



POLICIES AND PROCEDURES NJEIS 14

Effective Date:

October 1, 2023

Subject:

Rescheduling & Make-up of missed services

I. Purpose

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

II. Policy

- A. EIPs/practitioners are required to offer a “Rescheduled” or a “Make-Up” early intervention service to a family when the missed or disrupted service is due to a system reason, including practitioner cancellations.
- B. EIPs have the option to offer a family a substitute practitioner when an assigned practitioner is unavailable to provide a regular or make-up service.
- C. As used in NJEIS-14, the following words and terms are defined as indicated:
 - 1. “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 at a rescheduled time different from the practitioner’s scheduled appointment.
 - 2. “Make-Up” means providing a service to replace a service that did not occur due to a NJEIS cancelation that was not able to be rescheduled.
 - 3. “Week” means Sunday through Saturday.
 - 4. “Month” means calendar month.
- D. EIPs/practitioners may offer, but are not required, to reschedule a service under these circumstances:
 - 1. The family cancels;
 - 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.

- E. In the event make-up services cannot be adequately arranged and provided by the EIP, resulting in significant disruption in services, families are to be apprised of the process to seek compensatory services.
- F. 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.
- G. Service Coordination is responsible to ensure any compensatory services issued by the Procedural Safeguards Office are offered to eligible children and their families.

III. Procedures

- A. Rescheduling for Family Cancellations, Practitioner Cancellations, Extreme Weather, or Holidays
 - 1. When a family or practitioner is unable to keep a regularly scheduled service, there is an extreme weather event, or a Holiday is on a planned service day, the following procedures are to be followed:

- a. The practitioner and family determine together if there is an acceptable alternative day/time to reschedule (defined above) the planned service.
- b. The rescheduled service must be provided 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 at a rescheduled time different from the practitioner's scheduled appointment. Example: a weekly one-hour Physical Therapy on Monday is rescheduled for a one-hour Physical Therapy on Friday. A monthly one-hour Speech Therapy service is rescheduled 2 weeks later on a Wednesday within the calendar month.
- c. Practitioners log the rescheduled service in the Early Intervention Management System (EIMS) as a regularly delivered service.
- d. If an acceptable rescheduled (alternative) service cannot be arranged within the scheduled week, bi-week, month, the practitioner documents the following in the EIMS:
 - (1) Person who cancelled;
 - (2) Reason for the cancellation, including description of any extreme weather event;
 - (3) Date of missed service; and
 - (4) Communication with family regarding the cancellation and any attempt/offer made to reschedule.

- B. Make-up Services

- 1. When a practitioner is unable to keep a regularly scheduled service and rescheduling is not an option, the following procedures are to be followed:
 - a. The practitioner and family determine together the next acceptable alternative day and time to make-up the missed service.

- b. Regularly scheduled services must be provided as planned and are not affected by the addition of a make-up service.
- c. The make-up service must be consistent with the planned frequency of the missed service. Example: a 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. Example: a make-up one-hour Physical Therapy service cannot exceed a one-hour Physical Therapy.
- e. 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.
- f. The practitioner documents make-up services in the EIMS including:
 - (1) Reason for the cancellation/disruption;
 - (2) Date(s) of missed service being made-up; and
 - (3) Communication with family regarding the cancellation and any attempt/offer made to make-up the service.
- g. After the service has been provided, the practitioner logs it in the EIMS as a “Make-Up” service. Make-up sessions can only be provided after a planned session was missed, not before.