

- o Providers shall inform families that they may access Virginia's Sliding Fee Scale regardless of whether or not they use their insurance to pay for services to determine a monthly cap, which is the maximum amount they will be required to pay each month.
  - o Providers shall notify families prior to any change in fees they will be charged.
  - o Providers shall inform families that they may choose not to use their insurance if using the insurance, in the families' determination would cause them to have a financial loss (such as a decrease in available lifetime coverage, an increase in premiums, or loss of coverage).
  - o Providers shall inform families that a family may appeal if the amount of their financial responsibility based on the sliding fee scale creates a financial hardship for them.
  - o Providers shall inform families that they may file an administrative complaint, request mediation and/or initiate an impartial hearing at any time.
- **Family Responsibilities - Payment for Early Intervention Services:** Families have responsibilities concerning payment for early intervention services in Virginia. These responsibilities are as follow:
    - o Families are responsible for requesting assistance from their service coordinator in answering question or providing explanations of any information they do not understand regarding charges and fees.
    - o Families are responsible for paying full charges if they choose not to provide financial information in order to access the sliding fee scale.
    - o Families are responsible for their co-pays and deductibles if they use insurance to help pay for services unless the co-pays and deductibles create a financial hardship and the family provides financial information to determine a monthly cap.
    - o Families are responsible for providing financial information in order for a monthly cap to be determined by the sliding fee scale.
    - o Families are responsible for initiating the fee appeal process if the sliding fee scale creates a financial hardship for them.
    - o Families are responsible for informing their service coordinator when there are changes in their financial situation.
    - o Families are responsible for participating in an annual financial agreement re-evaluation to determine family fee responsibility.

*If you have questions about Fees and would like to contact the state office, please call: 1-(804) 786-3710*

*If you would like to speak with the state family representative, please call: 1-(888) 604-2677 ext 3*



# Infant & Toddler Connection of Virginia

## *Facts About Family Cost Share*

If you have questions  
about your fees and  
services, please contact:

Local Contact Information

*This document outlines family and provider responsibilities regarding fees for Part C services through the Infant & Toddler Connection of Virginia.*

- **Charges for Services:** Charges are assessed to families whose children receive early intervention services in Virginia. Charges are made in accordance with federal Part C regulations and the Virginia Code.
- **Services at no cost:** Some early intervention services are at no cost to the family. These services include:
  - Activities to identify children who may be eligible for Part C services (*Child Find*);
  - *Evaluation and assessment* to determine if a child is eligible for services and to identify strengths and needs in order to plan appropriate supports and services;
  - Activities and communication by the service coordinator assigned to the child/family (*service coordination*);
  - *Development, review and evaluation of the Individualized Family Service Plan*; and
  - All activities related to child/family rights including the administrative complaint process and mediation (e.g., *implementation of procedural safeguards*).
- **Inability to Pay:** Families cannot be denied services due to an inability to pay.
- **Sliding Fee Scale:** To assist families that may experience financial hardship, Virginia uses a sliding fee scale based upon taxable income and family size to determine a monthly cap if a family agrees to provide financial information.
  - The sliding fee scale determines a maximum monthly cap that the family is responsible for paying. A family may pay a fee that is less than or equal to the monthly cap, as determined by the sliding fee scale, based upon accrued charges, co-pays, and/or deductibles that result from services received. The family, however, will never pay more than the monthly cap.
  - The maximum monthly payment established for the family will be the same regardless of:
    - whether one or more children receive services;
    - the number of agencies from which services are received.
- **Not Disclosing Financial Information:** Families may choose not to provide financial information and pay the full charge for services.
- **Private Insurance:** Many private insurance plans, as well as Medicaid, may cover some early intervention services for which fees are charged. Such services include:
  - Physical therapy
  - Occupational therapy
  - Speech - language pathology
  - Assistive technology services and devices
  - Families may choose to use their insurance to cover early intervention services or they may choose not to use their insurance if, in the family's determination, it may result in a financial loss (such as a decrease in the available lifetime coverage, an increase in premiums, or loss of coverage).
  - Virginia has built in several safeguards to reduce the financial loss for families using their private insurance to pay for early intervention services. The Virginia General Assembly mandated that private insurance companies (which are not self-funded) provide up to \$5,000 of coverage for early intervention services each year without affecting the lifetime insurance coverage or risking loss of coverage.
- **Appeal Procedures:** A fee appeal procedure is available if the amount of the maximum monthly cap determined by the sliding fee scale creates a financial hardship for families. In addition, at any time in determining families' fees, families may file an administrative complaint, request mediation and/or initiate an impartial hearing if they are unable to resolve their differences locally.
- **Provider Responsibilities – Payment for Early Intervention Services:** Providers have responsibilities concerning payment for early intervention services in Virginia. These responsibilities are as follow:
  - Providers shall inform families about their responsibility for payments for early intervention services.
  - Providers shall inform families about the payment policies and procedures of the agency that is providing services for which they are financially responsible.
  - Providers shall not deny families Early Intervention Services due to an inability to pay.
  - Providers shall inform families what services must be provided at no charge to them.
  - Providers shall inform families of the charges for each service their child receives.
  - Providers shall inform families that a family may choose to pay full charges if they do not wish to provide financial information.
  - Providers shall inform families that they may use their insurance to cover early intervention services and shall inform families of the co-pay and/or deductible amounts for which they are responsible to pay.