System of Payment Program Procedure

In alignment with the Baby Watch System of Payment and Fees Policy 1.C.1 the Up to 3 and Southeast Early Intervention programs will implement the following procedures. See Baby Watch System of Payment and Fees Policy 1.C.1 Payment Fee System policy.pdf (utah.gov)

Informing families of the Family Fee registration process:

Service Coordinators are responsible for:
- Giving families the BNP instructions print out from BTOTS,
  - prior to finishing IFSP wizard, including PIP
  - Registration may not be accepted prior to eligibility determination- Alex said that as long as the parent has the child’s id they should be able to register. But the parent may want to wait in case the child is not eligible or they decline services.

When to use paper form (English or Spanish as appropriate):
- When English is not the parent’s primary language
- Families that are struggling with technology/not comfortable with online
- Send a copy of the paper form and supporting financial documentation to BW billing specialist
- Note: When there is a zero fee – no financial information is required
- When there is a fee, provide the parent with billing specialist # 385-262-5909 (Alex) contact BW billing. Alex will answer any questions the parent has.

BTOTS reports:

Families with no fee determination report: run and email prior to the 1st Tues.
Step 1: Run report (no deactivated children), email Service Coordinators with status of their families.
Step 2: Fees still owing by families who have exited/deactivated will be waived by the program administrators. Cross off/remove these names from the lists sent to Service coordinators.
Step 3: Service Coordinators will call families and determine what the barriers to registration. If needed, Service Coordinator can help the family complete the registration and/or refer them go BW billing specialist billing specialist # 385-262-5909 (Alex).
Step 4: Cc Marla (Up to 3) and Tammy & Michelle (S/E) on the email to all Service Coordinators.

Late Payment Report: Run report 3rd week of month
Step 1: Review the report for accounts that need to be waived due to deactivation.
Step 2: If the child has recently exited (30-45 days) the program could choose to send a letter asking if the parent can pay any of the fees owing (see Letter, payment request).
Step 3: Service Coordinators will call families and determine what the barriers to payment and/or registration.
Once the family registers the $200/month fee will be adjusted according to their determined fee.

If there is an inability to pay because of a change to family income the family should go to their account and change the home income amount and submit new documentation.

If there are other extenuating circumstances (family emergency, had to buy new car, etc.) that are preventing a family making a payment have the family contact BW billing specialist billing specialist # 385-262-5909 (Alex). Alex may email the program administrator about waiving fees owing.

The program administrator (Marla, Sue, Tammy, Michelle) makes the determination to waive fees (all or part).

Service Coordinator can help the family complete the registration and/or refer them go BW billing specialist billing specialist # 385-262-5909 (Alex).

Step 4: Cc Marla (Up to 3) and Tammy & Michelle (S/E) on the email to all Service Coordinators.

At Exit:
The Service Coordinator should remind families at exit to please pay any fees owing. Go to BTOTS, Family Fee Billing Reports, generate the report and look for child by child ID.