In The Loop

Common Call Center Questions and Solutions

The EI-Hub Project team has created a list of common Call Center questions related to EI-Hub system functionality. These items are flagged for future system updates. Where applicable, interim solutions are provided to assist users in navigating the system. The document can be found on the EI-Hub Landing Page and the Learning Management System. This list will be updated periodically, and each version will show an updated date, ensuring users have the latest information.

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When the system is updated, users will be notified via the NYEIS Electronic Mailing Listserv. If you haven't already signed up for the Listserv, please visit the New York Department of Health website for instructions.

If you have questions, please reach out to the PCG Call Center at 866-315-3747. Users can also **submit help desk tickets directly to the PCG Call Center** using the **Web-to-Case** feature, accessible under the 'Help' section (blue menu bar) in the EI-Hub.

If you have questions, please reach out to the PCG Call Center at 866-315-3747. You can also email NYEITraining@pcgus.com with system questions and EIHub@health.ny.gov with programmatic questions.