

## North Carolina Early Intervention Glossary

Early intervention providers use many words and acronyms with which readers may not be familiar. The following is a list of some of those most commonly used.

**Accounts Receivable**

The monies outstanding for client bills or claims submitted that are still in the adjudication process.

**ADA**

Americans with Disabilities Act. Federal legislation to prohibit discrimination on the basis of disability in employment, public services, telecommunications, and public accommodations.

**Adaptive Behavior**

Skills that children develop that allow them to take care of themselves and become independent (such as feeding, eating, and dressing).

**Adjudication**

Financially, the processing of an insurance claim for coverage determination by an insurance company or agent. In the legal system, a judge's decision.

**Administrative Hearing**

A formal process for settling disagreements between a parent and the Infant-Toddler Program about. (*For additional information, see Policy Bulletin #17 - Complaint Resolution-Individual Child.*)

**Advocate**

Someone who takes action on someone's behalf.

**AHEC**

Area Health Education Center.

**Annual Limits**

The maximum amount of money that an insurer or Health Maintenance Organization will pay for care during any given year. The insurer can have an annual limit for all health care services, or may have separate annual limits for specific services. Some insurers also have lifetime limits, which would be the maximum amount of money the insurer or Health Maintenance Organization would pay for the member during the member's lifetime.

**AOB**

Assignment of Benefits. Authorization indicated by the parent's signature that health plan reimbursement for services should be paid directly to the provider.

**APGAR Score**

A score from 1-10 indicating the baby's physical condition at birth. It rates the baby's heart rate, muscle tone, reflexes, body color, and breathing ability. A low score indicates that the baby experienced difficulty or distress at birth or shortly thereafter.

**Apnea**

Pauses in breathing usually greater than 15 seconds.

**Appeal**

A written request for a change in a decision; also, to make such a request.

**The ARC**

Formerly the Association for Retarded Citizens (ARC). National association that has state and local chapters. Works to encourage programs and activities for persons of any age with mental retardation and other developmental disabilities.

**Assessment**

A process using observation, testing and interview to determine an individual's strengths and needs in order to develop a plan for intervention services.

**Assistive Technology**

Equipment or devices used to increase, maintain, or improve the capabilities of an individual with disabilities. Also includes evaluation to determine the need for equipment, instruction in the use of the equipment, and on-going monitoring of the use of the equipment. *(For additional information, see Policy Bulletin #22 - Definitions of Infant-Toddler Program Services.)*

**Assistive Technology Resource Center**

Specially funded programs that provide an extensive inventory of equipment and developmental toys for short term loan to parents and professionals for use with children birth to age five with special needs. These centers also offer training, consultation, and technical assistance in the use of assistive technology devices. *(For additional information, see Policy Bulletin #27 - North Carolina Assistive Technology Funds.)*

**Atypical Development**

Unusual development of behavioral or emotional skills, such as lack of interest in other children or adults, not being able to pay attention, extreme fearfulness or distress, or becoming easily frustrated. *(For additional information, see Policy Bulletin #18 - Eligibility Categories.)*

**Audiology**

Includes any services or equipment that may be needed to address a child's needs with relation to his auditory skills. An audiologist is a professional who identifies children with auditory impairment. *(For additional information, see Policy Bulletin #22 - Definitions of Infant-Toddler Program Services.)*

**Augmentative Communication**

A collection of techniques, symbols, equipment and interaction strategies to facilitate communication, which may include sign language, picture boards, electronic communication devices, microcomputers or a combination of systems.

**Authorization**

Approval for the provision of health services and referrals to specialists in order to obtain care outside its network or for coverage of a hospitalization. A primary care provider can often authorize the provision of health services and referrals to specialists, but sometimes the health plan requires the member to obtain prior authorization from the health plan for non-emergency hospital admissions or certain high-cost or high-technology procedures.

**BEGINNINGS for Parents of Children Who are Deaf or Hard of Hearing**

A non-profit agency providing an impartial approach to meeting the diverse needs of families with children who are deaf or hard of hearing and the professionals who serve them. *(For additional information, see Resources and Publications.)*

**Benefits**

The payment made by the third party payer for services provided to the child and family.

**Bond**

An emotional tie or attachment between caregiver and infant.

**Bundling**

A payment that combines a number of charges for services performed during the same period. The reimbursed amount will be less than the total of the separate charges.

**CA**

Chronological age. The actual age of a person.

**CAP**

Community Alternative Program. A Medicaid sponsored waiver program.

**CAP-C**

Community Alternative Program-Children (formerly referred to as "Katie Beckett"). A Medicaid program that provides cost-effective home care services to medically fragile children from birth through age eighteen who would otherwise require long term hospital care or nursing facility care.

**Capitation**

A method of insurance reimbursement where a provider is paid a fixed amount per child per a defined time frame (e.g., a month or a year) rather than being paid fee-for-service.

**CAP-MR/DD**

Community Alternative Program-Mental Retardation/Developmental Disabilities. A Medicaid waiver program that provides community support and case management to individuals of any age

who qualify for care in an intermediate care facility for the mentally retarded. The focus is to enable children to remain in the community instead of residing in an institution.

**CAPTA**

Child Abuse Prevention and Treatment Act. Requires that states develop provisions and procedures to ensure that children under age three with substantiated abuse and neglect be referred to the state's early intervention services. *(For additional information, see Policy Bulletin #18 – Eligibility Categories.)*

**Carolina Alternatives**

A Medicaid waiver that provides mental health and substance abuse treatment that is easily accessible to children receiving Medicaid. It ensures quality care, fosters appropriate utilization and coordinates treatment services.

**Case Manager**

A professional designated to identify and coordinate, on an individualized and ongoing basis, the child's and family's service needs. This includes developing a case management plan that addresses those needs and coordinating and monitoring care. Someone who acts as a coordinator of services and works in partnership with the family and the providers of these services. See Service Coordinator.

**CBRS**

Community Based Rehabilitative Services. A service provided in order to correct, reduce, or prevent further deterioration of identified deficits in a child's mental or physical health or to restore the developmental capacity of children who are felt to be at risk for such deficits because of specific medical, biological, or environmental risk factors. *(For additional information, see Policy Bulletin #22 - Definitions of Infant-Toddler Program Services.)*

**CCR&R**

Child Care Resource and Referral. Local or regional agencies that offer families and child care providers information of local child care programs including location and price, list of community resources, training, and licensing support to build and maintain quality child care practices.

**CDC**

Child Development Center. A name used by some child care programs.

**CDL**

Center for Development and Learning. A University of North Carolina School of Medicine program designed to model innovative and collaborative practices to foster exemplary leadership training for health care professionals, education, research, and clinical services for the benefit of individuals with developmental disabilities, their families, and their communities.

**CDR**

Central Directory of Resources. Provides information and referral services for families and professionals. *(For additional information, see Resources and Publications.)*

**CDSA**

Children's Developmental Services Agency. The local lead agency for the Infant-Toddler Program. *(For additional information, see Policy Bulletin #2 - Lead Agency.)*

**CEC/DEC**

Council for Exceptional Children/Division for Early Childhood. A professional organization.

**Child Care Subsidy**

Financial assistance to income eligible families in meeting childcare costs. Administered by the Division of Child Development at the state level and the Department of Social Services, or its designee, at the local level.

**Child Find**

A process developed by each state for identifying children possibly eligible for the Infant-Toddler Program and the Preschool Program. *(For additional information, see Policy Bulletin #31 - Child Find and Public Awareness.)*

**Children's Developmental Services Agency**

Provides evaluation and intervention services for children primarily birth to age three. Serves as the local lead agency for the Infant-Toddler Program. *(For additional information, see Policy Bulletin #2 - Lead Agency)*

**Claim**

The written or electronic request for payment that the provider of services sends to the payer.

**Clinical Care Manager**

An individual whose primary function is to review clinical information to determine medical necessity for certain services in the utilization review or prior approval process.

**Clinical Guidelines**

The criteria used that outlines the process and standard of care to be given for a specific health condition, disease, or illness. Clinical guidelines are usually developed by practicing health care providers and are an attempt to identify the best way to prevent, detect, or treat a particular medical condition. Managed Care Organizations and other health care institutions use clinical guidelines as a way to ensure that practitioners are providing appropriate care, and to standardize care across providers. Also referred to as clinical practice guidelines, clinical protocols, or medical protocols.

**Clinical Review Criteria**

The criteria used that outlines the process and standard of care to be given for a specific health condition, disease, or illness. May include clinical protocols or practice guidelines used by an insurer to determine the services or treatments that are appropriate and medically necessary for a person with a specific health condition, disease, or illness.

**Clinical Social Worker**

A specialist in the field of social work, usually with a Master's degree in social work and licensed to practice as a clinical social worker. Provides services (e.g., counseling, advocacy, coordination of services, provision of information about and referral to needed resources, intervention) to children and families which enable them to achieve their optimum potential.

**CMS**

Centers for Medicare and Medicaid Services. Formerly known as the Health Care Financing Administration. This is the federal agency which administers and oversees state Medicare and Medicaid operations and provides health insurance through these two programs and the state Children's Health Insurance Program.

**COB**

Coordination of Benefits. A process for determining the respective responsibilities of two or more health plans that have some financial responsibility for a medical claim.

**Coding**

The process of assigning alpha or numeric codes to verbal descriptions. This is the manner by which the service provider communicates to the payer what services were provided to the child and family and for what reasons.

**Cognitive Development**

Skills and knowledge that children develop that allow them to think, learn, problem solve, and remember.

**Coinsurance**

The percentage of a provider's fee that the child's parent is expected to pay. For example, many traditional insurance companies pay 80% of a physician's usual, customary, and reasonable fees. The child's parent is expected to pay the 20% difference between the physician's usual, customary, and reasonable fees and what the insurance company pays.

**Communication Development**

Skills that a child develops as he grows that allows the child to tell others what he wants by using signs, sounds, and gestures when he is very young (such as looking and pointing) and using verbal language (speech) as he gets older.

**Conflict of Interest**

State law which prohibits anyone with an actual or potential monetary interest or gain from participating in decision-making (i.e., voting, evaluating) which may benefit them, their families or agencies. This includes persons serving on boards of agencies.

**Congenital Condition or Anomaly**

A condition present since birth.

**Copayment**

A fee assessed to the policyholder by their insurance company to ensure financial participation of the policyholder in the cost of care.

**Cost Study**

Provides a detailed analysis of what an organization or unit does over a period of time and helps to determine the associated costs. Through periodic samplings of time and related costs, information is gathered for use in determining staffing levels, fees, rates, etc. Also referred to as a time study.

**Coverage**

The type and range of benefits for which an insurance carrier will pay.

**CPS**

Child Protective Services under the county Department of Social Services. Ensures that children are protected and safe from harm. Investigates reports of abuse and neglect.

**CPT**

Current Procedural Terminology. A systematic listing and coding of procedures and services performed by physicians and other practitioners.

**Cross Walk**

The process of matching one set of data elements or individual code values to their closest equivalents in another set. This is sometimes called data mapping.

**CSCP**

Child Service Coordination Program. Provides formal care coordination and case management services at no charge to eligible children birth to age five at risk for or diagnosed with special needs and their families. Services are provided to children not enrolled in the Infant-Toddler Program by local Health Departments, Sickle Cell agencies, Federally Qualified Health Centers, and Rural Health Centers. *(For additional information, contact the Child Service Coordination Program, Division of Public Health, 1928 Mail Service Center, Raleigh, NC 27699-1928. Telephone: (919) 707-5600.)*

**CSHS**

Children's Special Health Services Program. A funding stream coordinated through the Specialized Services Unit in the Division of Public Health. Assists in covering the cost of some services related to medical conditions covered by this program. For additional information, contact the Special Needs Helpline at 1-800-737-3028.

**CSPD**

Comprehensive System of Personnel Development. Outlines the basic requirements and training opportunities for early intervention personnel. *(For additional information, see Policy Bulletin #34 - Comprehensive System of Personnel Development.)*

**DA**

Developmental age. The age at which a person is functioning.

**Data Mapping**

The process of matching one set of data elements or individual code values to their closest equivalents in another set. This is sometimes called a cross-walk.

**DCD**

Division of Child Development in the Department of Health and Human Services. A state agency that licenses and monitors all child care programs in the state, administers child care subsidies, promotes professional development of child care providers, administers Smart Start, and provides administrative oversight for the North Carolina Interagency Coordinating Council.

**DD**

Developmental disability or delay. There is no single definition: different programs use different definitions. In common understanding, it refers to an impairment and is usually associated with functional limitations.

**DEC**

Division for Early Childhood. Associated with the Council for Exceptional Children, a professional organization.

**Deductible**

The monetary amount that the child's parent must pay out-of-pocket each year before insurance reimbursement begins. A policy with an individual deductible of \$250 and a family deductible of \$750 means that each individual person in the family must pay \$250 of medical expenses before the policy begins paying for that individual. Once the out-of-pocket expenses of the family reaches \$750, then the insurance company will pay benefits for each family member.

**Denial**

The rejection of payment to the service provider. Many insurance companies, including Medicaid, will only pay for services that they determine to be medically necessary, even though the service might otherwise be covered, and deny payment for that service. There are other reasons for denials, such as when a claim is submitted for services not covered by the insurance company.



**Developmental Delay**

Refers to an impairment usually associated with functional limitations. *(For additional information, see Policy Bulletin #18 - Eligibility Categories.)*

**Developmental Milestones**

The skills a child learns at certain times throughout infancy and childhood (e.g., sitting, crawling, walking, etc.).

**DHHS**

Department of Health and Human Services. Responsible for ensuring the health, safety, and well-being of all North Carolinians. It administers the Division of Public Health, Division of Medical Assistance, the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services, the Division of Social Services, and the Office of Education Services.

**Disallowance**

The amount of a health care provider's charge that exceeds the maximum allowable fee of the child's parent's insurance plan.

**DMA**

Division of Medical Assistance in the Department of Health and Human Services. Responsible for interpreting federal laws and regulations as they relate to the Medicaid program and for administering all Medicaid programs, which includes establishing policies, fees, and rates and enrolling qualified providers.

**DME**

Durable medical equipment. Equipment that is non-disposable to promote and enhance access to and function in the environment for persons with disabilities. *(For additional information, see Policy Bulletin #27 - North Carolina Assistive Technology Funds.)*

**DMH/DD/SAS**

Division of Mental Health, Developmental Disabilities and Substance Abuse Services. Responsible for services to people with mental illness, developmental disabilities, or substance abuse problems throughout North Carolina.

**DOS**

Date of Service. The calendar date on which the service was provided.

**DPH**

Division of Public Health in the Department of Health and Human Services. Provides a wide range of programs and services aimed toward protecting and improving the health of the people who live and work in North Carolina. The Division of Public Health is the state lead agency for the Infant-Toddler Program.

**DPI**

Department of Public Instruction. Responsible for the administration and oversight of North Carolina's public schools. The Department of Public Instruction is the state lead agency for the

Preschool Program, Part B of the Individuals with Disabilities Education Act. Also known as Public Schools of North Carolina.

**DSB**

Division of Services for the Blind in the Department of Health and Human Services. State agency that oversees programs for persons who are blind or visually impaired.

**DSDHH**

Division of Services for the Deaf and Hard of Hearing in the Department of Health and Human Services. State agency that oversees programs for persons who are deaf, hard of hearing, and deaf-blind.

**DSM-IV**

Diagnostic and Statistical Manual of Mental Disorders, 4<sup>th</sup> Edition. Provides a comprehensive classification of all recognized psychiatric disorders.

**DSS**

Division of Social Services in the Department of Health and Human Services. Also used to refer to the local Department of Social Services.

**Due process**

Legal action that protects a person's rights.

**Dunning**

An accounting term meaning to beset with persistent demands for payment.

**Early Head Start**

Head Start for infants and toddlers

**Early Intervention**

Identification of young children who have a developmental delay or may be at-risk for developing a problem and then providing different types of services to support the family and the child.

Early intervention services are provided by many agencies. *(For additional information, see Policy Bulletin #22 - Definitions of Infant-Toddler Program Services.)*

**Early Intervention Program for Children Who are Deaf or Hard of Hearing**

A program that provides early intervention for children who are birth to age three who are deaf or hard of hearing. Administered by the Office of Education Services.

**ECAC**

Exceptional Children's Assistance Center. A useful resource for information regarding preschool and school-aged children with disabilities and their rights in the school system in public education. *(For additional information, see Resources and Publications.)*

**EDS**

Electronic Data Systems. The fiscal agent for Medicaid that is responsible for processing claims for approved Medicaid providers according to the policies and guidelines of the Division of Medical Assistance.

**Effectiveness**

Under real life conditions, how well a treatment, therapy, or procedure produces a desired health outcome (e.g., cure, alleviation of symptoms, alleviation of pain, return of functional abilities).

**Efficacy**

Under ideal conditions, how well a treatment, therapy, or procedure produces a desired health outcome (e.g., cure, alleviation of symptoms, alleviation of pain, return of functional abilities).

**EISAS**

Early Intervention Services Assessment Scale. A comprehensive early intervention self-assessment composed of recommended practice indicators that provide a framework for assessing the quality of services provided by professional and received by children and families.

**EISC**

Early Intervention Service Coordinator. The title given to the providers of service coordination under the Infant-Toddler Program.

**Emotional development**

The basic sense of self that a child develops about himself as a person. The skills and abilities needed to understand and respond.

**Empowerment**

A feeling of self-worth that allows people to define their own goals and make decisions and choices for themselves that meet their needs and priorities.

**Entitlement**

A right to receive certain services and protections, if eligible.

**EOB**

Explanation of Benefits. The third party payer report that explains the coverage and reimbursement determination for a claim.

**EPSDT**

Early Periodic Screening, Diagnosis and Treatment program. Health screening immunizations, and treatment for Medicaid eligible children. In North Carolina this program is now called Health Check.

**ERA**

Electronic Remittance Advice. Any of several electronic formats for explaining the payments of health care claims.

**Exceptional Child**

Under the Preschool Program, a child who requires special education or related services due to adjustment difficulties arising from intellectual, sensory, emotional or physical factors or any other specific learning disabilities.

**Exceptional Children's Coordinator**

The person in charge of special education programs at the local or state level.

**Exclusion**

A health insurance contract clause that defines conditions or treatments not covered by a health insurance policy. Sometimes policy exclusions require providers to make the child's parent aware of his financial responsibility for non-covered services.

**FAC**

Family Advisory Council of the Women's and Children's Health Section of the Division of Public Health. It's purpose is to provide advice about existing and needed services to promote the health of children with special health care needs and their families.

**FAPE**

Free and Appropriate Public Education. Required for children three to 21 years of age who have disabilities.

**Fee-for-Service**

A billing and reimbursement method in which providers charge for each service to a child and family. Fee-for-service systems are typically distinguishable from capitation payments, which involve a fixed periodic payment per individual regardless of what services are provided. Under a fee-for-service system, the provider is paid each time the individual or agency provides a different service.

**Fee Schedule**

A provider reimbursement system that pays providers according to a fixed fee inventory established by an insurer, Health Maintenance Organization, or government entity. The fee schedule consists of a list of procedure codes with their corresponding charges.

**FERPA**

Family Educational Rights and Privacy Act. Federal law that protects the privacy rights of students and parents. *(For additional information, see Policy Bulletin #11 - Confidentiality and Privacy Issues.)*

**Fine Motor**

Skills which include reaching and grasping, release of objects and pincer grasp, and visual fixation followed by refinement of each skill. Skills which children develop that rely on their small muscles, such as holding things, turning knobs, buttoning clothes.

**Fiscal Year**

The budget year. For North Carolina state government, it is from July 1 to June 30. For the federal government, it is from October 1 to September 30.

**Food stamps**

A government program that provides free coupons to buy food to eligible low income families and individuals.

**FPG**

Frank Porter Graham Child Development Center of the University of North Carolina -Chapel Hill. Multidisciplinary institute at the University of North Carolina at Chapel Hill that conducts research and provides outreach services to enhance development of children birth to age eight and family well being.

**Fraud and Abuse**

Fraud is an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under federal or state law. Abuse refers to provider practices that are not usually considered fraudulent, but which are inconsistent with sound medical, fiscal, or business practice, and may result in unnecessary costs to the Medicaid program or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards of care. Abuse also includes beneficiary practices that result in unnecessary costs to the Medicaid program.

**FSN**

Family Support Network of North Carolina. Provides support and assistance to families of children with special needs through a state-wide network of parent-to-parent programs. Operates the Central Directory of Resources. (*For additional information, see Resources and Publications.*)

**FTT**

Failure to Thrive. A clinical term applied to an infant or young child who is failing to meet the growth standards for their age. Failure to thrive may be of either organic (biological) or non-organic (psychosocial) origin.

**Functional Assessment**

Assessment that includes the parent's description of the child's medical and developmental history and abilities across developmental domains; discussion with the parents about their desires and concerns about when, where and how the child participates; an observation of the child within a familiar context (people, places, things); a focused assessment of specific areas. Functional assessment links intervention services to adaptive outcomes.

**Functional Intervention**

Services and supports provided in the context of the child and family's everyday routines, activities, and places that are developmentally appropriate and relevant to the family's life.

**GACPD**

Governor's Advocacy Council for Persons with Disabilities. Provides information and assistance in situations involving the rights of persons with disabilities.

**Governor Morehead Preschool Program**

A program that provides early intervention for children who are birth to age five who have visual impairments. Administered by the Office of Education Services.

**Gross Motor**

A combination of a child's strength, coordination, and balance of muscles for his movement skills. Skills that children develop which rely on their large muscles, such as crawling, sitting, and walking.

**HCPCS**

Health Common Procedural Coding System. National coding system used to report services to Medicaid and other payers. It is a medical code set that identifies health care procedures, equipment, and supplies.

**Head Start**

Federal programs providing comprehensive health, educational, nutritional, social, and other services to "economically disadvantaged" preschool children and their families, who are economically disadvantaged, in order to improve their chances for success in school.

**Health Check**

A publicly funded Medicaid initiative to improve North Carolina's Medicaid eligible children's access to preventive health services, including comprehensive health care check-ups, immunizations, vision, hearing, and dental screenings, and any necessary diagnostic or treatment services needed to treat conditions identified during screening. Is also known as the Early Periodic Screening, Diagnosis, Treatment program.

**Health Choice**

A publicly funded program that provides free or reduced-cost health insurance coverage for uninsured children from birth through age 18 when the family income is equal to or less than 200% of the federal poverty level and the child is not eligible for Medicaid.

**Health Department**

Local agency associated with the Division of Public Health whose mission is to strive to create healthy people and communities in North Carolina. The Child Service Coordination Program in each county functions as part of the local health department.

**Health Insurance**

A product written to provide protection against the policyholder's losses for illness or injury. An insured person or subscriber is anyone who is covered under an insurance policy. Insurance is a legally enforceable contract between an insurance company and the insured or subscriber. Insurance is a regulatory industry and there are specific statutes and rules which regulate the licensing of insurers.

**Health Insurance Claim Form (HCFA 1500)**

The claim form that is submitted to collect professional fees.

**Health Plan**

Health and medical insurance coverage provided by a health insurance company or Health Maintenance Organization.

**High-risk**

Conditions which have the potential for causing problems in a child's development.

**HIPAA**

A federal law which among other things protects the confidentiality of medical records and other personal health information. It limits the use and release of individually identifiable health information, gives patients the right to access their medical records, and restricts most disclosure of health information to the minimum needed for the intended purpose. *(For additional information, see Policy Bulletin #11 - Confidentiality and Privacy Issues.)*

**HMO**

Health Maintenance Organization. A type of health care organization that manages and finances the care of its members. They have exclusive provider networks and often use primary care providers as gatekeepers who are responsible for arranging the child's referral to a specialist or admission to a hospital.

**HSIS**

Health Services Information Management System. Software used by the Division of Public Health to track services, manage its billing and reimbursement activities, and manage various areas of information.

**Hyperactive**

Increased or excessive activity or behaviors characterized by overactivity, distractibility, impulsivity, and the inability to concentrate.

**ICC**

Interagency Coordinating Council. An advisory group for the implementation of an interagency system of services. There are three interagency councils associated with the Infant-Toddler Program – the North Carolina Interagency Coordinating Council, the Regional Interagency Coordinating Councils, and Local Interagency Coordinating Councils.

**ICD-9-CM**

International Classification of Diseases, 9<sup>th</sup> Revision, Clinical Modification. A medical code set for the classification of diseases and procedures.

**IDEA**

Individuals with Disabilities Education Act. Federal law which requires special services for children birth to age twenty-one years with special needs. Part B provides for children age three to twenty-one. Part C provides for children birth to age three.

**IEP**

Individualized Education Program. The written document that lists the services and resources a child with special needs will receive when they are eligible to receive their education through the public schools.

**IFSP**

Individualized Family Service Plan. A process to plan services for a child and his family and a written document of that process. The process involves a joint effort between parents and specialists. The written document lists the early intervention services a child needs in order to grow and develop and services the family needs to help the child grow and develop. *(For additional information, see Policy Bulletin #25 - Individualized Family Service Plans.)*

**Immunization**

A drug, called a vaccine, which is injected into the body or swallowed to protect against certain diseases that can cause developmental problems or deaths in individuals.

**Inclusion**

A term used to describe services, which are provided to children with special needs in settings which also, serve those who do not have special needs. These services are typically located in a preschool, childcare center, accredited developmental day program, or day care home. When a child is in an inclusive setting, the early intervention service provider works with the child in that setting, as well as provides consultation, training, and support to the staff. Other terms often used are **natural environment and least restrictive environment**.

**Infant morbidity**

A baby born with a serious, permanent mental or physical disability.

**Infant mortality**

Infant death. A baby born alive that dies before his first birthday.

**Insured**

Anyone who is covered under an insurance policy.

**Intensive care**

Highly specialized care given to individuals hospitalized for serious illness or injury.

**Interdisciplinary**

A type of team approach for providing evaluation and intervention. Interdisciplinary teams are composed of parents and professionals from several disciplines. Teams have formal channels of communication that encourage team members to share their information and discuss individual results. Various professionals assess children separately or together, and the team comes together to discuss the results of their individual assessments and to develop plans for intervention. While program planning is more collaborative than with the multidisciplinary approach, service delivery may still be done in isolation. (See multidisciplinary and transdisciplinary)



**ITFA**

Infant, Toddler and Family Associate. A credential required of certain Infant-Toddler Program service providers. *(For additional information, see Policy Bulletin #34 - Comprehensive System of Personnel Development.)*

**ITFA-P**

Infant, Toddler and Family Associate-Provisional. A service provider who is working on this credential but who has not yet met all the required competencies. *(For additional information, see Policy Bulletin #34 - Comprehensive System of Personnel Development.)*

**ITFS**

Infant, Toddler and Family Specialist. A credential required of certain Infant-Toddler Program service providers. *(For additional information, see Policy Bulletin #34 - Comprehensive System of Personnel Development.)*

**ITFS-P**

Infant, Toddler and Family Specialist-Provisional. A service provider who is working on this credential but who has not yet met all the required competencies. *(For additional information, see Policy Bulletin #34 - Comprehensive System of Personnel Development.)*

**Language Development**

Skills that a child develops as he grows that allow him to tell others what he wants by using signs, sounds, and gestures when he is very young [such as looking and pointing], and using words and phrases and sentences when he is older.

**LEA**

Local Education Agency. A term used to describe the local public school system.

**Lead Agency**

The agency at the state or local level responsible for overseeing and coordinating early intervention programs and services. For children birth to age three, the state lead agency is the Division of Public Health and the local lead agency is the Children's Developmental Services Agency. For children three to twenty-one, the state lead agency is the Department of Public Instruction and the local lead agency is the public school system. *(For additional information, see Policy Bulletin #2 - Lead Agency.)*

**LICC**

Local Interagency Coordinating Council. A community group of people, which includes early intervention agencies, parents, and other interested parties, which is committed to young children and their families. This group works to support all local early intervention efforts. *(For additional information, see Policy Bulletin #8 - Local Interagency Coordinating Councils.)*

**Lifetime Limits**

The maximum amount of money that an insurer or Health Maintenance Organization will pay for care over the member's lifetime. The insurer can have a lifetime limit for all health care services, or may have separate lifetime limits for specific services. Some insurers also have annual limits,

which would be the maximum amount of money the insurer or Health Maintenance Organization would pay for the member during a particular year.

**Low birth weight**

A baby who weighs less than 3 pounds 5 oz. (1500 grams) at birth.

**LRE**

Least Restrictive Environment. An educational setting or program that provides a child with special needs opportunities to work and learn to the best of his ability. It also provides the child with as much contact as possible with children without disabilities, while meeting all of the child's learning needs and physical requirements.

**Managed Care**

A controlled method of managing the health care services for an identified population.

**Managed Care Organization**

A generic term applied to managed care companies, such as Health Maintenance Organizations or Preferred Provider Organizations.

**Mandated Service**

Required by law to be provided to eligible persons and families.

**MCC**

Maternity Care Coordination in the local Health Department. A program of the Division of Public Health supported primarily by Medicaid.

**MCH**

Maternal and Child Health Section of the Division of Public Health in the Department of Health and Human Services. This section is charged with the primary responsibility for promoting and improving the health of mothers and children.

**Mediation**

An informal process for settling disagreements about Infant-Toddler Program services. A Mediator facilitates the process. *(For additional information, see Policy Bulletin #17 - Complaint Resolution-Individual Child Complaint.)*

**Medicaid**

A government program that pays for health care for people with low incomes.

**Medical Code Sets**

Codes that characterize a medical condition or treatment. These code sets are usually maintained by professional societies and public health organizations.

**Medical Home**

An approach to providing health care services in a high-quality and cost-effective manner. Children and their families who have a medical home receive the care that they need from a pediatrician, physician, nurse practitioner, or physical health extender whom they know and

trust. The pediatric health care professionals and parents act as partners in a medical home to identify and access all the medical and non- medical services needed to help children and their families achieve their maximum potential.

**Medical Necessity**

A process of determining the appropriateness and/or coverage of the prescribed health care treatments for specific diagnostic conditions based on insurance benefits and clinical guidelines.

**Modality**

Any physical agent applied to produce therapeutic changes to biologic tissue, including, but not limited to thermal, acoustic, light, mechanical, or electric energy.

**Modifier**

A two digit alpha or numeric code used with procedure codes to provide additional clarification of the circumstances related to the provision of health care services.

**MOU**

Memorandum of Understanding. A document providing a general description of the responsibilities that are to be assumed by two or more parties in their pursuit of some goal.

**MOW**

Maternity Outreach Worker. A program of the Division of Public Health that serves pregnant women and mother and infants for one year post-delivery.

**MR**

Mental retardation.

**MSW**

Master of Social Work degree. See Clinical Social Worker.

**Multidisciplinary**

A type of team approach for providing evaluation and intervention. On multidisciplinary teams, professionals from several disciplines work independently of each other to evaluate and serve children and families. Team members may work together and share the same space and tools, but they usually function quite separately. No formal attempt is made by team members to communicate, to consider the overlap among disciplines, or to share resources and skills. (See interdisciplinary and transdisciplinary)

**Natural environment**

Settings that are natural or normal for the child's age peers who have no disability. (*For additional information, see Policy Bulletin #24 - Service Planning and Delivery.*)

**NC-ICC**

North Carolina Interagency Coordinating Council. The state advisory board whose purpose is to advocate for young children with or at risk for developmental disabilities and their families and to advise lead agencies regarding policies and procedures affecting the provision of early

intervention services, serve as an advocate for early intervention, and support for Regional Interagency Coordinating Councils and Local Interagency Coordinating Councils. (*For additional information, see Policy Bulletin #6 - North Carolina Interagency Coordinating Council.*)

**NCPC**

North Carolina Partnership for Children. Administers Smart Start.

**NEC\*TAC**

National Early Childhood Technical Assistance Center. A federally funded, nationwide system of technical assistance and support for states implementing birth to five services for children with special needs and their families.

**Neonatal**

Pertaining to the first 4 weeks after birth.

**Neonatologist**

A doctor specially trained in the care of babies who are premature or very ill.

**Network**

A group of providers (e.g., physicians, hospitals, other health care providers) that contracts with a managed care organization to provide health care services to its members.

**NICU**

Neonatal Intensive Care Unit. The unit in the hospital that cares for premature infants and very ill babies until they are transferred to the regular nursery.

**Nutritionist**

A pediatric nutritionist is a certified specialist who assesses a child's growth, dietary intake, and feeding skills, makes recommendations, and provides intervention in the area of nutrition.

**OES**

Office of Education Services. Administers the Governor Morehead Preschool Program and the Early Intervention Program for Children Who are Deaf or Hard of Hearing.

**Orthotics/Orthoses**

A rigid or semi-rigid device which is used for the purpose of supporting a weak or malformed body member or restricting or eliminating motion in a diseased or injured part of the body. For example: A brace or a splint.

**OSEP**

Office of Special Education Programs. The federal agency responsible for oversight of the Individuals with Disabilities Education Act.

**OT**

Occupational Therapy or Occupational Therapist. Services provided by a qualified occupational therapist who works with children to develop their fine motor skills. *(For additional information, see Policy Bulletin #22 - Definitions of Infant-Toddler Program Services.)*

**OTR**

Outpatient Treatment Report. The form used by clinical staff in obtaining prior approval for Medicaid managed care services.

**Outcomes**

Statements of expectations or changes that families want for themselves and their children as a result of early intervention services. Outcomes are written in the Individualized Family Service Plan. *(For additional information, see Policy Bulletin #24 – Service Planning and Delivery.)*

**Out-of-Pocket**

Money spent by individuals for health care services that either the health plan requires them to pay or does not cover or is paid by the individual because he is uninsured.

**Parent**

As defined by the Infant-Toddler Program, the natural or adoptive parent of the child, a legal guardian, or a person acting in place of the parent or “in loco parentis”. *(For additional information, see Policy Bulletin #3 – Parents.)*

**Part B**

Services provided by the public school system under the Individuals with Disabilities Education Act for children with special needs age three to twenty-one.

**Part C**

Services provided by the Infant-Toddler Program under the Individuals with Disabilities Education Act for children birth to three years old.

**Payer/Payor**

A company or agency that purchases health services on behalf of its members or employees. This can be an uninsured child, a self-insured employer, a health plan, or a Health Maintenance Organization.

**PBA**

Play-based assessment. A method of assessment in which a professional or parent follows and guides a child's play while others observe the child's developmental skills expressed through his play.

**Peer Review**

Mechanism of assuring quality of care provided by a health care professional. Other health care professionals (peers) conduct a quality assurance review to ensure that the services and care provided is appropriate. It is also used to identify fraud and other abuses of health care payment systems.

**Physical Development**

Skills that a child develops that allow him to use his large muscles (gross motor) and small muscles (fine motor). As defined by Part C of the Individuals with Disabilities Education Act, physical development also includes the areas of vision and hearing.

**Physician Extender**

Someone who is licensed as a nurse practitioner or physician's assistant that conducts a comprehensive medical history and physical examination.

**PICU**

Pediatric Intensive Care Unit. The unit in the hospital that cares for babies and children who are seriously ill or injured until they are transferred to the pediatric unit.

**PL 94-142**

Federal law guaranteeing a free and appropriate public education to school-aged children with disabilities. Renamed the Individuals with Disabilities Education Act.

**PL 99-457**

Public Law 99-457 entitles children birth through age five with or at-risk for developmental disabilities to health, educational, and other social services. Renamed the Individuals with Disabilities Education Act.

**POMCS**

Purchase of Medical Care Services. A unit of the Controller's Office, Department of Health and Human Services, that manages the fiscal aspects of payment programs for the Department including the Infant Toddler Program. Specifically manages Children's Developmental Services Agency authorization and payment for services provided by enrolled service providers not directly reimbursed by Medicaid. Currently these services include Community Based Rehabilitative Services, Physical Therapy, Occupational Therapy, Speech Therapy, and Case Consultation and Education.

**POS**

Place of Service. A series of standardized codes used to report the location where the service was provided.

**PPO**

Preferred Provider Organization. Manage medical costs by creating a network of providers who are willing to accept lower reimbursement rates. The providers are often required to meet other requirements, including the insurance company's utilization review procedures. The child's parent may choose any health care provider, but he will have to pay additional money if he uses a provider who is not part of his network. Usually associated with traditional insurance companies, not Health Maintenance Organizations.

**Precertification/Preauthorization**

A method of pre-approving all elective hospital admissions, surgeries, treatment, procedure, and other services required by insurance carriers. Approval is essential before services are rendered. See also Prior Approval.

**Premature**

A baby who is born too early, usually before the 35th week of the pregnancy and weighing less than 5 lb. 8 oz.

**Preschool Coordinator**

The person responsible for coordinating Preschool Programs in the public schools at the local or state level.

**Preschool IEP Team**

The group that determines eligibility, develops Individualized Education Program, makes placement decisions, and plans services for the Preschool Program under the Individuals with Disabilities Education Act. *(For additional information, see Policy Bulletin #28 - Transition from the Infant-Toddler Program.)*

**Preschool Program**

Early intervention services for children ages three and four years. In North Carolina, these are provided by, or under the supervision of local public school systems. Because of differences in eligibility rules, not all children who receive Infant-Toddler Program services will qualify for the Preschool Program. *(For additional information, see Policy Bulletin #28 - Transition from the Infant-Toddler Program.)*

**Primary Care Provider**

Generally, most insurance plans allow family physicians, pediatricians, or general internists to serve as primary care providers. Sometimes, obstetricians, gynecologists, nurse practitioners, certified nurse midwives, or physician assistants can be primary care providers. Primary care is distinguished from specialty care, which is often concerned with a particular health condition. In some Health Maintenance Organizations, services provided by specialists or other practitioners will require a referral by the child's primary care provider in order for the health plan to cover the cost of care.

**Primary Payer/Carrier**

The insurance carrier that pays benefits first when the child's parent has more than one insurance plan. The primary carrier is billed first.

**Prior Approval**

Verification by the health plan or insurance company that the requested services are appropriate, medically necessary, and will be covered. Must be obtained before the services are rendered.

**Procedural Safeguards**

Rules and procedures that protect rights specified by law. Often referred to as Child and Family Rights. *(For additional information, see Policy Bulletin #10 - Notification of Child and Family Rights.)*

**Prosthetics/Prostheses**

A device that replaces a missing body part.

**Protective Services**

Services provided to children and adults who are threatened by actual or potential abuse or neglect. DSS provides necessary services without regard to income eligibility.

**Provider**

The person, agency, or facility providing health care services.

**Provider Number**

A unique identification code assigned to health care providers by the government and insurance carriers for tracking purposes.

**Psychologist**

A specialist in the field of psychology, usually with a Master's degree or Ph.D. in psychology.

**PT**

Physical Therapy or Physical Therapist. Services provided by a licensed physical therapist who work with children to develop their gross motor skills. (*For additional information, see Policy Bulletin #22 - Definitions of Infant-Toddler Program Services.*)

**PTI**

Parent Training and Information Program. Programs that provide information to parents of children with special needs about acquiring services, working with schools and educators to ensure the most effective educational placement of their child, understanding the methods of testing and evaluation of a child with special needs and making informed decisions about their child's special needs. See Exceptional Children's Assistance Center.

**Quality Assurance**

Quality assurance activities verify that the services and supports provided meet all required quality standards. Targeted areas include ensuring that services are minimally adequate, child and family rights are protected, organizations are fiscally sound, documentation requirements are met, providers comply with established standards, and relevant licensure and certification requirements are met.

**Quality Improvement**

Quality improvement activities involve constantly seeking new and improved ways of providing services and conducting business. Aspects of quality improvement include the selection and systematic assessment of performance indicators to guide decision making and aid in the achievement of better outcomes for children and their families, the identification and evaluation of trends, and the gathering of feedback from consumers regarding their satisfaction with service delivery.

**Recipient**

The beneficiary or the individual who receives the benefit.



**Recommended Services**

Those services, which are felt to be important, but which are not required to be available to all children eligible as early intervention services. *(For additional information, see Policy Bulletin #22 - Definitions of Infant-Toddler Program Services.)*

**Registered Dietician**

See Nutritionist.

**Reimbursement**

Money paid by a third party payer for a child's medical bills.

**Related Services**

In the public school system, this refers to transportation, developmental, corrective, and other support services that a child with disabilities requires in order to benefit from education. Examples of related services include: speech-language and audiology services; psychological services; physical and occupational therapy; recreation; counseling; interpreters for the hearing impaired, and medical services for diagnostic and evaluation purposes.

**Remittance and Status Report/Advice**

A computer-generated document showing the status of all claims submitted to the Electronic Data Systems, along with a detailed breakdown of payment, sent to inform the provider as to which claims are paid, authorized, denied, or remain in adjudication.

**Required Services**

Services which must be available to all eligible children and their families wherever they live in North Carolina if the services are included in the child's Individualized Family Service Plan. These services include, but are not limited to, evaluation, service coordination, special instruction, specialized therapies, transportation, family counseling, assistive technology, nutrition services, and health services. *(For additional information, see Policy Bulletin #22 - Definitions of Infant-Toddler Program Services.)*

**Respite**

A time-limited, intermittent family support service that enables parents to participate in or receive other early intervention services in order to meet the outcomes on the child's and family's Individualized Family Service Plan. Examples include the parent participating in sign language classes in order to assist the child in developing communication skills, meeting with a psychologist to design appropriate behavioral management strategies when the child is exhibiting inappropriate behavior, attending Individualized Family Service Plan meetings and reviews, and obtaining counseling or psychological services for himself. *(For additional information, see Policy Bulletin #26 - Transportation and Respite.)*

**RFA**

Request for Applications. A formal process for an individual or agency to apply for a grant or presentation.

**RFP**

Request for Proposals. Solicitation of proposals sent to agencies and individuals by a funding source.

**RICC**

Regional Interagency Coordinating Council. Multi-county planning and advisory group that serves as the designated planning partner with the Children's Developmental Service Agency advising it in activities such as child find and public awareness, community needs assessment, system evaluation, and professional development. *(For additional information, see Policy Bulletin #8 – Regional Interagency Coordinating Councils.)*

**RN**

Registered Nurse

**Routines Based**

Use of predictable and repetitive sequences of naturally occurring play, caregiving, social and community activities and routines to develop functional skills throughout the day.

**SCHIP**

A health insurance program for children administered by the Centers for Medicare and Medicaid Services that is expected to cover many of the approximately ten million uninsured children in the United States.

**Self-insured**

A health plan created and maintained by a company for its employees, rather than contracting with an insurance provider.

**Self-pay**

Payment for services made by the parent for the child's and family's care.

**Service Coordinator**

Service Coordinator. Someone who acts as a coordinator of services and works in partnership with the family and the providers of these services. *(For additional information, see Policy Bulletin #4 - Infant-Toddler Program Service Coordination.)*

**SIDS**

Sudden Infant Death Syndrome. The unexplained death of an apparently healthy infant. Previously referred to as "Crib Death."

**Sliding Fee Scales**

Fee schedule based upon a family's ability to pay. *(For additional information, see Policy Bulletin #23 - Fees, Billing and Reimbursement.)*

**SLP**

Speech Language Pathologist. Someone who provides speech-language services which includes identifying and working with children to develop speech and communication skills.

**Smart Start**

A state and local initiative designed to ensure that every child in North Carolina enters school healthy and ready to succeed by affording every child access to quality, affordable child care, health care, and other critical services.

**Social Development**

A child's ability to develop social skills, such as laughing and smiling, which allow him to interact with other people.

**Social Services**

Services are delivered by caseworkers, usually employed by local Departments of Social Services. Services include information, referral, follow-up case management, foster care, etc.

**Social - emotional development**

Skills that a child develops as he grows that allow him to interact with others (playing, and responding to adults or other children), as well as to express emotions (laughing, crying, and talking about feelings).

**Social Work Services**

A variety of services provided to children and families to assist them to achieve their optimum potential. *(For additional information, see Policy Bulletin #22 – Definitions of Infant-Toddler Program Services.)*

**Special education programs and services**

Services or specially designed instruction for children from age three to twenty-one with special needs who are found eligible for such services by the local public school system.

**Special health care needs**

Children with special health care needs are defined as those who have or are at risk for chronic physical developmental, behavioral or emotional conditions that require health and related services of a type or amount beyond those of children normally.

**Special needs**

A term to describe a child who has disabilities, or is at risk for developing disabilities, and who requires special services to minimize or prevent the disability.

**Speech language therapy**

An intervention provided by a Speech Language Therapist or Pathologist which includes identifying and working with children to develop speech and communication skills.

**Spend-down**

Also known as deductible. Some people on Medicaid must show receipts for medical expenses they have incurred before they qualify for a Medicaid card. The individual does not qualify for Medicaid until the spend-down amount is reached.

**SSI**

Supplemental Security Income. Federal program that provides financial assistance for eligible children under 18 who are blind or have a severe disability or chronic illness. It also provides financial assistance to people who are 65 or older or are blind or have a disability or have little or no other resources and income.

**SOW**

Statement of Work. A document describing the specific tasks and methodologies that will be followed to satisfy the requirements of an associated contract or Memorandum of Understanding.

**Subscriber**

Anyone who is covered under an insurance policy.

**Substance abuse**

The detrimental use of drugs including alcohol, tobacco, marijuana, cocaine, crack, heroin, PCP, etc.

**Surrogate Parent**

A person required to be assigned by the Individuals with Disabilities Education Act to represent a child and protect his rights when a parent or guardian is unknown or unavailable or the child is a ward of the state. *(For additional information, see Policy Bulletin #17 - Surrogate Parents.)*

**SW**

Social worker. See Social Work Services or Clinical Social Worker.

**TANF**

Temporary Assistance to Needy Families. A cash payment program of state and federal monies used to provide financial assistance payments for families below certain income levels. Administered through the Department of Social Services.

**TEACCH**

Treatment and Education of Autistic and related Communication handicapped CHildren. A program whose primary aim is to prevent unnecessary institutionalization by helping prepare individuals with autism and other related communication disabilities to live and work more effectively at home, at school, and in the community.

**Therapeutic Procedure**

A manner of effecting change through the application of clinical skills and/or services that attempt to improve function.

**Third Party Payer**

An entity, such as insurance companies, Medicaid, etc., that has agreed, via an insurance policy or contract, to pay for medical care provided to the child and family.

**TITLE I**

Federal money for use by both public and private preschool and primary education programs (also known as 89-313).

**Together We Grow**

The name for North Carolina's comprehensive system of early intervention services for children birth to age five with special needs and their families. There are two components of Together We Grow – the Infant-Toddler Program for children birth to age three and the Preschool Program for children age three to age five.

**TOS**

Type of Service. A series of standardized codes used to report the type of service provided.

**TPO**

Treatment, Payment, and Health Care Information. A term used by the Health Insurance Portability and Accountability Act that addresses certain privacy protections for children and their families.

**Transdisciplinary**

A type of team approach for providing evaluation and intervention. Transdisciplinary teams are composed of parents and professionals from across several disciplines that work together to form a team that crosses and recrosses boundaries through sharing, or transferring, of information and skills. Transdisciplinary teams are able to maximize communication, interaction, and cooperation among team members. All decisions in the areas of assessment, program planning, service delivery, and evaluation are made by team consensus. The transdisciplinary model incorporates an indirect model of services, whereby one or two persons are primary facilitators of services and other team members act as consultants. (See interdisciplinary and multidisciplinary)

**Transition**

Transition means moving from one service provider to another. A major transition for children with special needs and their families occurs when the child turns three years of age and is no longer eligible for the Infant-Toddler Program. The child must then begin receiving services from the Preschool Program, if eligible, or from other service providers in the community. (*For additional information, see Policy Bulletin #28 - Transition from the Infant-Toddler Program.*)

**TRICARE**

Civilian Health and Medical Program of the Uniformed Services. A health and medical program that provides benefits for eligible dependents of the military.

**UCP**

United Cerebral Palsy. Advocacy organization focusing on the needs of children and adults with cerebral palsy. Directly operates services in some communities.

**UCR**

Usual, Customary and Reasonable. The amount commonly charged for a particular medical service by medical practitioners within a particular geographic region. These fees are used by traditional health insurance companies as the basis for physician reimbursement.

**Unbundled Services**

A method of accounting or reimbursing for services on the basis of individual service components instead of using an all-inclusive rate for specified services. Fee for service is an example of unbundled rates.

**Utilization Management**

A process used to regulate the provision of services in relation to the capacity of the system and needs of consumers. This process should guard against under-utilization as well as over-utilization of services to assure that the frequency and type of services fit the needs of consumers. Utilization management is typically an externally imposed process.

**Utilization Review**

A system designed to monitor the use of, or evaluate the medical appropriateness, efficacy, or efficiency of health care services, procedures, providers, or facilities. It is an analysis of services, through systematic case review, with the goal of reviewing the extent to which necessary care was provided and unnecessary care was avoided. Utilization review is typically an internally imposed process.

**Vaccinations**

Another name for the medicine or immunizations given to protect individuals against certain contagious diseases.

**VI**

Visual Impairment.

**VR**

Vocational Rehabilitation. Division of Vocational Rehabilitation in the Department of Health and Human Services. Offers job readiness and job training services for youth and adults with developmental disabilities.

**WCH**

Women's and Children's Health. A section of the Division of Public Health in the Department of Health and Human Services which addresses the health needs of women and children. The Infant-Toddler Program is a component of the Early Intervention Branch which is part of the Women's and Children's Health Section.

**WIC - Women, Infants and Children**

Provision of nutrition education, supplemental foods (including formula), breastfeeding promotion and support, and referrals to health care for women, infants, and children.