

Missouri Department of Elementary and Secondary Education

First Steps

No-Show Visits

Guidance and Instructions



Effective December 1, 2011

I: Guidance for First Steps No-Show Visits

- A. **General Information:** The Individualized Family Service Plan (IFSP) team identifies necessary early intervention services and the Service Coordinator enters authorizations into the electronic system (WebSPOE). The date and frequency of each authorization generates a “bucket” of units that estimates the number of visits for the child/family.

If a First Steps provider is authorized for Direct Service in the Natural Environment (e.g., home, child care setting, family member’s home) and the provider arrives to the location to complete a First Steps visit but the child is not present, then the provider may claim 1 unit (15 minutes) for the time attempted to complete the visit.

In order to prevent the units claimed for no-show visits from depleting the “bucket” of units that are required to be delivered in accordance with the IFSP, no-show visits must be billed on a paper invoice.

If a First Steps provider is invited to attend an IFSP meeting and the provider and service coordinator arrive at the location of the IFSP meeting but the family is not present, then the provider may claim 1 unit (15 minutes) for the time attempted to participate in the meeting. No-show IFSP meetings must also be billed on a paper invoice.

- B. **Payment for No-Show Visits:**

Effective December 1, 2011 (For dates of service on or after December 1, 2011)

In order to be paid for a no-show visit, providers submit the form entitled *First Steps No-Show Monthly Invoice* to the Central Finance Office (CFO). This form is a paper invoice that must be submitted by mail in order to receive reimbursement for no-show visits.

It is expected that all no-show claims will be submitted **within 60 days** of the date of service. Claims submitted after 60 days may not be processed for payment.

Effective Immediately: Billing a no-show visit electronically through the Provider Account Management tab in WebSPOE is not allowed. In order to be reimbursed for a no-show visit a provider must complete the *No-Show Monthly Invoice*.

- C. **Claiming mileage for No-Show visits:**

Providers are allowed to claim mileage and/or travel incentive related to the no-show visit (see the First Steps Provider Mileage: Guidance and Instructions document at: <http://dese.mo.gov/divspced/FirstSteps/Mileage.html> for information on how to claim mileage).

- D. **Completing the No-Show Monthly Invoice:**

In order to be paid for no-show visits, providers are required to complete the *No-Show Monthly Invoice* (shown below). One form per payee per month is allowed. Agencies with

multiple providers must have an invoice for each provider in order for the invoice to be signed by the provider authorized for service. Agency representatives are not allowed to sign the invoice, even if they have permission to sign other documentation for their providers.

The completed *No-Show Monthly Invoice* can be mailed to the following address:

Central Finance Office c/o Covansys
P.O. Box 2507
Greenwood, In 46142

NOTE ABOUT MAILING: Since the *First Steps No-Show Monthly Invoice* is mailed to the same address as the *First Steps Mileage Invoice*, these two documents can be mailed in the same envelope.

E. **Frequently Asked Questions**

1) If a visit is to occur in a special purpose center, and the family does not show for the visit, is the provider allowed to claim a no-show visit?

No.

2) If the provider is en route to a visit in the natural environment, and the family calls to cancel, is the provider allowed to claim a no-show visit?

No. A no-show visit cannot be claimed if the visit was canceled before the provider arrived to the location, and mileage cannot be claimed for the partial trip.

3) If the family misses a visit, is the provider required to make the visit up?

It depends on the needs of the child and family. For more information about missed visits, please review the Questions and Answers document titled *Holidays, Vacations, and Missed Visits* at: <http://dese.mo.gov/divspced/FirstSteps/CompGuideltrspg.html>

4) What documentation is required for submission of a no-show visit?

Providers are required to complete a progress note in WebSPOE prior to submitting the *No-Show Monthly Invoice*. The progress note must contain the following information:

- Date of attempted service,
- Location of the attempted service,
- Attempts to reach the family (i.e., while at the home and afterwards),
- Any previous difficulty contacting the family, and
- The plan to reschedule the visit, if available.

5) Can multiple no-show visits be listed on the same form?

Yes, as long as the dates of attempted service are in the same month.

II: Instructions for Completion of the First Steps No-Show *Monthly Invoice*

The following instructions correspond to the required fields on the *No-Show Monthly Invoice*. A completed example is available on page 5.

Provider Name: Name of the individual provider providing the First Steps visits, not an agency name or representative.

Payee Name: The Payee name on record with the CFO. For an independent provider, this is the provider's payee name. For an agency provider, this is the agency's name.

Discipline: Provider's discipline/profession on record with the CFO.

Tax ID: The agency or independent provider's tax ID number on record with the CFO.

Date of Service: Date the service was attempted to be provided to the child/ family.

Service Authorization #: Authorization number for the service attempted to be provided. **For no-show IFSP meetings, the authorization number is the child's First Steps Child ID number.**

Child Last Name: Child's last name as it is listed in the child's record (i.e., WebSPOE).

Child First Name: Child's first name as it is listed in the child's record (i.e., WebSPOE).

Location of visit: Location the service is authorized and attempted to be provided (i.e., home).

Unit: This is pre-populated with 1 unit and cannot be changed.

Intensity in minutes: This is pre-populated with 15 minutes and cannot be changed.

Charges: This is pre-populated with \$17.00 and cannot be changed.

Progress Note (v): After completion of a progress note in WebSPOE, mark that a progress note has been completed.

Total Charges: The total amount of charges submitted on the invoice.

Provider Signature/Date: The individual provider (NOT an agency representative) must sign and date the No-Show Monthly Invoice.

First Steps No-Show *Monthly Invoice*- COMPLETE EXAMPLE

Central Finance Office c/o Covansys
P.O. Box 2507 Greenwood, IN 46142

Provider Claims 866-711-2573 ext. 1

<http://dese.mo.gov/divspeced/FirstSteps/ProviderInfo.html>

Provider Name: Sally Smith

Discipline: Special Instructor

Payee Name: ABC Agency

Tax ID Number: 123456789

All fields are required for reimbursement of a no-show visit. Invoices must be submitted within 60 days from the date of service.

Date of Service	Service Authorization #	Child Last Name	Child First Name	Location of visit	Unit	Intensity in Minutes	Charges	Progress Note (v)
12/1/11	A220012345-17	Doe	John	Home	1 Unit	15 minutes	\$17.00	v
12/10/11	A110043210-09	Jones	Bob	Home	1 Unit	15 minutes	\$17.00	v
					1 Unit	15 minutes		
					1 Unit	15 minutes		
TOTAL CHARGES:							\$34.00	

I certify that the information entered as required documentation for payment of a First Steps No-Show Visit is accurate and correct to the best of my knowledge. I agree to the conditions as outlined in the First Steps Provider/Payee Agreement and guidance regarding no-show visits. I understand that the CFO will adjust any and all missed visits payments if errors are found in the information I have submitted.

Sally Smith
Provider Signature

12/30/11
Date