

Subject: EI-Hub Week 1: Tracking Provider Payments and Improving User Experience

Date: Friday, October 18, 2024 at 6:09:02 PM Eastern Daylight Time

From: Bureau of Early Intervention NYEIS List on behalf of health.sm.EIHub

To: NYEIS-L@LIST.NY.GOV

**New York State Department of Health
New York Early Intervention System (NYEIS) Electronic Mailing List
EI-Hub Week 1: Tracking Provider Payments and Improving User
Experience**

Dear Colleague,

First, thank you for your continued dedication to supporting children during the transition from NYEIS to the EI-Hub. The EI-Hub officially launched on October 15, 2024. We acknowledge the challenges some users are facing as they acclimate to the EI-Hub. We believe that the EI-Hub brings significant improvements, and users will experience the benefits over time as they become more familiar with the system.

Following the implementation of the EI-Hub, efforts are focused on ensuring providers receive full and timely payments to maintain financial stability; these are the actions we have taken.

- Escrow run completed on October 2nd and Special Escrow payments on October 9th and October 23rd (in lieu of the October 16th Escrow payment)
- Three times as many claims were submitted prior to the NYEIS transition offline. This will result in higher-than-expected payments when Medicaid and Escrow payments are received on October 23rd
- The Medicaid payment scheduled for November 6th will be lower due to the limited operational availability of the EI-Hub. However, the subsequent payment on November 13th is expected to be larger and will account for claims processed after the system launch.
- Normal payment schedules will resume on October 30th for Escrow and November 13th for Medicaid

Users can monitor the status of their claims through the Billing Module (formerly EI Billing) or by utilizing the AR Details report found in Case Management. PCG is also monitoring the rejections coming through and proactively reaching out to providers that received a higher number of rejections and helping them understand how to address these issues.

Users can connect the Call Center directly through Web-to-Case. This feature allows users to enter a help desk ticket directly from the EI-Hub Landing page. Payment issues

submitted through Web-to-Case can be titled 'Billing and Claiming' and these issues can be triaged directly to the Billing and Claiming team for resolution.

We also acknowledge the high volume of support requests and understand that users have experienced extended hold times and, in some cases, dropped calls. PCG has resolved the issue of drop calls and restructured its staffing model to enhance efficiency. The Call Center is diligently working through the backlog of inquiries, striving to resolve issues promptly and effectively. They attempt first-point resolution whenever possible and escalate cases for additional research as needed. When system issues are identified, this information is shared to facilitate updates, and release notes will be posted on the EI-Hub Landing page to keep users informed of any changes and improvements to the system.

We remain committed to ongoing engagement with end users and increasing the frequency of our communications to ensure everyone stays informed. Starting next week, we will introduce a new communication called "In the Loop", which will provide the latest insights, helpful updates, and links to resources to support you as you navigate the EI-Hub.

We sincerely appreciate your ongoing support and collaboration.

Please do not reply to this e-mail announcement.

Thank You.

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