



Paying the Family Cost Participation Fee

Connecticut Birth to Three System

<https://hus.pcgus.com/CTEIBilling/Public/Portal.aspx>

What is the Family Cost Participation Fee?

The fee is similar to a co-pay or deductible – it cannot be billed to your insurer. It represents your out of pocket cost for receiving early intervention services.

For more information about how the fee is determined, go to: <http://www.birth23.org/families/family-resources/fcp/>

PAYING THE FEE

When do I get the first fee invoice?

The first month that you will be charged a fee will be the first month of services AFTER the month when your initial Individualized Family Service Plan (IFSP) meeting is held.

The invoice will come to you in the mail in the month AFTER your first month of services. For example, if you have your first IFSP meeting in January and your first month of services is in February, then in March an FCP statement will be mailed to you. **NOTE:** It is important to keep your mailing address and email address updated with your Service Coordinator, so you get your invoice.

EXAMPLE TIMELINE

- > January.....First IFSP meeting
- > February..... First full month of services
- > March..... First invoice received
- > April.....First invoice due on the 15th

What do I do with the fee invoice?

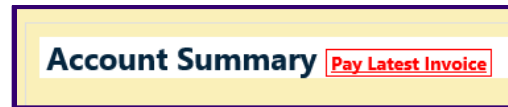
All Parent Fee payments are paid through a computer system called EI Billing, owned by Public Consulting Group, Inc. (PCG). PCG manages the billing and payment process for the Birth to Three System in Connecticut. Click the link to access EI Billing: <https://hus.pcgus.com/CTEIBilling/account/Login.aspx>
When you have received your first invoice, please call the PCG Call Center at (844) 293-0023. The representative will provide you with a username and password to log in and pay your bill.

NOTE: If you call before you receive your first invoice, PCG cannot give you a username and password.

How do I pay my bill?

Once PCG has provided you a username and password, you may log in and pay your bill.

Look for the “Pay Latest Invoice” link next to Account Summary on the screen. It looks like this:



TIP #1: Call PCG while you are at a computer with internet access. This will allow you to try your log in while you are on the phone with PCG. **TIP #2:** Do not use the Family Cost Participation Guest Payment link. This link is intended for those who pay as a guest infrequently.

How long do I have to pay the bill?

Payment due dates are included on each invoice. The invoice must be paid by the 15th of the month AFTER you receive it.

What happens if I don't pay my bill?

Birth to Three and PCG strongly encourage you to pay the bill each month to avoid falling behind on payments. EI Billing can be accessed 24 hours a day, 7 days a week to help you pay at a time of day that works for you.

When you log in to the Family Cost Participation Portal on EI Billing you will see a dashboard that shows information about your payments, including if your account is past due.

If you have a past due balance equal to three months or more of invoices, your Birth to Three services may be suspended. Before a suspension, you will receive a letter of notice that no early intervention services will be provided (beginning on the first day of the next month) until all payments in arrears are paid in full. When payment is made, your program will be notified that your intervention services can resume.

If you have had a change in your income or additional expenses which make it difficult to pay your FCP Fee, please inform your Service Coordinator.

NOTE: Some services may continue, even if your account is past due. Certain services are required to be provided at no cost to families (service coordination, evaluation, IFSP development and review, and procedural safeguards).

How do I get a suspension of services removed?

A past due balance must be paid in full to remove a suspension. Accounts that have been suspended are reviewed and updated daily until the end of the month.

Once you have paid in full, you can call the PCG Call Center at (844) 293-0023 to confirm that your services have been unsuspended.

If you cannot pay your past due balance, please speak with your Service Coordinator who can explain your options.

FAQs

What do I do if I have more than one child in the Birth to Three System and receive an invoice for each child?

Each family should only receive one FCP Fee invoice. If you have two or more children in the Birth to Three System and you are receiving more than one invoice in a month, follow these steps:

1. Inform your Service Coordinator so they can make sure your children are linked in their system. If they are not linked, ask your Service Coordinator to 'link' your children in the system.
2. If they are linked, please call the PCG Call Center at (844) 293-0023. They will submit a request to combine the two records EI Billing.
3. The PCG Call Center representative will give you a helpdesk ticket number. Once the work has been completed on your ticket, a PCG Staff member will call you to ensure you can log in and see all your children's invoice information.

What do I do when I have two children in the Birth to Three System, but I can only see my first child in EI Billing?

1. Follow the step number 1 above to ask your Service Coordinator to 'link' your children.
2. Once they are linked, call the PCG Call Center. Explain that you cannot see the invoice for your second child.
3. The PCG Call Center representative will give you a helpdesk ticket number and will call you once the work has been completed on your ticket.

RESOURCES

Your FCP Fee is _____ monthly, beginning in the service month _____, for your _____ child(ren).

Your Service Coordinator's name and phone number is:

Contact your Service Coordinator for any of the following issues:

- You have a question about the amount of your Parent Fee
- You received more than one invoice in a month
- Corrections or changes to your child's name as it appears on the invoice

The name of your Birth to Three program is:

For any questions regarding the fee determination or Family Cost Participation Policy that your Service Coordinator is unable to answer, contact the Birth to Three *Family Liaison* at **(866) 888-4188**.

Contact the *PCG Call Center* at **(844) 293-0023** for the following issues:

- You are unable to log in to PCG or are having any difficulty using the EI Billing site to pay your bill
- If your Service Coordinator notified you that you had a fee, but you didn't receive an invoice in the month following your first month of services
- If you receive two invoices in one month (call PCG after you contact the Service Coordinator who will 'link' your children's accounts)
- If when you log in, you don't see all children in your family receiving Birth to Three services on your dashboard homepage