



EI-Hub Account Types

The EI-Hub has two *User Account types*, User or Role Administrator. Account Type differ from a User Role as it determines whether an individual has administrative rights to edit other users' access to the EI-Hub modules. A user role defines which module(s) an individual has access to within the EI-Hub and what information they can view and/or edit within each module. Individuals with a Role Administrator account type have administrative rights and are responsible for setting up and maintaining all the individual user role accounts for their entity. This assignment is typically held by an individual(s) in administrative leadership for a county/agency or by an independent provider.

The type of Role Administrator assignment determines which user role types the Role Administrator can configure. types of Role Administrators in the EI-Hub:

- County Role Administrators
- Agency Role Administrators

The table below outlines which user roles each type of Role Administrator will be able to configure. Keep in mind that the EI-Hub is located behind the Health Commerce System (HCS), and accessing it requires a valid HCS account. Individuals will need to follow the standard practice of obtaining a HCS account. For more information, please reference the [instructions](#) available on the Learning Management System (LMS).

More detailed information on roles will be available in the EI-Hub User Role Guide.

EI-Hub Account Type	Role Administrator EI-Hub User Role	Case Management Role Configuration	Learning Management System (LMS) Role Configuration	Service Logging Role Configuration	EI-Billing Role Configuration
 Individual that has administrative rights to edit other users' access to the EI-Hub modules	 In addition to the EI-Hub Account type, Role Administrator must have the below User Role configuration	 Case Management user roles that can be configured based on the Role Administrator account type		 A user's Service Logging role is based on their EI-Hub case management user role	 The EI-Billing application will be referred to as the Billing module in the EI-Hub
AdminCounty (County Role Administrators)	MuniProgAllNY (and) UniversalProvNY	<ul style="list-style-type: none">• MuniProgAllNY• EIO/D NY• ISC/OSC NY• RenderProvNY• MuniFiscalAllNY• MuniDataEntryNY• MuniAtRiskMgtNY• MuniViewOnlyNY <p><i>*Municipalities also have an option to hold the MuniTransferNY user role. This role is configured at the State level.</i></p>	No Action Required <p><i>*All users will have access the LMS without configuration required by a Role Administrator. After the go-live, users will be prompted to select their assigned user role(s) and courses will be recommended based on their selections.</i></p>	Role Administrators grant access to the Service Logging module and determines the level of access for a user: <ul style="list-style-type: none">• Admin• User <p><i>*Service Logging portal access aligns with the individual's Case Management user roles.</i></p>	Role Administrators grant access to the Billing module with the below user role access: <ul style="list-style-type: none">• County <p><i>*EI Billing user roles won't migrate to EI-Hub launch. At launch, Role Administrators must configure access to the Billing module for eligible users.</i></p>
AdminAgency (Agency Role Administrators)	UniversalProvNY (or) InProviderNY	<ul style="list-style-type: none">• UniversalProvNY• InProviderNY• ISC/OSC NY• RenderProvNY• JrRenderProvNY• ProvQA NY• ProvFiscalMgrNY• ProvDataEntryNY <p><i>*Agencies will not be able to configure the InProviderNY user role. This user role is limited to independent providers with a Basic or Appendix 1 agreement.</i></p>	No Action Required <p><i>*All users will have access the LMS without configuration required by a Role Administrator. After the go-live, users will be prompted to select their assigned user role(s) and courses will be recommended based on their selections.</i></p>	Role Administrators grant access to the Service Logging module and determines the level of access for a user: <ul style="list-style-type: none">• Admin• User <p><i>*Service Logging portal access aligns with the individual's Case Management user roles.</i></p>	Role Administrators grants access to the module with the below user role access: <ul style="list-style-type: none">• Provider <p><i>*EI Billing user roles won't migrate to EI-Hub launch. At launch, Role Administrators must configure access to the Billing module for eligible users.</i></p>













Municipal User Roles

This User Role crosswalk is an overview of the roles available in the EI-Hub for municipal users. Municipal EI-Hub User Role Administrators will assign roles to county system users based on system functions needed to perform the duties associated with their role in the EI program. This crosswalk is intended as guidance to support you in identifying the appropriate EI-Hub roles for system users. EI-Hub users may have a single role, or multiple roles in the EI-Hub. For more information on navigating multiple user roles in the EI-Hub please see the EI-hub Navigation Infographic.

The "Access" column is not comprehensive but examples of critical functions for that user type. At launch, users will have a single EI-Hub role based on their NYEIS role and the crosswalk below. User role administrators will be able to add user roles or re-assign roles for their staff in the EI-Hub. The "Historic NYEIS Roles" and "Program Roles" are recommendations to aid you in aligning current roles with EI-Hub Case Management roles. The LMS roles are directly associated with the assigned EI-Hub Case Management Role. The Service Logging (SL) and EI-Billing columns indicate the type of access a user may have based on their case management role but the EI-Billing and SL roles are assigned independent of the case management roles and at the discretion of the User Role Administrator(s) based on business need. Municipalities who provide services will have a separate User Role Administrator to manage provider roles consistent with their approved agreement with the Bureau and described in the Provider User Role crosswalk.

More detailed information on roles will be available in the EI-Hub User Role Guide.

 EI-Hub Case Mgmt. Role	 EI-Hub User Role Description	 EI-Hub Access	 EI Program Roles	 Historic NYEIS Roles	 EI-Hub LMS Role	 EI-Hub Service Logging Role	 EI Billing Role
Assigned by a Municipal EI-Hub User Role Administrator. Determines available roles for other components.	This user role is for EI staff who will perform:	Users with this user role will be able to:	System users may use this role if they are a:	System users may use this role if their role in NYEIS was:	LMS recommended curriculum associated with the EI-Hub case management role.	SL role available based on the EI-Hub case management role.	EI-Billing role available based on EI-Hub case management role.
MuniProgAllNY	Municipal oversight activities including programmatic & fiscal functions.	<ul style="list-style-type: none">- Enter EIO/D and SC assignments- Approve IFSPs and services- Approve evaluation service authorizations- Complete financial functions- Manage county rosters- Add new vendors in Case Management- Run reports & view municipal data	<ul style="list-style-type: none">- EIO- EIO/D- EIM	<ul style="list-style-type: none">- MUNI All(Universal Municipal)- MUNI Program User Admin- MUNI All Program	Municipal EI Manager	County View service log for children & release claims for billing. Also enter transportation and respite log and release them for billing.	County
EIO/D NY	Tasks required to maintain municipal compliance with program regulations.	<ul style="list-style-type: none">- Manage referrals- Assign Agencies and ISC- Approve IFSPs, SC & provider work- Approve SAs & waivers	<ul style="list-style-type: none">- EIO- EIO/D	<ul style="list-style-type: none">- MUNI EIO/D- MUNI EIO/D-SC- MUNI EIO	Municipal EIO/D	County	County
MuniFiscalAllNY	Tasks high-level oversight of the local EIP & fiscal policies & those associated with day to day functions.	<ul style="list-style-type: none">- Complete fiscal data entry & process vendor transactions- Ensure claims are processed- View certain provider reports- Run financial reports	<ul style="list-style-type: none">- Finance Manager- Finance Team Staff	<ul style="list-style-type: none">- MUNI All Fiscal- MUNI Fiscal Admin- MUNI Fiscal Manager	Municipal All Fiscal	County	County
MuniDataEntryNY	Tasks to enter & maintain child records including referrals, vouchers, & child information.	<ul style="list-style-type: none">- Enter/Accept EIO/D assignments- Enter referral information- Access child information- Run reports	<ul style="list-style-type: none">- Intake Staff- Administrative Staff- Finance Staff- Service Coordinators	<ul style="list-style-type: none">- MUNI Fiscal Data Entry- MUNI Program Data Entry- MUNI Intake Staff	Municipal Data Entry	County	No Access or County
MuniViewOnlyNY	No tasks but require view only access to municipal records & data.	<ul style="list-style-type: none">- View all child records at the county level- View all claims	<ul style="list-style-type: none">- Administrators- QA Staff- Administrative Staff	- MUNI QA	Municipal EI Manager	County	County
MuniAtRiskMgtNY	Tasks to enter & maintain child records for children identified as At-Risk for developmental delay.	<ul style="list-style-type: none">- Monitor child status in At Risk track- Update child data- Access child information- Exit/close children from At-Risk track	<ul style="list-style-type: none">- EIO- EIO/D- At-Risk Staff	- MUNI At-Risk	Municipal At Risk	No Access	No Access or County
MuniTransferNY	Tasks associated to managing county transfers and transfer reports. Ability to view records of children pending transfer.	<ul style="list-style-type: none">- Request transfer of a child from another Muni- Approve transfer of children to other Munis- Accept transfer children from other Munis- Edit the Child Transfer report- Statewide child lookup for limited municipal users	<ul style="list-style-type: none">- EIO- EIO/D- EIM	- No Historic NYEIS Role	Municipal EIO/D	No Access	No Access

*Not all users with the ability to access Service Logging will use this component.

*Not all users with the ability to access Billing will use this component.













Provider User Roles

This crosswalk is an overview of the roles available in the EI-Hub for provider users. Agencies and municipalities (as a provider of services) will identify User Role Administrators who will assign roles to their contracted or employed system users based on system functions needed to perform their duties in the EI program. Users may have a single role, or be assigned multiple roles in the EI-Hub. For more information on navigating multiple user roles in the EI-Hub please see the EI-Hub Navigation Infograph.

This crosswalk is intended to support you in identifying the appropriate EI-Hub roles. The "Access" column is not comprehensive but examples of critical functions for that user type. At launch, users will be assigned one EI-Hub role based on their NYEIS role and the crosswalk below. User Role Administrators will be able to re-assign or add roles in the EI-Hub for their contracted or employed system users. The "Historic NYEIS Roles" and "Program Roles" are recommendations to aid you in aligning current roles with EI-Hub Case Management roles. The LMS role is directly associated with the case management roles below. The Service Logging (SL) and EI-Billing columns indicate the type of access a user may have based on their case management role but the EI-Billing and SL roles are assigned independent of the case management roles and at the discretion of the User Role Administrator(s) based on business need.

Please Note: Providers that use third-party systems to send in claims will not use the Service Logging component at Go-Live.

More detailed information on roles will be available in the EI-Hub User Role Guide.

 EI-Hub Case Mgmt. Role	 EI-Hub User Role Description	 EI-Hub Access	 EI Program Roles	 Historic NYEIS Roles	 EI-Hub LMS Role	 EI-Hub Service Logging Role	 EI Billing Role
Assigned by a Municipal EI-Hub User Role Administrator. Determines available roles for other components.	This user role is for EI staff who will perform:	Users with this user role will be able to:	System users may use this role if they are a:	System users may use this role if their role in NYEIS was:	LMS recommended curriculum associated with the EI-Hub case management role.	SL role available based on the EI-Hub case management role.	EI-Billing role available based on EI-Hub case management role.
InProviderNY	Perform administrative tasks required for an independent provider with a Basic or Appendix 1 agreement.	<ul style="list-style-type: none">- Accept/Reject Service Authorizations- Assign rendering providers (self)- Access child information- Access to billing & claiming functions, including requesting evaluation and service waiver(s)- Manage provider profile & prov. agreement	- Independent Providers	- PROV All (Universal Prov.)	Universal Provider (Superuser)	Billing Provider Edit/View service log for children & release claims to billing.	Provider (Access can be added/removed by Role Administrator)
RenderProvNY / JrRenderProvNY	Perform tasks directly associated with delivery of EI services.	<ul style="list-style-type: none">- Access role based reports & appropriate child information- Manage limited aspects of their therapist profile- Update evaluations & record eligibility determination- Request evaluation and service waiver(s)	<ul style="list-style-type: none">- Rendering Providers- Evaluating Providers- Rendering Providers under the supervision or direction of a licensed practitioner	<ul style="list-style-type: none">- PROV Eval- PROV Render Prov Staff	Rendering Provider	Rendering Add log for services, edit calendar, & view reports.	No Access
UniversalProvNY	Complete all EI-Hub provider functions & oversee agency rendering providers.	<ul style="list-style-type: none">- Manage agency roster, including SC assignments- Accept/Reject Service Authorizations- Assign rendering providers- Access child information- Access to billing & claiming functions, including requesting evaluation and service waiver(s)- Manage provider profile & prov. agreement- Update evaluations & record eligibility determination	<ul style="list-style-type: none">- Agency Directors- Agency Administrators	- PROV All (Universal Prov.)	Universal Provider (Superuser)	Billing Provider Edit/View service log for children & release claims to billing.	Provider (Access can be added/removed by Role Administrator)
ISC/OSC NY includes Muni SCs	Perform tasks directly associated with delivery of EI Service Coordination.	<ul style="list-style-type: none">- Update child & family information & insurance- Assign evaluation team- Create and submit IFSP & SAs to EIO/D- Enter transition information	<ul style="list-style-type: none">- Service Coordinators- EIO/D	<ul style="list-style-type: none">- PROV Service Coordinator- MUNI Service Coord	ISC/OSC	Service Coordinator Add service coordination logs & view reports on services for all children assigned to caseload.	No Access
ProvQA NY	View only access to ensure accuracy & quality of provider records in the EI-Hub.	<ul style="list-style-type: none">- View access to case data, including evaluations- View access to service logging data- View access to agency provider data	<ul style="list-style-type: none">- Administrators- QA Staff- Administrative Staff	- PROV QA	Provider Compliance & QA	Provider QA View service log for children. This role is view-only & cannot release claims to billing.	Provider (Access can be added/removed by Role Administrator)
ProvFiscalMgrNY	Functions to maintain day to day fiscal activities required for operation of provider/provider agencies.	<ul style="list-style-type: none">- Ensure invoices & claims are processed properly- Upload billing files & edit claims- View child information & run reports	<ul style="list-style-type: none">- Finance Managers- Finance Staff- Administrators	<ul style="list-style-type: none">- PROV All Fiscal- PROV Fiscal Admin- PROV Fiscal Manager	Provider Fiscal Manager	Billing Provider Edit/View service log for children & release claims to billing.	Provider (Access can be added/removed by Role Administrator)
ProvDataEntryNY	Perform data entry tasks for providers/provider agencies.	<ul style="list-style-type: none">- Manage agency roster, including SC assignments- Enter child, family, & case information- Assign rendering providers- Upload batch files (837P files) or create vouchers- Run reports on child and claiming information- Accept/Reject Service Authorizations- Update evaluations & record eligibility determination	<ul style="list-style-type: none">- Administrators- Administrative Staff- Finance Manager- Finance Staff	<ul style="list-style-type: none">- PROV Program Data Entry- PROV Service Director- PROV Service Manager- PROV All Program	Provider Data Entry	Clerical Perform data entry tasks for providers & view service reports <small>*Not all users with the ability to access to Service Logging will use this component.</small>	No Access <small>*Not all users with the ability to access Billing will use this component.</small>