

# Bringing ECI Services to Families through Telehealth

The Texas Health and Human Services Early Childhood Intervention (ECI) program works with families of children, birth to 36 months, who have developmental delays or disabilities. ECI services are now also available through telehealth.

## What is telehealth?

- Health services provided to families using video over a phone or computer.
- Telehealth allows you and your family to:
  - Learn techniques so you can be the primary teacher for your child in building new skills to help your child develop.
  - Receive ECI services when the provider can't come to your home.
  - Practice learning activities in a place that is comfortable for you and your child while your ECI provider offers suggestions, coaching, and support.

## What equipment will my family need?

- Many families already have everything they need — an internet connection and a smart phone, tablet or laptop with a microphone and camera.
- ECI program staff can let you know if special software is needed to provide a secure connection.
- If you need help getting equipment or software, ECI staff may be able to offer resources or information.

*"ECI flipped my initial thoughts about telehealth. At first, I was very skeptical but there is no better way to know it truly works than seeing the improvement in your child from one visit to the next."*

**Joselyn Martinez**



*"My son has been receiving therapy via telehealth and it has been a really great experience. It gives me comfort knowing he is still able to have his sessions and I am able to get specific strategies to work on with him."*

**Elizabeth Cisneros**

## What are the benefits of telehealth?

- Fewer people coming into your home, resulting in less exposure to germs.
- Flexible scheduling, making it easier to target times of the day you may need more help, such as meals or nap time.
- Both parents and/or other caregivers may be able to participate from different locations.



## How does telehealth compare to in-person ECI visits?

- Research has shown that therapies delivered through telehealth can be just as effective as those delivered in person.
- You have the same rights in ECI whether you receive services through telehealth or in-person.
- You will not be charged a different fee for telehealth services.

## What services are offered through telehealth?

### Will insurance cover them?

- Each ECI program may offer different services through telehealth.
- Medicaid plans cover many telehealth services. Private insurance may cover some telehealth services as well.
- Check with your insurance plan and your local ECI program to learn more.

## How can families contact their local ECI program?

Visit [citysearch.hhsc.state.tx.us](http://citysearch.hhsc.state.tx.us) or [hhs.texas.gov/eci](http://hhs.texas.gov/eci) or call **877-787-8999**.

Spindletop Center  
First Steps ECI  
409-784-5435



**TEXAS**  
Health and Human  
Services

Early Childhood  
Intervention