**Outcome:**
Cluster B will meet the target of serving 95% of the enrolled children in their natural environment.

**So that:**
The child will develop the necessary skills to be an active participant in the daily activities and routines of his/her family.

**Strategy update from last quarter:**

On March 13 the SPOE received a data report from the state with the billing codes by agency and provider. The SPOE director reviewed the data and noted one agency was only using OFFICE or HOME as the billing codes. This agency does not have any onsite authorizations. The SPOE director called the agency director 3/17/15 and shared the data for her agency. She explained the providers use multiple codes for services and they do not use office. It appeared to her that their billing department was using office as the default for all billing codes that were not the home, i.e. day care, community setting, relative’s home. Upon further discussion she confirmed it was a code they were using in other states and was acceptable so they unfortunately converted Indiana to the same.

The state responded they would not ask the agency to go in and make the changes but expected to see a positive shift in the % of services being in the natural environment.

**Explanation of Data: 85%**

Due to the data we are using from the state Profile Report for this quarter we do not see any improvement. We anticipate seeing improvement during the next quarter Profile Report which will have 3 months of accurate billing codes used by the agency serving Elkhart and St. Joseph Counties. Each quarter there after we should continue to see positive gains in the % of children receiving their services within their natural environment.

**Strategies (Who is responsible/timeline/evaluation):**

The SPOE will continue to monitor the Natural Environment for this agency each quarter and report on the follow up QIPS the progress.

In the event a quarter does not show a positive movement for the Natural Environment the SPOE Director will collaborate with the agency to verify billing department is using appropriate codes. Any discrepancies will be reported to the state.
List barriers to accomplishing strategies and how to address them:
At this time the barrier is the data does not reflect the current quarter to determine if we indeed identified the issue and are moving in a positive direction of correction. The next quarter Profile report should show a positive direction.

**Resources needed:**
- [ ] State Clarification
- [ ] IIDC
- [ ] Training
- [ ] Mentoring
- **X** Other: Agency

**Explain:**
Continue to collaborate with the agencies in general as well as the individual agency who was using the wrong code.

**Stakeholder Collaboration:**
Emailed agency director April 3rd and the agency director emailed they are now using the correct codes.
State correspondence indicated they do not need the agency to go back and fix the codes they just need to see the % moving in a positive direction to indicate the problem identified as the cause of the error was indeed the cause.