

Frequently Asked Questions for In-Person Services During COVID 19

1. Can Family Service Coordinators (FSC) provide services in-person?

Yes, Family Service Coordinators are considered EI personnel and all in-person guidance applies.

2. Will FIT be providing the PPE needed for services to occur in person?

No, agencies will be responsible for providing PPE for early intervention services. However, FIT providers are allowed to apply for an ECECD Health and Safety Grant to cover PPE and other related items. Please see the below application links:

- English Application:

https://swrec10.formstack.com/forms/new_mexico_child_care_health_and_safety_grants_application

- Spanish Application

https://swrec10.formstack.com/forms/new_mexico_child_care_health_and_safety_grants_application_spanish

3. How far in advance do Early Interventionists need to complete the Pre-Screening Questionnaire with families?

The pre-screening questions may be completed 24 hours in advance. However, upon arrival, please ask families if any of their answers on the pre-screening have changed prior to the actual visit.

4. Will Early Interventionists need to pre-screen a child if the provider is seeing them in a child care setting?

No, if a child is going to be attending child care within the next 24 hours, Early Interventionists can state that on the prescreening form by checking “yes” in the below pictured box on the prescreening form. No further items on the screening form need to be completed if “yes” is checked:

Health Screening Questions

This child is being seen within the next 24 hours in a child care setting and therefore, will be monitored by their child care provider upon arrival at the child care facility. Yes _____ No _____

5. If a child has allergies, or another chronic medical condition which causes similar symptoms to COVID 19, should we refrain from offering in-person visits?

No. If the child has a chronic condition, please work with the family to obtain a physician's note that documents the child's symptoms as unrelated to COVID 19. Once that documentation is obtained, in-person services can resume. If the child develops new or worsening symptoms, such as a fever, this should be treated like a possible infection and the provider should refrain from in-person visits until the child receives a negative COVID 19 test result.

6. If a family asks a provider to provide services at a public indoor location, such as Little Gym, Explora, or an indoor play area at a restaurant, are we allowed to provide services in those locations?

Yes. At this time, Early Intervention Personnel are responsible for providing services in the location of a family's choosing.

7. Is there a limit on the number of children who can be present during a session?

The size of the room will determine how many people can be present. This applies to both the number of adults or children. The room must be large enough to be able to maintain a physical distance of three (3) feet at all times.

8. If a family has twins, triplets, etc. can they all be involved in the in-person session at the same time.

Yes. A family that has multiple children receiving early intervention may do so at the same visit.

9. Does an Early Interventionist who has received the COVID-19 vaccine still need to wear PPE?

Yes. COVID-19 safe practices must be followed at all times even after being fully vaccinated.

10. What is the difference between a clear face mask and a face shield?

Clear face masks look like the picture below. They are an acceptable form of face covering.



Face shields look like the picture below and are NOT an acceptable form of face covering unless a mask is also worn:



11. Is there a limit on how many visits can be completed in a day?

There is no longer a limit at this time, but all unvaccinated providers must complete a daily log, wash their hands, change PPE between visits, and follow all other COVID-19 safe practices.

12. If a family has multiple children, and only one is receiving services, what precautions should be taken for the children not participating? Can the children be in the home or car while the parent is with the Early Interventionist and child receiving services?

It is important that all children are safe. If children cannot be in an area that is distanced from the intervention session, they may be at the session. All children two (2) years and older must wear a mask and a three (3) foot distance must be maintained where possible.

13. Can we ask if family members 12 years and older have been fully vaccinated?

You may ask, but a family is under no obligation to disclose that information to you and services cannot be denied or restricted based on the vaccination status of any family member.

14. Is the provider responsible for providing masks if the family does not have one?

For the visit to take place, all persons 2 years of age and older must wear masks. Agencies can work with families to ensure that they have appropriate mask, which can be made from many different items. Please let your regional coordinator know if families need masks and they will work with you to find a resource in your area.

15. If an unvaccinated Early Interventionist tests positive for COVID-19, do they need to continue to test weekly once they return to work?

No, not right away. Unvaccinated staff who have a positive PCR test for COVID 19 are exempt from weekly testing for 90 days after their positive test. After the 90-day period, they must resume weekly testing. They must also follow all guidelines for people with COVID 19 and complete their isolation period as required.

16. Is the pre-screening of the family a billable action?

Family Service Coordinators may log pre-screening as part of their time.

17. What should a provider do if the family notifies their FSC that they do not have a thermometer?

It is important for early intervention service providers to know if families have taken their temperatures and if it is below 100.4 Fahrenheit. If the family does not have a thermometer, the service provider will need to work with their agency to use the contactless thermometer to screen the family prior to the visit. Agencies may also have other creative ideas on how to help a family to take their temperature, or to find a resource to give a family a digital thermometer.

18. The guidance says prior to conducting the visit, E.I. Personnel must assess whether they have any COVID-19 symptoms. Who are EI Personnel?

“E.I. personnel” means any early intervention service provider conducting in-person visits. In addition, any front office staff who have in-person contact with families must also assess whether they have any COVID 19 symptoms.

19. How many caregivers may accompany a child to in-person center-based services?

Please follow the guidelines for conducting in-person services within the provider agency. One caregiver is the ideal number for service to occur within the agency. At times, there may be a need for an additional caregiver. If there is an additional caregiver necessary, appropriate social distancing must occur and masks must be worn by everyone two (2) years and older for all services taking place indoors.

20. How will Early Interventionists conduct visits in child care centers?

Early Intervention services may take place in any licensed child care facility/registered home.. All visits must be scheduled with the child care facility or registered home in advance. Early intervention service providers must wear a mask and PPE as required by the child care facility and follow all COVID Safe Practices established.

21. What location should providers use when billing for telehealth services?

For billing for telehealth services, use the location of the child not the E.I. provider. At this time, the only location that may be billed with telehealth is “home.” If the child is in a location other than their home when conducting early intervention services, the billing location in FIT-KIDS must be “**home**” to ensure payment.

22. Can providers bill Family Service Coordination using telehealth as the method?

No. Please bill Family Service Coordination as you did prior to COVID-19 health emergency.

23. What should a provider do if families request therapy in the home?

Fully vaccinated providers may provide services in the family home with appropriate COVID safe practices including masking, hand washing, and physical distancing. All families must be offered a choice of in-home visits by a fully vaccinated provider. The preference of the family will determine where the visits are to occur. The preference of the individual therapist or agency will not be the determining factor as to how the service is delivered.

24. Can IFSPs still be done virtually if family does not want in-person services?

Yes. Please ensure all necessary documents are signed (may be electronic signature) for IFSPs to be done virtually.

25. What locations can providers use for COVID-19 testing and will ECECD pay for the testing?

If you are symptomatic, please use the COVID-19 testing sites listed on the [cv.nmhealth DOH website](https://cv.nmhealth.org/public-health-screening-and-testing/location-details/) or check with your health care provider. There is no charge to anyone getting the test, and anyone can get tested, whether they have insurance or not. For asymptomatic screening tests, please use the link below for more information and testing locations near you or utilize VAULT. <https://cv.nmhealth.org/public-health-screening-and-testing/location-details/>

In addition to the NMDOH testing sites, you may also request a Vault saliva test. The Vault COVID-19 saliva test is a safe and effective way to self-test for COVID-19 in your home. Vault COVID-19 testing is FREE for all users, can be ordered online, administered from home, and dropped at a local UPS store for mailing. Customers incur no shipping costs and usually receive results within 48-72 hours. [VAULT Testing](#)

26. How do I register for a COVID-19 vaccine?

To register online for the COVID-19 vaccine, go to www.vaccinenm.org or call 1-855-600-3453, press option 0 for vaccine questions, and then option 4 for tech support.

27. How do providers bill visits at the provider agency location to receive the higher reimbursement rate at this time?

As of July 1, 2021 in person visits occurring at the provider agencies must be billed at the center based rate, using Developmental Delay Program as the location.

28. Can providers resume the usual hearing screening processes now that in-person services are available?

Yes, providers must resume hearing screenings following all required COVID-19 safe practices. If the family declines the screening, the provider **must** refer the family to their pediatrician or audiologist for follow up.

29. What should providers do if a child care facility or registered home does not allow providers to schedule visits?

Please ensure they have the latest ECECD Health and Safety Guidance which clearly states that FIT providers must be allowed to provide services in child care centers when necessary. If this does not result in successful provision of the child care facility, please contact your Regional Coordinator for support.

30. Can providers bill telehealth as “method” and community based as “location”?

No. ALL Telehealth must be billed as home as the location.

Location	Method
Home ▾ *	Telehealth ▾ *

31. Can providers bill Comprehensive Multidisciplinary Evaluation (CME) as telehealth?

No. CME must be billed as “individual” with home as the “location.”

Service	Service Type	Staff	Date	Minute	Location	Method
Comprehens ▾ *	Select ▾ *	Select ▾ *	<input type="text"/> *	<input type="text"/> *	Home ▾ *	Individual ▾

32. Can providers bill FSC as telehealth?

No. FSC must be billed using “individual” as the “method” and the location can reflect where the visit happened.

Service	Service Type	Staff	Date	Minute	Location	Method
Family Servic ▾ *	Select ▾ *	Select ▾ *	<input type="text"/> *	<input type="text"/> *	Select ▾ *	Individual ▾ *

**Please contact your regional coordinator with any questions related to billing.