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FAQ ABOUT MONITORING REVIEWS OF PAYEES IN EARLY INTERVENTION – COVID EDITION:

Q: What should I expect during my monitoring visit during the COVID-19 Pandemic?

A: Monitors have been instructed to work with payees during these trying and difficult times. The monitoring team has gathered COVID related resources to help payees that have continued to support families through COVID, and that may be experiencing challenges related to working remotely and supporting families through this pandemic. Monitors will offer a variety of methods to providers related to participating in their monitoring review. Our goal is to ensure our process is supportive while we all navigate these difficult times.

Q: Are monitoring reviews still occurring during the pandemic?

A: Yes, we are contacting payees under direction of the Bureau to schedule reviews of fiscal year 20 (7/1/19 - 6/30/20). Monitors have a variety of methods to collect the necessary information so that both providers and monitors remain safe during the COVID pandemic. Monitors will offer options based on the ability of the provider.

Q: Will my monitor meet with me to conduct the monitoring review during COVID?

A: Your monitor will support you in determining a strategy for meeting and exchanging documents remotely. All correspondence with your monitor will occur without in-person meetings, either via phone or email. We prefer documentation is submitted via secure email, however, you may also submit documents via mail or fax, if necessary.

Q: Can I postpone my review if I currently do not have the capacity due to impacts of COVID-19?

A: Yes, if COVID-19 is creating barriers, your review may be re-scheduled for another time within the coming months.

Q: What are the documentation requirements for LVV and IFSP consultation time with parents/guardians?

A: Direct service via LVV: LVV documentation must still include: date, time in and out, overview of service provided, and the provider's signature. In addition, if the service was provided as an LVV, the documentation must indicate that and specify the platform used (for example, Zoom).

IFSP development consultation time: Documentation must include the date, duration, full name of the person (discipline of provider, or relationship as caregiver), overview of the discussion, and the signature of the provider.

Q: What if my direct service or IFSP development time documentation is missing or incomplete during my monitoring review?

A: Documentation must support services provided and billed. In the event documentation cannot be located to support the claims paid by the CBO, a refund and Corrective Action Plan may be required.

IL 117.001231/118.000306

VanderWeeleGroup.com

975 South Durkin Drive, Suite 204
Springfield, Illinois 62704
217-503-4949

4725 North Sheridan Road, Suite 1-S
Chicago, Illinois 60640
773-929-3030

16103 LaSalle Street
South Holland, Illinois 60473
708-584-0367