

AzEIP Transfer Procedures:

Requesting a Transfer for a New EIP Assignment

Requesting Transfers to Multiple Contract Regions

The Service Coordinator sends an email to request a new EIP assignment to the AzEIP I-TEAMS Help Desk when a child moves from their current region to a multiple TBEIS contracting region. For example, this procedure must be followed when a child moves from their current region, to Region 4 Central Maricopa (which is served by three TBEIS contractors). This email should include either a completed Transfer Request Form attached, or have the same information from the Transfer Request Form included within the body of the email.

Transfer Request Process Steps for Transfers to Multiple Contract Regions:

1. The transferring Service Coordinator must ensure that **all** data is completed and updated in I-TEAMS up to the date of transfer; which includes:
 - Completed Child Demographic page, including the **new address** and updated parent contact information
 - Up-to-date Insurance Page
 - Up-to-date Eligibility Page
 - Up-to-date Assign/Change Team Members page (*must be up to date with all assigned core team members prior to transfer*)
 - Up-to-date IFSP page
 - Completed Child Indicators, if applicable
 - Up-to-date Transition Page, if applicable
2. Send a secure email to the AzEIP I-TEAMS Help Desk at: AzEIPITEAMS@azdes.gov
cc: TBEIS Program Contact, current Team Lead, all active IFSP team members (including ASDB contacts, if applicable)

Subject line: Request for Transfer Re-Assignment

Attach a completed Transfer Request Form

OR

Include the following information in the body of the email:

Name of Child
Date of Birth
I-TEAMS ID#
Updated Address
New Zip Code

Eligibility: AzEIP-only, DDD, DD-only, and/or ASDB-eligible

Who currently holds Service Coordination: AzEIP Contractor or DDD

The Child Record will be [insert one] faxed, emailed securely, or hand-delivered, on:

Date: _____

Explanation of where the child is in the early intervention process:

Describe child's current status:

(i.e., needs evaluation, pending IFSP needing scheduled, DDD eligibility pending, ongoing child transfer, etc.)

If the child has an active IFSP, include the services and frequency (i.e., PT is TL 12 units/6 mo, SLP JV 3 units/6 mo)

Include any other important information to share with the receiving EIP

3. The AzEIP Help Desk will send a return email with the name of the EIP to which the child should now be assigned.
4. It is the transferring Service Coordinator's responsibility to:
 - a) Complete the transfer process on the I-TEAMS Transfer Child page to the newly assigned agency
 - *Some agencies follow other internal procedures for this step, check with your agency*
 - *The transferring TBEIS Contractor will need to complete this step for children where DDD holds Service Coordination*
 - *If the child is DDD and/or ASDB eligible, and the newly assigned EIP is a different DDD unit and/or ASDB Regional Provider, then the DDD and/or ASDB assignment on the Assign Team Members page, **must** be end dated*
 - *If the child is DDD and/or ASDB eligible, and the newly assigned EIP is still under the same DDD unit and/or ASDB Regional Provider, then the DDD and/or ASDB assignment on the Assign Team Members page, **will not** be end dated*
 - b) Send a secure email to the newly assigned EIP alerting them of the transfer; include the completed AzEIP Transfer Request Form information, and child records if indicated on the AzEIP Transfer Request Form
 - c) Send the child records, in their entirety, to the newly assigned EIP as soon as possible and no later than 2 business days from the date of transfer (*Service Coordinator must keep a copy of the child file for their records*)
5. The newly assigned contractor must accept the Pending Transfer within 24 hours of notice of transfer.
 - *Upon accepting the transfer, the newly assigned contractor must follow internal procedures for ensuring the child is assigned a team to contact the family and resume early intervention services*
 - *If the child is DDD and/or ASDB eligible, and the newly assigned EIP is a different DDD unit and/or ASDB Regional Provider than previously assigned, it is the newly assigned contractor's role to assign the newly assigned DDD unit and ASDB provider in I-TEAMS*
 - *If the child is DDD and/or ASDB eligible, the entire EIP must work together simultaneously to communicate, coordinate and collaborate in order to resume early intervention services*

Please note: All transfers to multi-contract regions are equally distributed among the contractors in the new region. The transferring contractor **may request the re-assignment back to their contractor if the child resides in another contracting region they serve. The request must be indicated in the email to the AzEIP I-TEAMS Help Desk. The request will **only** be granted in rare and special circumstances. Documentation of the reasons for the request must be provided to the AzEIP office, if requested. Requests that are granted do not disrupt the equal distribution of transfers within the particular region. **Families should not be promised re-assignment to the same contractor without prior approval of the request.***

Sending Transfers to Single Contract Regions

The Service Coordinator sends a Transfer Request Form directly to the single contractor when a child moves into a single contracting region. For example, the Service Coordinator sends the Transfer Request Form directly to Hummingbird Early Intervention Services if the child moves to Region 17 Southern Apache, where there is a single contractor for the region. In this case, the Service Coordinator does not need to send the transfer through the AzEIP I-TEAMS Help Desk.

Transfer Process Steps for Transfers to Single Contract Regions:

1. The Service Coordinator follows all procedures in Step 1 above.
2. The Service Coordinator follows all procedures in Step 2 above, **except** the email is sent to the receiving single contractor in the new region (not the AzEIP I-TEAMS Help Desk).
3. The Service Coordinator follows all steps in Step 4 above.
4. The newly assigned contractor follows all steps in Step 5 above.

For additional assistance please email AzEIPITEAMS@azdes.gov or call (602) 279-8043.