request reason.
    - 3. When the round robin assignment is overridden, staff will then assign the same number of consecutive referrals to the other TBEIS contractor in the region to ensure equal distribution of referrals among TBEIS contractors.
3. Respond to the transfer request email within one (1) business day and include the following:
- a. Name of the newly assigned TBEIS contractor
  - b. Transfer Request Form

- c. Body of the original email
4. Ensure the recipients below are included in the response email:
- a. Originator of the transfer request email
  - b. Anyone included in the original transfer request email
  - c. Transferring TBEIS contractor's referral contact
  - d. Newly assigned TBEIS contractor referral contact
  - e. Applicable DDD staff and [DDDAuthNotification@azdes.gov](mailto:DDDAuthNotification@azdes.gov), if the child is DDD eligible
  - f. Applicable ASDB staff, if the child is ASDB eligible

*Note: Upon receipt of the transfer email from RSK, the newly assigned TBEIS contractor will acknowledge the transfer in I-TEAMS to assign themselves to the record.*