Introduction to the EI-Hub

The EI-Hub is your one-stop-shop to manage the work you do for children in the Early Intervention Program (EIP). Depending on your role, you will use the EI-Hub to capture and report on child information from referral (intake) to transition, as well as manage provider data, claims creation, billing, and payments.

The 5 Modules of the EI-Hub

1. **Case Management:** Manage and report on a child's progression from referral to transition out of the EIP. Track referrals, service authorizations, claims, and child transition. Manage provider data and tasks such as re-approvals, amendments, and provider profiles and rosters.

2. **Billing:** Reporting and claims management with direct links to data within the Case Management module.

3. **Service Logging:** Log and track EI services provided at the provider site and in the field. Capture visit data and record notes that will be linked to the child's record directly.

4. **Provider Enrollment:** Enroll new and returning providers seeking a new agreement using an all-online process.

5. **Learning Management System (LMS)** – Your resource for system onboarding, training, and references for the EI-Hub solution.

Up Next
- Logging in to the EI-Hub
- The EI-Hub Landing Page

Case Management

Billing

Service Logging

Provider Enrollment

Learning Management System

Logging in to the EI-Hub

Data in the EI-Hub is protected by the New York State (NYS) Health Commerce System (HCS) firewall. This secure system ensures compliance with federal and State requirements for the safeguarding of protected information.
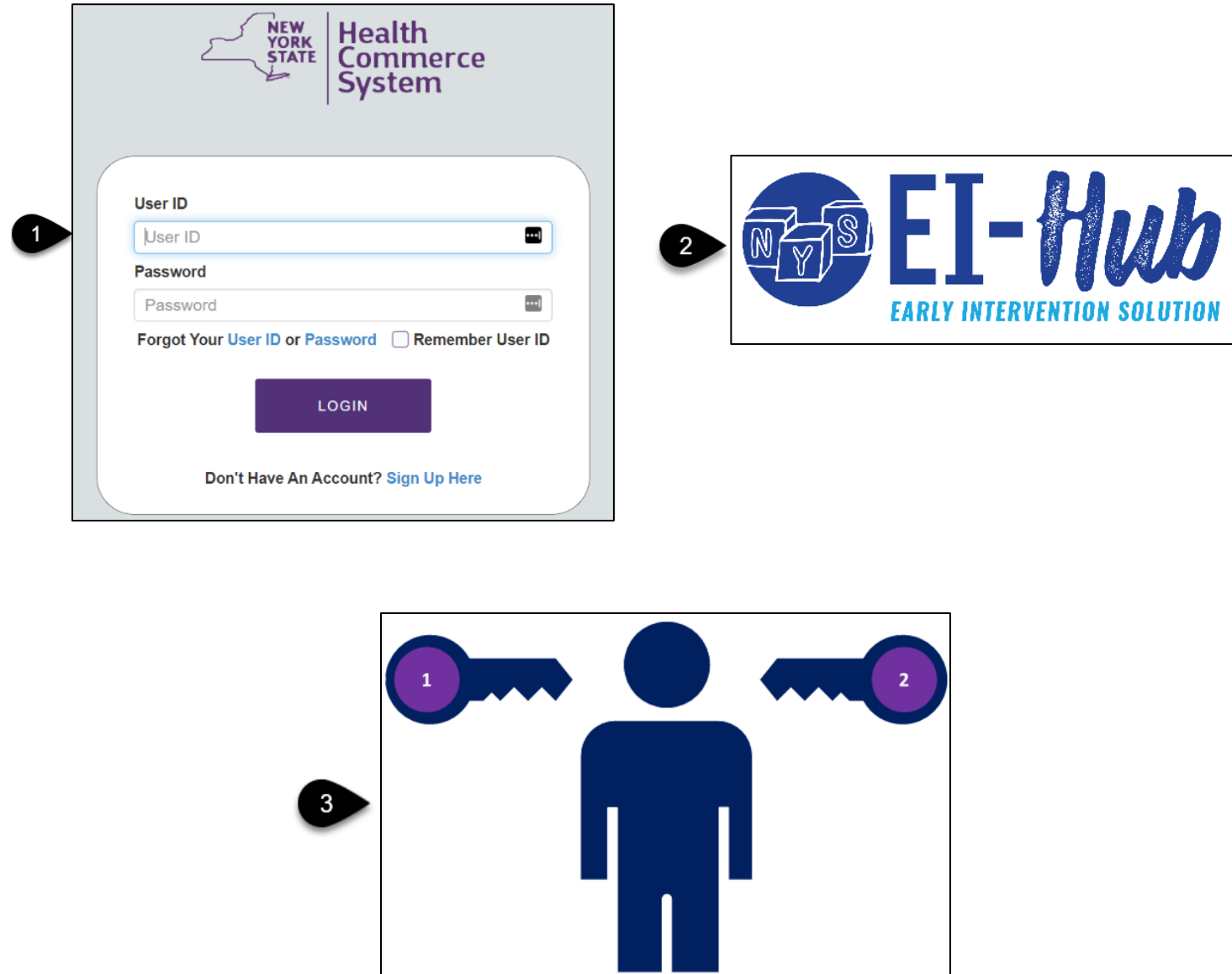
✓ **HCS Registration**

- If you do not currently have a HCS account:

  Coordinate with your organization's HCS administrator to register as a new user for the HCS to access the EI-Hub.

In order to access the EI-Hub,

1. Log in to the New York State Health Commerce System by entering your username and password.

2. **Select** the EI-Hub from your available applications

3. Complete chosen Multi-factor Authentication (Voice, SMS, RSA or Time-based Quick Response code)

   - Additional Information on Multi-factor Authentication can be found in the attached Quick Reference Guide.

Once logged in you will see the landing page, where you can access all modules related to your User Role.

NEW YORK STATE | Health Commerce System

User ID

User ID

Password

Password

Forgot Your User ID or Password ☐ Remember User ID

LOGIN

Don't Have An Account? Sign Up Here

The EI-Hub Landing Page

After logging in, the EI-Hub landing page will give you access to all EI-Hub Modules and functions applicable to your role in the Early Intervention Program (EIP).

On the left side of the screen, you will see important alerts related to the Early Intervention Program and news related to updates and technical support for the EI-Hub system.

At the top of your landing page (in the blue ribbon) are links to pages related to your profile in the EI-Hub, including the **Learning Management System (LMS)**.

To complete activities in the EI-Hub:

1. **Select the Module** from your available links on the right side of the page under 'User's Components.'

2. If you have multiple User Roles within a module, you will then **select the role and affiliation** appropriate for the activity.

User Roles and Accessing Modules

- While all users have access to the LMS, the right side of your landing page will only display links to the modules in which you are assigned a User Role.

- You may have multiple User Roles within a module or between modules (circled in yellow) depending on your job role or affiliations with multiple agencies.

    - For example: a provider who is contracted with two agencies and provides services as an independent provider may access the Service Logging module associated with each of these three program roles.

Please refer to the User Roles Portal Admin Guide for more information on User Roles and access to the EI-Hub.

EI-Hub — username

Maintenance   User Management   Learning Management   Knowledge Base   My Profile

Ei-Hub alerts

Use of Emergency COVID-19 Teaching Certificates in the Early Intervention Program

The New York State Department of Health Bureau of Early Intervention (Department) has received several inquiries from agency providers regarding the permissibility of employing individuals with Emergency COVID-19 Teaching Certificates granted by the New York State Education Department (SED).

View all links

Ei-Hub system news

UPDATED Medicaid Payment Cycle Calendar

Please click the link for the Medicaid Payment Cycle Calendar, updated as of March 25, 2021.

Added and Deleted CPT codes effective January 1, 2021

As of January 1, 2021, there are new, deleted and replacement codes. Below is a list of codes that have been deleted and the replacement codes

View all links

User's components

username, you can access the following components:

Billing Module	>
Case Management Module	>
Service Logging Module	>

1

< Back to modules

| Superuser - Superuser | > |

| PCG Therapy/433 River Street, Troy, NY 12305/0987654321 - AKA Help Children Inc. Program **Rendering Provider** | > |

2

| ABC Company/1234 ABC Road, New York City, NY 12345/1285009720 **Rendering Provider** | > |

Multi-factor Authentication
Quick Reference Guide

The **Multi-factor Authentication (MFA)** is a method of access which a user can pass by successfully presenting several separate authentication stages. It will provide another security level to an HCS application that contains protected health information (PHI) or personal identifying information (PII). Users of the MFA protected applications will be able to choose how they will authenticate MFA, by SMS (text message), voice call, RSA token, or Time Based One Time Authenticator. However, to use the MFA feature, the user will need to enroll their MFA information using their valid NYS driver license or non-driver photo ID. If they do not have one, they must see their HCS Coordinator in person who can enroll them with a valid photo ID.

User steps...   or   HCS Coordinator steps...

What is needed to enter MFA information…
1. A valid NYS driver license or NYS non-driver photo ID
2. If you <u>do not</u> have a valid NYS driver license or NYS non-driver photo ID, **Stop here and see your HCS Coordinator to complete the enrollment.**

Where do I locate the MFA feature...
1. Open a web browser.
2. Go to HCS — **https://commerce.health.state.ny.us**
3. Enter your User ID and Password
4. Click **Sign In**
5. Click the application that uses MFA
OR
6. Click **My Content** in the upper right corner
7. Click **Change My Contact Information**…
8. Click the **MFA Information** tab

MFA Information

How do I enroll my MFA information…

See page 2 for details about the authentications types

If you clicked the application to enroll:
1. Complete the DMV Verification, the MFA Enrollment sections, and click Submit

If you clicked Change My Contact Information and the MFA Information tab to enroll:
2. Complete the DMV Verification, the Type of Authentication, and click Submit

If your DMV validation is not successful, call CAMU at 1-866-529-1890 option 1 for assistance with your account matching DMV or see your HCS Coordinator to be enrolled.

How do I use the MFA feature...
1. Click the application that requires MFA in your My Applications
2. If you selected: (see page 2 for details)
   SMS: Enter the number you hear on the phone into the validation code field on the screen and click **Authenticate**
   Voice: Enter the number from the validation code field from the screen on your phone keypad and then press #. The voice message calls it a PIN, but it is a validation code.
   RSA token: Enter the number from your State issued RSA token and click **Authenticate**
   Time Based One Time Authenticator: Scan the QR code, enter the number , click **Authenticate**

What is needed to enter my user's MFA information…
1. You will need to validate the user in person
2. The user must have a valid photo ID

U.S.Passport, with photograph and name
US Driver's License with photograph and name
US Federal,NY State ID card with photograph
Driver's Lic issued by Canadian Govt.
Unexpired foreign passport with I-551/I-94
Alien Registration Card with photograph
Unexpired Temporary Resident Card(INS I-688)
Unexpired Employment Card(INS I-688A)
Unexpired Reentry Permit(INS I-327)
Unexpired Refugee Travel Document(INS I-571)
Unexpired Employment Document(INS I-688B)

Where do I locate the MFA feature...
1. Open a web browser.
2. Go to HCS
   https://commerce.health.state.ny.us
3. Enter your User ID and Password
4. Click **Sign In**
5. Click **Coordinator's Update Tool** in your My Applications
6. Select the organization (if not selected)
7. Click **Manage People**
8. Click the user's name link
9. Click the **MFA Information** tab

MFA Information

How do I enroll my user's MFA information...
1. Enter the user's date of birth (YYYYMMDD format)
2. Select the user's gender
3. Select the user's valid photo ID
4. Enter the user's ID info in **Comments** :
   Photo ID Account Number
   Photo ID Expiration Date
   Database used to validate the Photo ID
   Method used to validate the Photo ID against the selected database/issuing agency
2. Select how the user wants to receive the type of authentication (see page 2)
3. Enter the user's phone number the validation code should be sent to
4. Check the checkbox to attest that you verified the user's identity
5. Click **Submit**
Information entered successfully, you will see **MFA information saved successfully**.

Need help...
- MFA questions—Send an email to hcsoutreach@health.ny.gov.
- **I locked my account!** User's will have three chances to enter the MFA validation code successfully in an application. After three failed attempts, they will be logged out HCS and their account will be locked.
   1. They must contact the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 option 1 to have their account unlocked.

MFA Authentication Types

Voice - To audibly hear the MFA code, enter the phone number you wish to receive the call. Once you receive the call, enter the number provided from the call in the Verification Code field.

SMS (text message) - To receive the MFA code by Short Message Service (SMS) text message, enter the phone number you wish to receive the text message. Once you receive the text message, enter the number provided from the text in the Verification Code field.

RSA Token - To receive the MFA code by RSA token, enter the email address you registered with your RSA token. Enter the code from your hard/soft RSA token in the Verification Code field.

RSA SecurID, LLC consists of a token – either hardware (e.g. a key fob) or software (a soft token). To request an RSA Token, go to https://mytoken.ny.gov/console-selfservice/SelfService.do.

*RSA Token option is available to NY State users ONLY

Time-based One Time Password Authenticator - To receive the MFA code by Quick Response (QR*) Code, scan the QR Code displayed with an authenticator app on your smart phone, like Google or Microsoft Authenticator. Once scanned, enter the number provided from the Authenticator app in the Verification Code field.

You can download Authenticator apps from your smart phone's Google Play Store or Apple App Store to read the QR code. The QR Code is a type of matrix barcode (or two-dimensional barcode).