



# The Hub Club

Your Source for **EI-Hub** Updates



Issue 18

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## Contact Us

EI-Hub Change Team  
[EIHub@health.ny.gov](mailto:EIHub@health.ny.gov)

Training Team  
[nyeitraining@pcgus.com](mailto:nyeitraining@pcgus.com)

## A Message from the Bureau

### Starting a New Chapter

As many of you may have heard, last month marked my retirement as the Director of the Bureau of Early Intervention. As I begin this next chapter, I can't help but reflect on the years spent serving the children of New York. While I am sad to leave this work behind, I know you are in the best of hands with Pete Baran, serving as the interim director and the entire Bureau and EI-Hub project team working diligently to move of us toward implementing the new EI system, ushering in the future of the NYS EI program.

When we began this journey, we knew we had some tough choices to make. Do we maintain the current NYEIS system? Combine the functions of NYEIS and EI Billing? Should the new system be web-based? We knew we owed it to all of you to get this right. The team has, and will continue to listen to your feedback, thoroughly think through the EI-Hub solution, and make every effort to deliver a system that will make your role easier.

I would love to say that the process has been simple. We've had our challenges and delays along the way. The team has been working hard throughout this process to keep you and the children you serve at the forefront of our minds as we make decisions. The early intervention program is complicated and a system that meets our needs will also be complex, a simple off the shelf solution wouldn't do everything we need it to.

I believe the most exciting times are in front of us! The team is laying the groundwork for a new solution that will streamline processes and improve user experience, allowing you to focus on what is truly important, the children. While I would love to see this through to completion, I know I leave you with a Bureau of dedicated and capable staff.

It has been an honor and a privilege serving the Bureau. I am so grateful to each and every one of you for your dedication to the children of New York.

*Connie Donohue*

*Retired Director, Bureau of Early Intervention*

## Featured Feature: EI-Hub Component User Acceptance Testing (UAT) & Feedback Sessions

On August 30 the Bureau released a survey seeking volunteers to provide feedback to the project team. The EI-Hub project team is incredibly fortunate to have stakeholders who continue to offer time out of their already busy workdays to assist us through survey responses and volunteering to participate in UAT and feedback sessions.

If you didn't complete the survey and would like to participate in the component UAT or other feedback opportunities, please email [EIHub@health.ny.gov](mailto:EIHub@health.ny.gov) with your name, email address, county or agency affiliation, and role in the program.

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## Frequently Asked Questions (FAQs)

**My organization uses a third-party system for our claims. I read in the last issue of the Hub Club that companion guides for 837P, 277CA, and 999 file transactions would be available to provide us with instructions on required data content for claim submissions to and responses from EI-Hub. When will these companion guides be available?**

The companion guides for 837P, 277CA, and 999 file transactions are now available in the EI-Hub LMS. If you have already self-registered for the LMS, you will see "NY EI-Hub Companion Guides" listed under "My Courses". Click into the course to review each companion guide. If you have not self-registered for the LMS, [click here](#) to access instructions to do so.

**When can my organization start testing claim submissions to and responses from the EI-Hub?**

Organizations that use third-party systems will be provided a time range for file testing in the Spring of 2022, prior to the EI-Hub implementation. We will share more information on this designated time range in the coming months.

**When should I start configuring my system based on these companion guides?**

You should share the companion guides, accessible via the EI-Hub LMS, with your technical staff or vendor as soon as possible so they can determine what configuration is needed to successfully complete claims transactions with the EI-Hub. Organizations are encouraged to begin configuration based on the level and duration of effort needed to complete configuration by Spring 2022.

*Do you have questions on the EI-Hub solution or any information in the Hub Club? If so, please contact [EIHub@health.ny.gov](mailto:EIHub@health.ny.gov) with your questions. We will share answers to common questions in an upcoming issue of the Hub Club newsletter.*

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## Upcoming Events

- **EICC Meeting** – December 14, 2021

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## Key Transition Dates

- **Transition of NYEIS to Read-Only** – Two weeks prior to EI-Hub go-live
- **EI-Hub Go-Live** – New 2022 Date to be Announced Shortly

