

REQUEST FOR CLARIFICATION/INTERPRETATION

TO:	Name and Title: Jannis Conselyea	FROM:	Name and Title: Sandi Marisdotter, Director
	Organizational Unit: DPHHS, DSD, DDP		Organizational Unit: Family Outreach
	Address: PO Box 4210, Helena, MT 59620		Address: 110 E Lyndale, Helena, MT 59601

1. TYPE OF REQUEST: Follow-up to Verbal Request - Date of Verbal Request: _____ Written Request

2. STATEMENT OF QUESTION OR ISSUE:

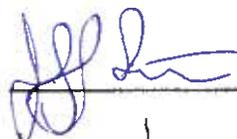
Is it allowable to use an interactive internet service (like SKYPE) to deliver a billable unit.

References:

3. ANSWER: Using an interactive internet service like Skype can be a billable family contact unit as long as it is real time and the Case Manager, Caregiver Training and Support or Program Design staff have visual as well as real time interaction and not all contact is over the internet. There must be family contact that is done through home visits. Interactive communication via the internet may not replace the required one face to face contact per month with a child and/or family to provide services according to the individualized Family Service Plan that is referenced in the provider contract.

References:

Approved and Issued by:


 _____ (Program Director)
 Date: 5/13/10

STATE USE ONLY	4: DISTRIBUTION: One Copy: _____ Requestor One Copy: _____ Manual Coordinator One Copy: _____ Division Files Additional Copies: <input type="checkbox"/> _____	5: FOLLOW-UP: <input type="checkbox"/> To be issued as Bulletin to: _____ (Division Administrator) Manual. Expected Date of Issuance: _____ <input type="checkbox"/> A.R.M. Change <input type="checkbox"/> State Plan Change
----------------	---	---