

Provider Availability Tip Sheet

Provider Availability Options	Service Coordinator responsibilities	BRIDGES Documentation Guidance
<p>No BabyNet contracted natural environment (NE) or non-natural environment (NNE) providers available.</p>	<ul style="list-style-type: none"> • Continue searching. • Contact providers in nearby counties and explain that you may have more than one child for them to see if they could designate ½-1 day in that area. • Document that the service coordinator has searched for new NE providers at least monthly. 	<ul style="list-style-type: none"> • As soon as the service need is identified, it must be added to planned services in BRIDGES. Enter the service name and select “no provider available” for the agency and provider. • Evaluations can be authorized for 6 months. For evals, if a provider becomes available, complete an administrative change review to change from “no provider available” to the actual provider. • For individual services, a formal change review is required when a provider becomes available.
<p>No BabyNet NE contracted providers available. Only contracted NNE providers available.</p>	<ul style="list-style-type: none"> • Continue searching. • Contact providers in nearby counties and explain that you may have more than one child for them to see if they could designate ½-1 day in that area. • Document that the service coordinator has searched for new NE providers at least monthly. 	<ul style="list-style-type: none"> • Add the NNE provider to planned services in BRIDGES. In the notes field, type “natural environment provider not available.” • Once a NE provider becomes available, the family must go with the NE provider in order for BabyNet to continue to pay for the service. <ul style="list-style-type: none"> ○ If the family chooses to stay with the NNE provider, the service becomes a true “other service” and the family is responsible for payment of the service. ○ A change review must occur to remove the service from planned services and add it to “other services.”
<p>There are limited NE contracted providers and the family asks for a new provider based on conflict(s). The only available provider is a contracted NNE provider.</p>	<p>This situation would be viewed as if there were no NE providers available.</p> <ul style="list-style-type: none"> • Continue searching. • Contact providers in nearby counties and explain that you may have more than one child for them to see if they could designate ½-1 day in that area. • Document that the service coordinator has searched for new NE providers at least monthly. 	<ul style="list-style-type: none"> • Add the NNE provider to planned services in BRIDGES. In the notes field, type “natural environment provider not available.” • Once a NE provider becomes available, the family must go with the NE provider in order for BN to continue to pay for the service. <ul style="list-style-type: none"> ○ If the family chooses to stay with the NNE provider, the service becomes a true “other service” and the family is responsible for payment of the service. ○ A change review must occur to remove the service from planned services and add it to “other services.”