



EarlySteps Online – Training FAQ

Updated: June 9, 2017

EarlySteps has just completed an upgrade of its data system moving it from a software-based system to a web-based system. This upgrade makes visible, information regarding child records that has previously only been accessible to the SPOE. SPOE staff, FSCs, and other early interventionists will be able to access information regarding children for whom they have authorizations after online access has been set up by the Central Finance Office. Most of the EarlySteps policies and procedures remain in place as they are. There are a few changes which were discussed in the training. Anyone who has access to the current system at LAEIKIDS will continue to use that system to submit claims, search the matrix, access forms, etc. Training on *EarlySteps Online* will continue through June, 2017 with a general-focus webinar to be posted in the near future. The following are questions which have been posed from the training organized by topic areas. This FAQ will be updated as needed—questions added on June 9 are marked **“NEW” and instructions for completing the form are added at the end.**

General Questions:

Q: What is the web address to access this website?

- A. <https://www.earlystepsonline.com/> The web address will be provided in the email sent by the CFO following processing of the mailed Online Access Enrollment form when online access is granted. Instructions for completing the form follow in a later section.

Q: Can you print those lists of reports on the Child Search landing page?

- A: Not yet, we will be adding a button to export lists into Excel, Word, etc. as an upcoming update to the system. Currently, you can't print them except through a screen shot which you can paste into Excel or Word. We'll notify everyone when the print feature is enabled.

Q: What information will be included in the data system?

- A: Anything that was previously in EIDS/Laeikids when the conversion occurred, but with the exception of authorizations and claims, was previously only visible at the SPOEs that those with child access can now see. But new information will be added as the SPOEs receive revisions, 6 months and annuals. However the newly entered children will have all fields completed.

NEW Q: At present, we bill on one site and edit the matrix on another site, will the *EarlySteps Online* system replace the billing site, the matrix site, for both?

- A: All 3 sites remain separate. You continue to update the matrix and submit claims at their current locations.

Viewing Child-specific information:

Q: As an Intake Coordinator (IC) do you only have access to a child while you are working on that child or once you have written the IFSP are you no longer able to view that child's records?

- A. This depends on the type of access provided to the IC by their SPOE. In SPOEs where the IC has “SPOE administrator” access, they will be able to see records for all children in that SPOE. For those SPOEs which allow ICs to have IC status, they will only have access to a child's record as described in the question.



Q: As an evaluator, many times we get an authorization from the FSC's AFTER we do the evaluation. So, we won't be able to view any information on a child until after we finish the Evaluation and get an authorization, correct?

A. This practice does not follow EarlySteps policy, however, if this does occur, you are correct.

Child Library and Required Documentation

Q: When quarterly meetings are scheduled will we enter meeting information in the new system? May note section be used to notify team of meeting?

A: You can add the notice form to the Child Library or as a Team Note after the meeting, but you will still need to notify the team members as you always have, according to our policy since the system does not alert the team when updates are posted and families don't access this system and must receive notice.

Q: What formats are we able to upload? Does it need to be PDF or Word?

A: Acceptable formats are Word files, Excel, a text file or PDF. We prefer that photos of documents are not used since they are often not legible. There is also a file size limit of 10 MB you may have to use smaller file sizes and submit as multiple documents, each with a separate name. Please use the file naming rules posted to the EarlySteps website on the provider page to name your files before you upload them.

Q: Will we be able to attach the IFSP here?

A: Yes, this will be a great way for all team members to access child records such as the IFSP.

Q: Will you put the waiver application in this section?

A: We aren't recommending the Application for DD services be added at this time due to some information which should not be shared, but may consider for the future. An upcoming feature is being completed to allow the SPOE to designate whether the OCDD referral has been made.

Q: Will the SPOE upload each revised IFSP? Will the FSC's be able to update this information or only the SPOE admin?

A: The SPOE will upload the initial IFSP and documents. The FSCs, evaluators and providers with access to the child's record will be responsible for uploading subsequent IFSPs and other documents that fall within their area of responsibility.

Q: Will providers be required to upload progress notes? Will providers be responsible for uploading their own progress reports and contacts notes? Will it be mandatory? Do providers upload their monthly notes here or do we still turn them into the SPOE? If an evaluator turns in our IFSP reports from eligibility testing to the SPOE, will the intake coordinators upload the reports in the library or will this be something the evaluator will be responsible for?

A: All early interventionists are required to produce, maintain, and share documents with team members within certain timelines according to practice manual requirements, this has not changed. Persons who produce documents will upload them to the system, notify the FSC that the upload has occurred and the FSC will notify the team. This new feature is just a great way for all team members to have access to all relevant documents. Regardless, the information should be shared according to the timelines we already have in place for sharing documents and information with team members.



Q: Will FSCs need to print progress reports for their records?

A: The purpose of the Child Library feature is to share information with the team. All early interventionists, including FSCs, have file documentation requirements which still must be maintained according to those requirements. One reason is that after a period of time following a child's case closure, the FSC will no longer be able to view the record, so the agency must have the backup documentation.

Q. Under the Child library, are we allowed to upload a copy of the evaluation planning report?

A: Yes

Q: Will providers be able to add - for example - a child's autism diagnosis/report if the family shares it with us - or is that the role of the FSC?

A. It would be against our policy to post reports from a "third party." The child library is intended to support documentation generated by the IFSP team members. However, anytime a new diagnosis is given, the FSC can submit the information to the SPOE to update in the system and it would be available for the team members.

Q: What documents do the intake coordinators have to upload?

A. Any of the documents generated through the intake process that will be needed by the team: IFSPs, team meeting minutes, etc.

New: Q: Will School board LEA's or regional Human Service Districts/Authorities have access to a child library?{

A: No, only enrolled early interventionists with authorizations for a particular child will have access EarlySteps Online.

Q: Please specify where we can locate the naming rule document info for providers

A. The Naming Rules Document is located on the provider page of the EarlySteps website at: <http://new.dhh.louisiana.gov/index.cfm/page/216>
Or at <http://www.earlysteps.dhh.louisiana.gov> and clicking on the provider page link.

Q: If an evaluator turns in our IFSP reports from eligibility testing to the SPOE, will the intake coordinators upload the reports in the library or will this be something the evaluator will be responsible for?

A. The evaluator is responsible for uploading their documents, but the SPOEs are happy to assist when the evaluator provides the name of the document according to the file naming rules.

Q: Can FSC's add the screening info?

A: No, only the SPOE can update screening or other data, but the information should be provided to the SPOE by the FSC when received so that it can be entered and be current.

Team Notes Webpage

Q: Will FSCs be notified when there is a new note somehow? If not, are we required to check every child's notes to see if there's time sensitive information or are we relying on the providers to let us know when there's a new note?

A. Anyone who updates the team note will contact the FSC and the FSC will update all of the team members



that there is an updated note.

Documentation Changes

Q: When will the revised IFSP PG 3b be required?

A: As soon as the next IFSP is completed after the agency receives it. The forms were sent out to agencies on May 17 and 18.

General Questions about Accessing *EarlySteps Online*:

Q: Can I give the nurse at an FSC agency access?

A: Only if she is an enrolled early interventionist, and she will only be able to have access to children for whom she has authorizations.

Q: Will individual supervisors have access to every caseload under the FSC's that they supervise. I don't see where you can pick that option on the form.

A: The Agency provider option has to do with how the early interventionist is enrolled. FSCs are all enrolled as agency providers, other providers may enroll independently or with an agency. In the future, this part of the form will be important for new enrollees, we are just using it now for getting access to the new system. Don't forget that you will use this for anyone new who enrolls and use it to close access for persons who leave. Supervisors will only have access through their own log in for any child on the supervisor's caseload as it is currently in EIDS/LAeikids.

Q: Will the Agency Provider option be for the director and allow full access to all kids associated with my Agency?

A: No, the access to child records will work the same way it always has in EIDS/LAEIKIDS—the individual attached to the authorization can see only their authorizations. A way to manage this process is for the supervisor to review the information as part of their required supervision with the FSC/IC and review with their supervisee who will access the system using their own access.

Q: Will providers (special instructor) be able to access records (IFSP's, evaluations, 6 month reviews, etc) and print them from the site? This would help the providers get their paperwork in timelier.

A: Yes, anyone with an authorization for a specific child will be able to access any information that has been uploaded. One of the goals is to have the information more readily available and hopefully the use of Child Library will accomplish this.

NEW: Q: Will I need to take this webinar or request access to EarlySteps Online if I make the monthly updates on availability and Agency changes on the Louisiana Service Matrix- Part C website? Will this website still be the same?

A: No, we have users who only update the service matrix or submit claims to the LAEIKIDS site, they do not need to participate in the webinar or request access to the new system if these are their only roles.



NEW: Q: When does all the training info take effect? Is it same website. It wasn't clear in the training. I filled out the online access and sent that in already. Will I get notification of when I can start using it?

A: Once your access form has been processed by the CFO, you will receive 2 emails with access information: one email with your user name and one with your temporary password. The link to the site will be in the email. Go to the site and enter with your information and you will be prompted to change your password. They you can immediately access the site.

Q: If we provide services in more than one area do we need more than one access or signature?

A: No, you'll have access to any child for whom you have an authorization. The only exception to this is for SPOE staff with administrative access who may cover more than one region.

Q: Can I give the nurse at an FSC agency access?

A: Only if she is an enrolled early interventionist, and she will only be able to have access to children for whom she has authorizations.

Q: Will the Agency Provider option be for the director and allow full access to all kids associated with my Agency?

A: No, the access to child records will work the same way it always has in LAEIKIDS—the individual attached to the authorization can see only their authorizations. A way to manage this process is for the supervisor to review the information as part of their required supervision with the FSC/IC and review with their supervisee who will access the system using their own access.

Q: Will providers (special instructor) be able to access records (IFSP's, evaluations, 6 month reviews, etc) and print them from the site? This would help the providers get their paperwork in timelier.

A: Yes, anyone with an authorization for a specific child will be able to access any information that has been uploaded. One of the goals is to have the information more readily available and hopefully the use of Child Library will accomplish this.

Other General Questions

Q: Will the site make it possible to know when annuals/ 6 month reviews are scheduled? I have attended few annuals or 6 month reviews this year. In the past our FSC's scheduled them when we were scheduled to visit the child in order to get our input.

A: The system will not send out a notification, so early interventionists would have to check often to see if a notice has been posted. But, our recommendation is that the team members notify the FSC when information is posted, the FSC notifies all of the team that something new is there, including team meeting announcements—they can add a statement to the Team Notes page regarding a meeting, then the team members can review relevant documents to prepare for the team meeting.

Q: Is there a notification system that will help the SPOE know when a transfer occurs?

A. The system provides no notifications, the current notification policies that are in place continue, including transfers.



Q: When providers bill do we go to the old laeikids or do we go through the new early steps online and click on the laeikids tab at the bottom?

- A. You will continue to use EIDS/LaElkids as you always have—to search the matrix, to review authorizations (also available in EarlySteps Online) and to submit claims for services. You can access the site directly or through the link on the EarlySteps Online landing page.

Useful information that we didn't say:

- FSCs can view Family Cost Participation (FCP) information for their authorized information, but SPOEs continue to update the information
- There could be information that was not included in the conversion to the new system. For example, the original intake coordinator's name is sometimes not visible; FCP accounts that were in "draft" status may not have been uploaded. Information can be added as needed.
- The EarlySteps Online Training Manual will be posted to the LAEIKIDS website in the near future. If you have not received a copy, contact your regional coordinator.
- Don't use the "back button" to go to another screen, use the **menu icon** and select **home**, or to move around in a child's record, use the left side menu tabs.
- Unlike LAEIKIDS is currently, in the future there will be regular password updates.
- Some actions require that certain information is entered before the next activity can be added, so timely submission of all child information to the SPOE will be critical. These include the Family Cost Participation Acceptance Notice signed and submitted and entry of BDI-2 assessment scores. Absence of information will prevent initiation of IFSP periods and issuance of authorizations.
- The FCP notice statement should not be posted to the Child Library since it includes income information.

Louisiana EarlySteps Online Access Enrollment Form Instructions to request system Access:

NEW: Form Instructions: The form is divided into 4 sections:

1. Top section: **Agency Billing Entity Information:** Only newly enrolling providers or persons who do not have current access to EIDS/LAEIKIDS complete all of this section.
2. **User Information**—everyone who needs access to *EarlySteps Online* completes this entire section. Including User ID and email address.
3. **For EIDS Access**—skip this section if you are only requesting *EarlySteps Online* access
4. **For EarlySteps Online Access**—complete this entire section. Providers, including independent providers check the "agency provider" box. Intake coordinators and FSCs check their respective boxes.

Keep a copy of the form for your records so that you have your Security Question saved. Mail the signed form with one original signature to the address at the top.

Q. Where is the online access form located?

- A. <http://www.laeikids.com/> Under the Online Access Forms Heading click on the 3rd bullet: User Online Access Request.

Q: Please explain about the signatures required on the form. Does the access form signature Supervisor/director need to be original?

- A: A form with at least one original signature must be mailed to the address provided to be granted access. In addition to the user's signature, for FSCs, an agency administrator must sign the form, for intake coordinators,



the SPOE director signs, for providers in agencies or with supervisors, their administrator signs, and for everyone else (providers, evaluators, etc), the regional coordinator signs.

At least one signature on the form that will be mailed in needs to be original—either the administrator or the early interventionist.

NEW: Q: Do we have to register for a new user name and password for the new online site if we are NOT A NEW USER or do we continue to use our current password?

A. For LAEIKIDS access you will continue to use your current user name and password. To access *EarlySteps Online*, you can use the same user name and password as long as the password meets the character requirements (upper, lower case, letters, numerals, etc). If not you will select a new password.

Q: Should an Online Access form be submitted for your agency and the FSCs?

A: The process currently used for EIDS/LAeikids still holds for *EarlySteps Online*: only enrolled individuals (FSCs, providers, evaluators, intake coordinators, SPOE administrators) request online access.

NEW: Q: Do we have to register for a new user name and password for the new online site if we are NOT A NEW USER or do we continue to use our current password? If we are already a provider do we have to enter a user ID.

A. You will continue to use your current user name and password for LAEIKIDS/EIDS access. To access *EarlySteps Online*, you can use the same user name and password. You must enter your User ID choices in the User Information section.