



# The Hub Club

Your Source for **EI-Hub** Updates



Issue 25

September 27, 2022

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## Contact Us

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## Message from the Bureau

As summer comes to an end and the children go back to school, the Early Intervention (EI) community is in the midst of a busy time with many of the children you have been working with for three years transitioning into pre-kindergarten. We talk a lot about performance indicators, statistics, and regulations, which are all critically important. However, the reason they are important are those children, the ones you have watched grow from birth to age three as you provided services to them and their families. They are leaving your care having accomplished so much in their few years in the EI program and that is not just because of measures and regulation, but most importantly because of EI professionals like you who dedicate their time and energy and put their hearts into helping these families.

On top of the time and effort that you all put into caring for our EI families, you have maintained an incredibly high-level of engagement and interest in the new EI-Hub system. We are thrilled to finally invite you all into the EI-Hub Sandbox environment, which kicked off in mid-August. The Sandbox launch has been more challenging than expected but the project team is committed to giving municipalities and providers access and ample time to gain hands-on experience in the EI-Hub ahead of the official system launch. We will be hosting an additional **Sandbox Administration Webinar** on **September 28 at 12pm** (registration link in the FAQ below). In the meantime, please continue to reach out to PCG at [HubSandbox@pcgus.com](mailto:HubSandbox@pcgus.com) or the Bureau at [EIHub@health.ny.gov](mailto:EIHub@health.ny.gov) with questions.

The Bureau understands you are eager to know more about when the EI-Hub system will launch. The Bureau and project team continue to assess the schedule and appropriate launch date based on system functionality, training needs, and other external factors. **The Bureau is committed to giving providers and municipalities a minimum of two-months of notice when announcing the go-live date.** The Bureau anticipates that two-months of lead time will allow system users sufficient time to make last minute data updates, catch up or increase billing frequency, and make any other preparations for the final cutover to the EI-Hub. In the meantime, the Bureau and project team will continue to release updated training resources and transition guidance to help providers and municipalities prepare. The Bureau will be releasing a checklist of steps municipalities and providers can take to prepare for the transition, many of which can begin now.

Check the LMS regularly as new items will be posted frequently between now and the EI-Hub launch. All EI-Hub Live Session Demonstration and Transition Series recordings are currently available and new [Frequently Asked Questions \(FAQs\)](#) ([pcghuslms.com](http://pcghuslms.com)) continue to be added. To access the LMS and see all the training materials available to date, click [here](#).

**Raymond Pierce**

*Director, Bureau of Early Intervention*

*Do you have questions on the EI-Hub solution or any information in the Hub Club? If so, don't hesitate to get in touch with [EIHub@health.ny.gov](mailto:EIHub@health.ny.gov) with your questions.*

## Featured Feature: Session Notes, Service Logs, and Service Logging in the EI-Hub

On December 5, 2018, the State adopted regulations governing the New York State Early Intervention Program. Under **Title 10: Section 69-4.26(c)**, the regulation requires the maintenance and retention of the session note and a service log as two separate documents necessary for recording activities and progress made during each session and to substantiate billing and claiming for those services rendered to children and families in the Early Intervention Program (EIP). Please find the text of the regulation below.

### **Title 10: Section 69-4.26(c):**

*Individual providers who directly render services to a child and family, or an approved provider agency, shall maintain original signed and dated session notes, following each child and family contact, which shall include the recipient's name, date of service, type of service provided, time the provider began delivering therapy to child and end time, brief description of the recipient's progress made during the session as related to the outcome contained in the individualized family service plan, name, title, and signature of the person rendering the service, and date the session note was created; and a service log signed by the parent or caregiver which documents that the service was received by the child on the date and during the period of time as recorded by the provider.*

Early Intervention Program Monitoring expects providers to be in compliance with the requirement for two different documents:

- Session Note signed by the rendering provider and
- Service Log signed by the parent or caregiver

### **What is the difference between the Session Note and the Service Log that must be completed after each service is rendered to a child/family?**

**Session Notes** are completed by all qualified personnel for each service delivered. They document the time and date that services were delivered and assist payors, parents, providers, and municipalities in assessing the effectiveness of the IFSP outcomes.

#### **Session Notes must Include:**

- Recipient(s)' (child/parent) name
- Date service provided
- Type of service provided
- The time the service began and the time it ended
- Brief description of the child's progress made by receiving the service during the session as related to outcomes contained in the IFSP
- Name, title, **signature, and credentials of the person delivering the service**
- Date the session note was created

**Service Logs**, also referred to as attendance logs, are a record of services rendered to a child. **Service Logs must include:**

- What service was provided
- The date and time period of the service as recorded by the provider
- **Parent or caregiver signature**

*Please note that the requirement to keep service logs and get a parent/caregiver signature on service logs does not apply to providers completing evaluation or screening services. The evaluation report and report summary or the screening results serve as documentation for billing and claiming purposes.*

Although there are not Statewide Session Note or Service Log templates, both the Service Log signed by the parent or caregiver and the Session Note signed by the rendering provider must be available upon an audit. With the implementation of the regulations adopted on December 5, 2018, **when monitored, providers will be expected to be in**

**compliance with the regulation and are required to have two separate documents;** the Session Note (signed by the rendering provider) and the Service Log (signed by the parent or caregiver).

#### **How does the implementation of the revised regulations vary between counties?**

The **Statewide requirement for having two separate documents** (Session Note and Service Log) **does not** vary from county to county. Regardless of the county you provide services in, you are required to maintain Session Notes that are signed by the rendering providers and Service Logs signed by the parent or caregiver.

Some counties may also require the parent or caregiver signature on the Session Note. The parent signature on the Session Note **does not** replace the regulatory requirement for the parent or caregiver to sign the Service Log and will be **in addition** to the signature on the Service Log. In counties where parent or caregivers are expected to sign the Session Note, the parent or caregiver is still required to sign the separate Service Log.

If you have questions about the requirements within your county, please contact your municipal early intervention representative.

#### **How does the implementation of the regulations apply to Service Coordinators?**

Service Coordinators are required to keep detailed Session Notes, also known as Progress Notes. As outlined in Section 69-4.6 and Section 69-4.7, service coordination notes must include:

- recipient's name
- date of service
- a description of the specific service coordination activity performed
- name \*
- date of contact
- purpose of contact for providers or others contacted on behalf of the child and family as necessary to implement the IFSP
- start and end time for each contact
- name, title, and signature of the service coordinator, as applicable

\* Name refers to the person the service coordinator indicated they had contact with in the documented interaction of this particular session note. For example, if the note states "called daycare teacher for information....", the name of the daycare teacher who was contacted should be entered here.

\*\* Please note that the requirement to keep service logs and get a parent/caregiver signature on service logs does not apply to service coordination services.

#### **Service Logging in the EI-Hub:**

Service Logging is the component within the EI-Hub system that provides a web-based method for Early Intervention Service providers to schedule, log, and manage each service rendered. This module is equivalent to the manual claiming process in NYEIS. Many service providers utilize third party systems to complete this process and will continue to do so when the EI-Hub launches.

Access or use of the EI-Hub Service Logging component is not required for users to adhere to regulatory requirement for the Service Log (or attendance log) signed by the parent or caregiver. There is no statewide template or single mechanism to fulfill this regulatory requirement and providers/agencies and municipalities may meet this requirement through other means so long as the signed Service Log (attendance log) is a separate document from the Session Note and includes:

- What service was provided
- The date and time period of the service as recorded by the provider
- **Parent or caregiver signature**

## **Frequently Asked Questions (FAQs)**

**When will the EI-Hub go-live?**

The EI-Hub Project Team is working to assess the new go-live date. The Project Team is considering stakeholder feedback, training needs, and transition preparations as the new date is determined. ***The Bureau will give system users approximately two months advance notice with the announcement of the new go-live date.***

**When will Early Intervention Program Monitoring require that providers be able to produce a Session Note signed by the rendering provider and a separate Session Log signed by the parent or caregiver?**

Any providers being monitored (audited) will be expected to be in compliance with the regulations that were adopted on December 5, 2018, which will include the ability to produce, upon request, two separate documents; the Session Note signed by the rendering provider and the Service Log signed by the parent or caregiver.

**Will I still need to have the parent or caregiver sign the Session Note in addition to the Service Log?**

Although the parent/caregiver signature is required by EI Regulations to be on the Service Log, some municipalities may impose more stringent requirements such as requiring that the provider obtain a parent/caregiver signature on both the session note and the service log.

Early Intervention Programs (EIPs) are administered locally. It is recommended that providers contact the municipalities in which they provide services for specific policy questions.

**Are there Statewide Session Note or Service Log templates or forms?**

There are not Statewide templates or forms for Session Notes or Service Logs (attendance logs).

Early Intervention Programs (EIPs) are administered locally. It is recommended that providers contact the municipalities in which they provide services to determine if any particular session note or service log templates/forms are required by the local EIP.

## Upcoming Events

- **EI-Hub Sandbox Administration Webinar** – September 28, 2022: 12pm-1pm  
**Register Here:** <https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=rd93a3e0c0389eead644ff57421d6fbdc>

## Key Transition Dates

- **Last day to submit new provider paper-based applications** – New Date TBA
- **Last day to submit amendments until after EI-Hub launch** – New Date TBA
- **Transition of NYEIS to Read-Only** – Two weeks prior to EI-Hub go-live
- **NYEIS Decommissioning** – 2-3 months after EI-Hub go-live
- **EI-Hub Go-Live** – New Date TBA 2-months ahead of planned go-live date

