

Attachment D

New York State Department of Health

Insurance Responsibilities in the EIP Course Evaluation

Introduction

The Department of Health is conducting an evaluation of the Early Intervention Program Online Professional Development Center Training - *Insurance Responsibilities in the EIP* for the New York State Department of Health Bureau of Early Intervention (NYS DOH BEI). A key activity of this evaluation is collecting information from participants in order to assess the scope and quality of the online course, and the impact on participants' knowledge and skills. Such information is valuable in helping to improve future trainings. This survey should take no more than 10 minutes to complete. ***Please be assured that the information you provide will be kept confidential.***

After you have completed and submitted this survey, you will receive a Certificate of Completion for the course stating the number of hours of professional development that were earned and can be used toward the continuing education requirements as outlined in the EI Provider Agreement.

Please click NEXT to continue to the survey.

Participant Background Information

1. First Name: _____
2. Last Name: _____
3. E-mail address: _____
4. Please select the title which best reflects your role in the Early Intervention Program (EIP).
(Choose only one)

- a. Initial Service Coordinator
- b. Ongoing Service Coordinator
- c. Both Initial and Ongoing Service Coordinator
- d. Speech-Language Pathologist
- e. Occupational Therapist
- f. Physical Therapist
- g. Special Education Teacher
- h. EIO/D
- i. EIOD/SC
- j. Agency Director
- k. Parent/Caregiver
- l. Daycare Provider
- m. Social Worker
- n. Other Provider

If you chose "m. Other Provider" above, please specify:

5. How many years of experience have you had with each of the following?

a. Years in your current agency/organization _____

b. Total years working in the Early Intervention Program _____

6. In what county or counties do you currently practice?

County or Counties: _____

Quality of *Insurance Responsibilities in the EIP* Online Course

7. Please respond to the following statements about the quality of the *Insurance Responsibilities in the EIP* course.

(Check one box for each statement.)

	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)
a. The process for registering for and accessing the course was straight-forward and clear.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Using the navigational tools of the learning management system (WizIQ) was clear and easy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The course content was arranged in a clear and logical manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The course content adequately explained the knowledge, skills and attitudes presented.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

e. The course activities, videos, and resources helped me gain a clearer understanding of the information presented.

f. The checks for understanding appropriately assessed the material presented in the course.

g. The presenter was knowledgeable and engaging.

h. The flow and sequencing of the modules across the course were appropriate.

i. There were appropriate and adequate resources and materials to support my learning.

j. The quality of the audio used in the course was acceptable.

k. The quality of the video used in the course was acceptable.

l. The instructor provided feedback on the achievement of the learning outcomes to the learners. (Feedback can be in the form of automated surveys, polls, quizzes, follow-up emails, as well as direct one-to-one feedback).

8. Did you contact the online learning platform for technical support at any point during the course?

- Yes
- No

8b. If "Yes", how would you rate the support they provided?

- a. Excellent
- b. Good
- c. Inconsistent*
- d. Poor*

8c. If you rated the the online learning platform technical support as "Inconsistent" or "Poor", please use the space below to explain your rating.

8d. Did you use the User Guide posted on the Early Intervention Program Online Professional Development Center website?

- Yes
- No

8e. If "yes", how would you rate the usefulness of the User Guide?

- a. Very useful
- b. Moderately useful

- c. Somewhat useful
- d. Not useful

Impact of the Course

Listed below is important **professional knowledge** needed by service coordinators and service providers with regard to insurance. Please indicate your level of understanding of this information **BEFORE** you took the online course. Do so by placing a check in the column that best describes your level of understanding. Use the following ratings:

1. No understanding
2. Some understanding
3. Moderate understanding
4. Extensive understanding

9. **Level of Understanding**
BEFORE

	No Understanding (1)	Some Understanding (2)	Moderate Understanding (3)	Extensive Understanding (4)
a. Roles and responsibilities of Service Coordinators in the collection of insurance information in the Early Intervention Program (EIP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Steps involved in the collection of insurance information from parents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Use of Medicaid and Private insurance for reimbursement of EI services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Procedures required of the Service Coordinator to document insurance information in NYEIS and in the child's record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Service Coordinator responsibilities around discussions with families about the use of insurance information in the EIP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. How NYS regulated insurance plans and non-regulated insurance plans differ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Subrogation and the Service Coordinator's responsibility to explain it to the family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Roles and responsibilities regarding the collection of the Written Referral from a Primary Care Practitioner (PCP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Listed below is important **professional knowledge** needed by service coordinators and service providers with regard to insurance. Please indicate your level of understanding of this information **NOW** that you have taken the online course. Do so by placing a check in the column that best describes your level of understanding. Use the following ratings:

1. No understanding
2. Some understanding
3. Moderate understanding
4. Extensive understanding

10. **Level of Understanding**
NOW

	No Understanding (1)	Some Understanding (2)	Moderate Understanding (3)	Extensive Understanding (4)
a. Roles and responsibilities of Service Coordinators in the collection of insurance information in the Early Intervention Program (EIP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Steps involved in the collection of insurance information from parents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Use of Medicaid and Private insurance for reimbursement of EI services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Procedures required of the Service Coordinator to document insurance information in NYEIS and in the child's record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Service Coordinator responsibilities around discussions with families about the use of insurance information in the EIP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. How NYS regulated insurance plans and non-regulated insurance plans differ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Subrogation and the Service Coordinator's responsibility to explain it to the family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Roles and responsibilities regarding the collection of the Written Referral from a Primary Care Practitioner (PCP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Listed below are important **professional responsibilities** of service coordinators with regard to insurance. Please indicate your level of readiness to carry out each of these responsibilities **BEFORE** you took the online course. Do so by placing a check in the column that best describes your level of readiness. Use the following ratings:

1. Not at all ready
2. Somewhat ready
3. Mostly ready
4. Fully ready

11. **Level of Readiness**
BEFORE

	Not at all ready (1)	Somewhat ready (2)	Mostly ready (3)	Fully ready (4)
a. Service Coordinator activities necessary to comply with New York State Public Health Law and regulations regarding insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Maintaining proper documentation and record keeping of insurance steps and activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Providing information regarding the collection and use of insurance to parents of children in the EIP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Understanding what information must be collected from parents regarding their insurance coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Obtaining insurance coverage information from insurers and properly documenting insurance information in the State data system and child record.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Ensuring that families understand the regulatory requirement of providing their insurance information to the EIP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Collecting and documenting insurance information in a timely manner, and updating, at required intervals or when changes in coverage occur	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Working with families to help them obtain health insurance coverage if they do not have insurance coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Assisting families to obtain the required Written Referral from their child's Primary Care Practitioner (PCP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Using the information and forms provided in the Insurance Tool Kit for Service Coordinators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Listed below is important **professional responsibilities** needed by service coordinators with regard to insurance. Please indicate your level of readiness to carry out each of these responsibilities **NOW** that you have taken the online course. Do so by placing a check in the column that best describes your level of understanding. Use the following ratings:

1. Not at all ready
2. Somewhat ready
3. Mostly ready
4. Fully ready

12. **Level of Readiness**
NOW

	Not at all ready (1)	Somewhat ready (2)	Mostly ready (3)	Fully ready (4)
a. Service Coordinator activities necessary to comply with New York State Public Health Law and regulations regarding insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Maintaining proper documentation and record keeping of insurance steps and activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Providing information regarding the collection and use of insurance to parents of children in the EIP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Understanding what information must be collected from parents regarding their insurance coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Obtaining insurance coverage information from insurers and properly documenting insurance information in the State data system and child record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Ensuring that families understand the regulatory requirement of providing their insurance information to the EIP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Collecting and documenting insurance information in a timely manner, and updating, at required intervals or when changes in coverage occur	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Working with families to help them obtain health insurance coverage if they do not have insurance coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Assisting families to obtain the required Written Referral from their child's Primary Care Practitioner (PCP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Using the information and forms provided in the Insurance Tool Kit for Service Coordinators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Listed below are important **professional attitudes and dispositions** of service coordinators and service providers with regard to insurance. Please indicate the degree of importance you would assign to each of these qualities **BEFORE** you took the online course. Do so by placing a check in the column that best describes the degree of importance. Use the following ratings:

1. Not important
2. Somewhat important
3. Pretty important
4. Very important

13. **Degree of Importance**
BEFORE

Not important (1) Somewhat important (2) Pretty important (3) Very important (4)

a. Sensitivity to cultural diversity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Non-judgmental/respectful of the family's concerns, priorities, and decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Importance of assisting families without health insurance to learn about insurance coverage options which may be available to them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Listed below are important **professional attitudes and dispositions** of service coordinators and service providers with regard to insurance. Please indicate the degree of importance you would assign to each of these qualities **NOW** that you have taken the online course. Do so by placing a check in the column that best describes the degree of importance. Use the following ratings:

1. Not important
2. Somewhat important
3. Pretty important
4. Very important

14. **Degree of Importance**
NOW

Not important (1) Somewhat important (2) Pretty important (3) Very important (4)

a. Sensitivity to cultural diversity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Non-judgmental/respectful of the family's concerns, priorities, and decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

c. Importance of assisting families without health insurance to learn about insurance coverage options which may be available to them

Listed below are important **EIP Resources** that service coordinators and service providers should know how to access. Please indicate your level of knowledge of how to access each resource **BEFORE** you took the online course. Do so by placing a check in the column that best describes your level of knowledge. Use the following ratings:

1. No knowledge
2. Some knowledge
3. Moderate knowledge
4. Extensive knowledge

15. **Degree of Knowledge**
BEFORE

No knowledge (1) Some knowledge(2) Moderate knowledge (3) Extensive knowledge (4)

a. The New York State Department of Health Bureau of Early Intervention Website

b. The New York Early Intervention System (NYEIS) Help Desk

c. The New York State Department of Financial Services (DFS)

Listed below are important **EIP Resources** that service coordinators and service providers should know how to access. Please indicate your level of knowledge of how to access each resource **NOW** that you have taken the online course. Do so by placing a check in the column that best describes your level of knowledge. Use the following ratings:

1. No knowledge
2. Some knowledge
3. Moderate knowledge
4. Extensive knowledge

16. **Degree of knowledge**
NOW

No knowledge (1) Some knowledge(2) Moderate knowledge (3) Extensive knowledge (4)

a. The New York State Department of Health Bureau of Early Intervention Website

b. The New York Early Intervention System (NYEIS) Help Desk

c. The New York State Department of Financial Services (DFS)

17. Of all the knowledge, skills and attitudes covered during the *Insurance* course (and itemized in the sections above), which of them would you most like additional support and/or training? Please list.

18. Would you recommend this *Insurance Responsibilities in the EIP* course to others?

Yes

No

18.b If you have indicated “yes,” to whom would you recommend the course?

Thank you very much for your thoughtful responses.