

## #2: Phone Calls with HV Participants

Are phone calls with program participants a billable activity?

Release Date: July 24, 2013

### Response:

No. Any phone contact with a program participant is not a billable activity, including: calls to schedule visits, to cancel and/or reschedule visits, and calls just to “check-in” with families. Calls from a family to their home visitor to ask questions or to discuss emergent issues are not billable.

### Questions to Consider for Planning and Programming:

- What if a phone contact with a participant leads to a referral?
  - If a phone contact with a family results in a home visitor contacting a referral source to “link families to services that address identified goal (on the family plan) or needs” the ensuing **contact to a referral source** and any **follow-ups to that referral source** would be billable as a referral.
- **Are phone calls with a program participant to set up home visits billable under “preparation”?**
  - No. Phone calls to set up visits are not reimbursable.

### Authorizing Rule:

- 3701-8-01 (HH)
  - "Home visit" is a location or method for service delivery which may be in the child's or family's place of residence or a community location acceptable to the family.
- 3701-8-06.2(B)
  - Covered services provided by home visiting contractors are reimbursable when completed by an eligible family's assigned home visitor. The reimbursable services include: (1) Preparing materials and information for a completed home visit. (2) Conducting comprehensive assessment, including the administration of screening and assessment tools, and monitoring and follow-up, with families during a home visit, in accordance with Appendix 6.1 - A of rule 3701-8-06.1 of the Administrative Code. (3) Developing and managing a family plan during home visits, when goals on the family plan are related to the program goals, in accordance with rule 3701-8-06 of the Ohio Administrative Code. (4) Parenting education provided to families during home visits. (5) Referrals made by home visitors to link families to services that address identified goals or needs in the family plan or record. Following-up by home visitors for referrals made on behalf of families with the entities who received the referrals in order to determine and document a referral outcome. (6) Traveling to and from the home visit, when the home visit is successfully completed. (7) Documenting related to the services provided during a completed home visit. (8) Data entry into the statewide data system for HMG related services provided.

*Refer to Memo 13-10: HMG HV GUIDANCE Reimbursement for Services for additional guidance on billable activities.*