



**PHIL BREDESEN**  
GOVERNOR

STATE OF TENNESSEE  
**DEPARTMENT OF EDUCATION**  
DIVISION OF SPECIAL EDUCATION  
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**LANA C. SEIVERS, Ed.D.**  
COMMISSIONER

**TEIS POLICY MEMORANDUM #08-020**

**TO:** TEIS District Administrators, TEIS Contract Managers, CRO Staff  
TEIS Vendors/Providers

**FROM:** Jamie Thomas Kilpatrick, Director  
Office of Early Childhood Programs, Division of Special Education

**CC:** Joseph E. Fisher, Assistant Commissioner

**RE:** **Reimbursements for TEIS “No Shows”**

**Date:** February 12, 2008

Definition: A “No Show” is an IFSP planned service contact/session in which the child was not present for a pre-arranged, mutually scheduled session/appointment and the family made no written or verbal attempt to cancel the appointment with the vendor/provider.

**Effective March 1, 2008, TEIS will reimburse a vendor/provider for only one documented “No Show” per service/per child/per calendar month.**

“No Shows” are a clinical issue and should be addressed by the vendor/provider with the family and the TEIS Service Coordinator. **Two consecutive “No Shows” would result in a suspension of the service pending an IFSP meeting to address the planned services.**

If a missed session is due to the vendor/provider’s miscommunication or error, it is their responsibility to communicate this accurately to the TEIS service coordinator and to the child’s family in order to remain on the IFSP team.

All “No Show” issues must be recorded in TEIDS. A vendor will be reimbursed \$18.00 for the “No Show.”

Note: Emergency hospital admissions and other emergencies can be documented exceptions with communication to the IFSP team through direct communication with the service coordinator.