



**POLICIES AND PROCEDURES
NEW JERSEY EARLY INTERVENTION SYSTEM**

No: NJEIS-14	Subject: Rescheduling, Make-Up or Compensatory Services for Missed/Disrupted Early Intervention Services
Effective Date: December 1, 2017	Responsible Party: Part C Coordinator

I. Purpose

To identify circumstances and procedures for offering to reschedule, make-up and/or provide compensatory services for missed/disrupted early intervention services to eligible children and families.

II. Policy

- A. EIPs/practitioners are required to offer a “Rescheduled” or a “Make-Up” early intervention service to a family when the missed or disrupted service is due to a system reason, including practitioner cancellations.
- B. EIPs have the option to offer a family a substitute practitioner when an assigned practitioner is unavailable to provide a regular or make-up service.
- C. As used in NJEIS-14, the following words and terms are defined as indicated:
 - 1. “Reschedule” means providing a service within the same week, bi-week, month (frequency) and length (i.e. 60-minutes) of service time established under the Individualized Family Service Plan (IFSP) but at a rescheduled time different from the practitioner’s scheduled appointment.
 - 2. “Make-Up” means providing a service to replace a service that did not occur due to a NJEIS cancellation that was not able to be rescheduled.
 - 3. “Compensatory” means services identified by the Procedural Safeguards Office that off-set missed/disrupted services due to system reasons.
 - 4. “Week” means Sunday through Saturday.
 - 5. “Month” means calendar month.
- D. EIPs/practitioners may not make-up services under the following circumstances, however, practitioners may offer, but are not required, to reschedule a service under these circumstances:
 - 1. The family cancels;
 - 2. A service is missed due to extreme weather or natural disaster; or

3. If a scheduled service falls on a State, federal or religious holiday, and the agency provides the parent with a written copy of the agency's calendar identifying when the agency will be closed for services.
- E. In the event make-up services cannot be adequately arranged and provided by the EIP, families must be apprised of their right to seek compensatory service(s).
- F. Only the Procedural Safeguards Office can determine the need for a compensatory service, and can offer such service to the parent, as appropriate.
- G. Service Coordination is responsible to ensure any compensatory services issued by the Procedural Safeguards Office are offered to eligible children and their families.

III. Procedures

A. Rescheduling for Family Cancellations, Practitioner Cancellations, Extreme Weather, or Holidays

1. When a family or practitioner is unable to keep a regularly scheduled service, there is an extreme weather event, or a Holiday is on a planned service day, the following procedures are to be followed:
 - a. The practitioner and family determine together if there is an acceptable alternative day/time to reschedule (defined above) the planned service.
 - b. The rescheduled service must be provided within the same week, bi-week, month (frequency) and length (i.e. 60-minutes) of service time established under the Individualized Family Service Plan (IFSP) but at a rescheduled time different from the practitioner's scheduled appointment. Example: a weekly one-hour Physical Therapy on Monday is rescheduled for a one-hour Physical Therapy on Friday. A monthly one-hour Speech Therapy service is rescheduled 2 weeks later on a Wednesday within the calendar month.
 - c. Practitioners log the rescheduled service in the Early Intervention Management System (EIMS) as a regularly delivered service.
 - d. If an acceptable rescheduled (alternative) service cannot be arranged within the scheduled week, bi-week, month, the practitioner documents the following in the EIMS:
 - (1) Person who cancelled;
 - (2) Reason for the cancellation, including description of any extreme weather event;
 - (3) Date of missed service; and
 - (4) Communication with family regarding the cancellation and any attempt/offer made to reschedule.

B. Make-up Services

1. When a practitioner is unable to keep a regularly scheduled service and rescheduling is not an option, the following procedures are to be followed:
 - a. The practitioner and family determine together the next acceptable alternative day and time to make-up the missed service.
 - b. Regularly scheduled services must be provided as planned and are not affected by the addition of a make-up service.
 - c. The make-up service must be consistent with the planned frequency of the missed service. Example: a one-time per week service may not exceed more than a one-time per week make-up.

- d. The make-up service must be consistent with the planned length of the missed service. Example: a make-up one-hour Physical Therapy service cannot exceed a one-hour Physical Therapy.
- e. If a make-up service is less than the IFSP service time (e.g. 45 minutes instead of an hour), the “shortfall” in time cannot be made-up at another time.
- f. The practitioner documents make-up services in the EIMS including:
 - (1) Reason for the cancellation/disruption;
 - (2) Date(s) of missed service being made-up; and
 - (3) Communication with family regarding the cancellation and any attempt/offer made to make-up the service.
- g. After the service has been provided, the practitioner logs it in the EIMS as a “Make-Up” service. Make-up sessions can only be provided after a planned session was missed, not before.

C. Compensatory Services

- 1. Only the Procedural Safeguards Office can determine the need for a compensatory service, and, as appropriate, offer such a service to the parent.
- 2. The EIP must timely notify the Procedural Safeguards Office and Service Coordinator in writing by email of any potential family requests for compensatory services. This includes children that are or close to three years of age. The following information must be included in the email:
 - a. Name and DOB of the child
 - b. Child ID
 - c. Name of the parent/primary caregiver
 - d. County
 - e. Name of service coordinator
 - f. Service type and frequency missed/disrupted

IV. Related Policies/Procedures

NJEIS-08 No Provider Available
NJEIS-09 EIP Assignment