

New Jersey Early Intervention System

Policy NJEIS-14

Missed Services

January 1, 2025

(supersedes and replaces NJEIS-14 October 1, 2023)

I. Relevant Statute

34 CFR § 303.344 - Content of an IFSP.

II. Purpose

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

III. Definitions

As used in NJEIS-14, the following terms are defined as indicated:

1. **Chronic Parent Cancellation** means cancellation of 50% or more of planned IFSP services over 3-months (12 consecutive weeks) by the parent of a child with an IFSP.
2. **Chronic System Cancellation** means the cancellation of 20% or more planned IFSP services by a practitioner assigned to provide an identified IFSP service to an individual child over 3-months (12 consecutive weeks) and which results in disruptions to planned service provision.
3. **EIMS** means the Early Intervention Management System which is the authorized case management and billing system for the NJEIS.
4. **IFSP** means the Individualized Family Service Plan for the participating child and family.
5. **Make-Up** means providing an early intervention service at the same frequency and length as a missed service and were unable to be ‘rescheduled’.
6. **Month** means calendar month.
7. **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 rescheduled at a time different from the practitioner’s regularly scheduled appointment.
8. **Week** means Sunday through Saturday.

IV. Policy

1. Make-up services due to system reasons:
 - a. EIPs/practitioner must offer a “make-up” early intervention service to a family when the missed service is the result of a system reason, including practitioner cancellations.
 - b. The EIP/practitioner is responsible to provide the “make-up” service prior to the end of the currently authorized IFSP.
 - c. A parent may decline some or all of make-up services. Once declined, a make-up service is not ~~be~~ required to be provided by the NJEIS system.
2. Make-up services due to Family Cancellations:
 - a. EIPs/practitioners may offer, but are not required, to reschedule or make-up a service under these circumstances:
 - (1) The family cancels within 3 hours of a scheduled appointment
 - (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.
 - b. Make-up services due to family reasons should occur within 14 calendar days of the date of cancellation.
 - c. Chronic cancellations of an IFSP service(s) is a reason to hold a periodic IFSP review with the parent.
3. An EIP may offer the parent a substitute practitioner for an individual service when an assigned practitioner is unavailable to provide a regularly scheduled or make-up service.
4. If make-up services cannot be adequately arranged and provided by the EIP, resulting in significant disruption in services, the parent is to be apprised of the process to seek compensatory services.
5. Only the Procedural Safeguards Office can determine the need for a compensatory service and can offer such service to the parent, as appropriate, through the procedures established by the DOH.
6. Service Coordination is responsible for ensuring any compensatory services issued by the Procedural Safeguards Office are offered to eligible children.

V. Procedures: Rescheduling

1. When a family or practitioner is unable to keep a regularly scheduled service, the practitioner and family determine together if there is an acceptable alternative day/time to reschedule (defined above) the planned service.

2. Practitioners log the rescheduled service in the Early Intervention Management System (EIMS) as a regularly delivered service.
3. If an acceptable rescheduled service cannot be arranged within the scheduled week, bi-week, month, the practitioner documents the following in the EIMS:
 - a. Person who cancelled;
 - b. Reason for the cancellation, including description of any extreme weather event;
 - c. Date of missed service; and
 - d. Communication with the parent regarding the cancellation and any attempt/offer made to reschedule.

VI. Procedures: Make-up services for Practitioner Cancellation

1. When a practitioner is unable to keep a regularly scheduled service and rescheduling is not an option, the practitioner and parent determine together the next acceptable alternative day and time to make-up the missed service.
2. The practitioner is responsible to ensure:
 - a. All other regularly scheduled services are provided as planned and are not affected by the addition of a make-up service.
 - b. The make-up service must be consistent with the planned frequency of the missed service.
 - i. Example: one-time per week service may not exceed more than a one-time per week make-up.
 - c. The make-up service must be consistent with the planned length of the missed service.
 - i. Example: a make-up one-hour Physical Therapy service cannot exceed a one-hour Physical Therapy.
 - ii. 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.
3. The practitioner documents make-up services in the EIMS including:
 - a. Reason for the cancellation/disruption;
 - b. Date(s) of missed service being made-up
 - c. After the service has been provided, the practitioner provides documentation in the EIMS as a “Make-Up” service.
4. Make-up sessions can only be provided after a planned session was missed, not before or in anticipation of a cancellation.

VII. Procedures: Make-up services for Family Cancellation

1. When a family is unable to keep a regularly scheduled service and rescheduling is not an option, the practitioner and family determine together the next acceptable alternative day and time to make up the missed service over the subsequent fourteen-day time period. (14 calendar days).
2. Make-up sessions can only be provided after a planned session was missed, not before or in anticipation of cancellation (e.g. family will be on vacation)
3. The practitioner is responsible to ensure:
 - a. Documentation of communication with the parent regarding the cancellation and any attempt/offer made to make-up the service is available in the child's record in the EIMS. This includes text messages sent/received, documentation of phone calls, and/or documentation of in-person discussion of make-up session scheduling.
 - b. Regularly scheduled services must be provided as planned and are not affected by the addition of make-up service.
 - c. The make-up service must be consistent with the planned frequency of the missed service.
 - i. Example: 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.
 - i. 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.
 - e. After the service has been provided, the practitioner logs it in the EIMS as a "make-up" service.

VIII. Chronic Parent Cancellation

1. A parent is considered to have reached chronic cancellation status when planned IFSP services are cancelled 50% or more of the time over 3 months (12 consecutive weeks), with or without advanced notice to the practitioner and/or their assigned EIP.
2. The practitioner(s) is responsible to document communication with the parent regarding each cancellation and any attempt/offer made to make-up or reschedule the planned service. This includes text messages sent/received, documentation of phone calls, and/or documentation of in-person discussion of make-up session scheduling.

3. The practitioner is responsible to contact the EIP administrator and provide documentation that the family has reached chronic cancellation status.
4. The EIP administrator is responsible to contact the child's ongoing service coordinator and advise of the ongoing cancellations and missed services, along with relevant information.
5. The ongoing service coordinator must provide the parent with Prior Written Notice of the NJEIS' proposal to make changes to the IFSP and the requirement to convene an IFSP meeting to review the proposed changes.
6. The service coordinator is responsible to schedule an IFSP meeting to review the IFSP and update the family's concerns, priorities, and routines and to collaboratively plan solutions for those barriers limiting the family's participation in the planned IFSP services.
7. At the IFSP meeting:
 - a. The IFSP team reviews the circumstances which resulted in the designation of chronic cancellation of a specific service or services.
 - b. The IFSP team shall consider updating and/or changing the IFSP service type, frequency and/or intensity with a review of the planned versus actual delivery over the previous 3 months (12 consecutive weeks).
8. The EIP may not terminate their status as the EIP of record nor return the child and their services to the Statewide Broadcast System prior to an IFSP meeting to address the needs of child and parent.

IX. Chronic System Cancellation/Disruption of Services

1. The NJEIS system is considered to have reached chronic cancellation when 20% or more of planned IFSP services are cancelled by the assigned practitioner within 3 months (12 consecutive weeks), resulting in disruptions to planned service provision.
2. The practitioner(s) is responsible to document communication with the parent regarding each cancellation and any attempt/offer made to make-up or reschedule the planned service. This includes text messages sent/received, documentation of phone calls, and/or documentation of in-person discussion of make-up session scheduling.
3. The practitioner is responsible to contact the EIP administrator and provide documentation for their cancellation and plans/attempts to make-up cancelled sessions.

4. The EIP administrator is responsible to contact the child's ongoing service coordinator (OSC) to alert of the ongoing cancellations and missed services, along with relevant information provided by the practitioner.
5. The EIP and OSC should collaboratively plan a solution which may include:
 - a. The EIP may reassign a practitioner to provide the service(s).
 - b. The EIP may provide a substitute practitioner to provide make-up services.
 - c. The OSC may convene an IFSP meeting to engage the parent in the solution planning.
6. The EIP may not terminate their status as the EIP of record nor return the child and the service(s) to the Statewide Broadcast System prior to contacting the OSC to collaboratively plan a solution.