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| Question: | Answer: |
| **Miscellaneous:** |
| Do the Riverside Academy access codes have an expiration date if they have not yet been used? For example, if I do not use on, could I use it 11/30/2026 and have until 11/30/2027 until it expires? | There are not expiration dates on Riverside Academy trainings. |
| Has the time frame changed for completing the BDI assessment? We always completed the BDI-2 within two weeks of the start date and if unable due to family cancellations, we restarted it. In viewing the BDI-3 training, it states the assessment must be done typically within 2-4 weeks. What is DPH's stance on this? Are we following the 2 week rule or 2-4 weeks? | No, although the information in the BDI-3 training says “two to four weeks,” please keep in mind that the BDI-3 evaluation is for other ages and not just the birth to three population, in which four weeks would warrant a new evaluation.A maximum of two weeks for completion of the BDI-3 from start date is recommended. |
| I am wondering if there is guidance on all things Riverside score? Specifically, I am looking at guidance around deleting children that are no long active in our program. We were told we can do it and it makes them inactive, it does not actually delete them. Should we be doing this? I am looking to make the client list more manageable for staff and only have active kids in our program available to them.  | Children cannot be deleted from Riverside Score. Once a child is discharged from the Massachusetts Early Intervention system (either prior to age 3 or at age 3), then the child can be made inactivate from Riverside Score, which means their information will be hidden from your view; the child’s information is still stored in Riverside Score and is not “deleted.” |
| Is there an option to purchase the BDI-3 norms and conversion manual? There is a concern when we are in a no service area so we can get the info to the family the day of the eval.I can find the norms and conversions in the MDS but would like to print it out as sometimes it takes a long time to load. Is there a way to do this? | The BDI-3 norms and conversion manual are available on the MDS to be used if there is no internet at the moment when you are determining eligibility.The actual manual cannot be purchased, as the information contained in the manuals is proprietary and cannot be copied. |
| It is the responsibility of the EIP to enter the scores into EICS, correct? It would be helpful to better understand what that process will look like as programs plan their workflows. | The child will be entered into EICS (either direct entry or via EMR upload) in order to obtain the enrollment number. The child’s name (first and last), date of birth, gender, and enrollment number will be entered into Riverside Score and then synced with the MDS (or, in rare cases, entered directly into the MDS). After the BDI-3 evaluation has been completed in the MDS, the date of the evaluation (first date if the BDI-3 was administered over multiple dates) and the 5 DQ scores are entered into EICS (again, either direct entry or via EMR upload). For a visual demonstration of the BDI-3 task flow in EICS, please see the **Quick Reference Guides** in the EICS User Manual. It’s at the top of the list and is a short video demonstrating the transition from BDI-2 to BDI-3 in EICS. |
| If a device shuts down during administration are scores saved automatically? Just trying to get a sense of how scoring and with what frequency scores are saved. Is there a potential to lose a bunch of data/scores and have to start over? | Although there is always a possibility of losing data when the internet is spotty, the MDS automatically saves every item as they are entered.  |
| Can you run a report with the DQ's from the MDS without internet? | In order for the DQs to be calculated, the BDI-3 evaluation needs to be committed, which requires an internet connection to do. |
| If a child is referred, has an eligibility evaluation on the BDI-3, found ineligible and then discharged, but is then re-referred, do we enter them into Riverside as a new client with the second enrollment number? Or do we update the first enrollment number and change the referral number from a "1" to a "2" and then add a new assessment? | To avoid creating a duplicate record in EICS after a child's first referral or second enrollment in the same EIS program, change the enrollment number in Riverside Score to 2. Don't do this if the child's prior referral or enrollment was in a different EIS program. |
| Who should I contact if I have any technical issues? | If you are experiencing any issues in the EICS or with your EMR upload, please contact the EICS Support Desk. If you are experiencing any technical issues in the Riverside Score or MDS, please contact the Riverside Support Desk at inquiry@service.riversideinsights.com |

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