##### POSM Protocols R1-INT – Interview Questions

### Family Interview Questions

1. How have early intervention services improved daily routines and household activities for your family?
2. How did you participate in the discussion about your child’s development using the Decision Tree?
3. How was your input incorporated into developing the outcomes and goals on your child’s IFSP?
4. How was the frequency and length of the services on your child’s IFSP determined?
5. How do you communicate your concerns to your SC and provider? What is the response?
6. How are you made aware of your parental rights in early intervention in Virginia?
7. What would you do if you are unable to resolve a concern you have with your child’s early intervention services at the local level?

### Service Coordinator Interview Questions

1. How are family assessment information and family priorities incorporated into outcomes and goals any time these are created or updated?
2. How do you ensure children on your caseload receive ongoing services in accordance with the IFSP?
3. What is your process for providing and explaining family rights documents?
4. Discuss use of decision tree at initial, annual, and discharge.
5. How is parent input is solicited at initial, annual, and discharge?
6. How do they make parents aware of their dispute resolution rights?
7. What areas of monitoring compliance do you need assistance or support in relation to?
8. What is your process for ensuring family billing information (insurance, family fees, etc.) is current and accurate?

### Local System Manager (LSM) Interview Questions

1. What are your local monitoring processes and how are they implemented?
2. What child find activities has the system completed in the last year?
3. What child find activities are planned for the future?
4. How do you determine if your program demographics align with the demographics of your catchment area? How do you address any areas of disproportionality?
5. What is your follow-up process for referrals?
6. How do you ensure contracted agencies/individual providers are complying with the local provider contract?
7. What areas of monitoring compliance do you need assistance or support in relation to?
8. How do you ensure that all children with Medicaid and all children whose families gave permission to check are included in your monthly verification?
9. What is your process to verify your monthly billing from contract providers supports payor of last resort (EOBs, family fee billing)?
10. Do you have this process in writing?
11. What is your process for resubmitting denied insurance claims?
12. What is your process for back billing services for children with lapsed Medicaid coverage whose coverage is restored to a retroactive date?

### Direct Service Provider Interview Questions

1. How do you ensure you are providing services to the children on your caseload in compliance with the frequency and length listed on the IFSP?
2. What areas of monitoring compliance do you need assistance or support in relation to?
3. What is your process for ensuring family insurance information is current and accurate?
4. What is your process for sharing this information with the service coordinator so that family cost share agreements can be updated?
5. How does the local lead agency (LLA) monitor its local contract with you/your agency to ensure compliance with all federal and state requirements.

### Fiscal Interview Questions

1. How do you ensure your state and federal allocations funds are used as payor of last resort?
2. What is your process for determining who is billing the family fee and the billing is accurate? (could also be LSM question)
3. How do you ensure that Part C federal funds are kept separate from other federal funds? (Is there a designated fund code?)