<table>
<thead>
<tr>
<th>Provider Availability Options</th>
<th>Service Coordinator responsibilities</th>
<th>BRIDGES Documentation Guidance</th>
</tr>
</thead>
</table>
| No BabyNet contracted natural environment (NE) or non-natural environment (NNE) providers available. | • 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. | • 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. |
| No BabyNet NE contracted providers available.  
Only contracted NNE providers available. | • 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. | • 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.  
  o 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.  
  o A change review must occur to remove the service from planned services and add it to “other services.” |
| 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. | This situation would be viewed as if there were no NE providers available.  
• 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. | • 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.  
  o 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.  
  o A change review must occur to remove the service from planned services and add it to “other services.” |