FREQUENTLY ASKED QUESTIONS (FAQs)

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HELPFUL LINKS

Access, View, & Edit Capabilities

Which users can create a child record?

The county administrative role and individuals receiving and entering the referral will be able to create a child's record. Only municipal users can enter a new referral into the EI-Hub. Provider users do not have access to create or submit referrals using the system and will need to contact the municipality to submit a referral. This is a change from the current New York Early Intervention System (NYEIS) application, but it is expected to result in less duplication of child records in the Early Intervention Program (EIP) data systems.

If an error is made entering a child's information, (demographics, family, insurance, etc.) which users will have access to edit the information?

A service coordinator, Early Intervention Official/Designee (EIO/D), county admin, and provider data entry roles will have edit capabilities.

Will system users in supervisory roles (EIO/Ds, Agency supervisors, Administrators) have access to view and edit a child's record for their staff (rendering providers, service coordinators)?

Yes, system users in a supervisory role will be able to see all children assigned to their respective entity.

- An EIO/D will be able to view/edit records for all children within their municipality.
- An Agency superuser will be able to view/edit records for all children assigned to their agency.
- A municipal superuser will be able to view/edit records for all children within their county.

Will service coordinators have access to all children across the State, in their county, or only children assigned to them?

Service Coordinators will have access to view children within their assigned caseload.

If a service coordinator switches agencies, will they be able to carry-over their cases to their new agency?

No, if a service coordinator switches agencies, they will no longer have access to the children assigned to their previous agency of employment. In the event that the family selects that individual to be the ongoing service coordinator, a new service authorization can be created for the new agency and assigned to the same individual. Once the new service authorization is obtained, the service coordinator will regain access to the child's record.

Will child, family and billing information for closed cases be viewable/available in the EI-Hub?

Yes, a child's record will be accessible after the case is closed. The EI-Hub will maintain historical data for all inactive children, including child/family information, billing history, and records migrated from NYEIS entered into the EI-Hub. The migration of closed cases will not include child records from KIDS (the EI system before NYEIS).

Will users be able to make changes to information in a closed case?

Certain roles such as an EIO/D user or the Municipal Superuser will be able to re-open a file to make data changes.

How can I view my Service Coordinators (SC) caseload as an Early Intervention Official/Designee (EIO/D)?

EIOs and EIO/Ds will be able to access the "Child Details" report, located within the Child menu. This report provides comprehensive information on the child and can be filtered by multiple values/criteria based on the user's needs, including filtering by the assigned service coordinator name. Additionally, users can export this report to Excel for further analysis. For more information on reports, please reference the Service Reports job aid.

Can an EIO/D add and accept a child assignment on behalf of the ISC?

The EI-Hub incorporates a hierarchical system that includes checks and balances to ensure proper authorization of actions. As a result, EIO/Ds can create an assignment for the ISC, but the EIO/D is not permitted to accept the assignment on behalf of the ISC.

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At-Risk Referrals

What does the term at-risk mean?

The term 'at-risk' refers to a child that is potentially at-risk for a developmental delay or disability based on risk criteria established in the Early Intervention Program (EIP) regulations. Some municipalities may also use the terms Child Find or Developmental Monitoring instead of at-risk.

How is the determination between At-Risk versus ineligible made?

The referral source/parent or caregiver may request that the child be referred to the At-Risk developmental track, or if the child has been determined to be ineligible for the Early Intervention Program by the evaluation team, after discussion with the parent/caregiver, a decision may be made to enroll the child into the At-Risk developmental track for developmental surveillance.

Where will EI-Hub system users see children that have been referred to the At-Risk track?

There is an At-Risk Follow-Up Dashboard for children referred to the 'At-Risk' surveillance program available on the left pane on the Home page when you log into the EI-Hub. The system will trigger an alert each 6-months beginning after the child's referral date indicating the need to enter additional developmental surveillance follow-up.

How do children move between At-Risk and the EIP? Does the child's data transfer with them?

Children can be referred directly to either the EI program or to the At-Risk track but cannot have active referrals to both programs. In order to move a child from one track to another, the child must be exited and then referred into the appropriate track. The EI-Hub houses the child data in one of two tracks, At-Risk or EIP, dependent upon the referral type. Information will remain accessible if a child moves between tracks.

Can child information and developmental surveillance being recorded for children in the At-Risk program be updated prior to the 6-month alert date? What information will be editable and what needs to be updated to fulfill the surveillance requirement and prevent the 6-month alert?

Yes, a user can go into the system and update a child's record prior to the 6-month alert. The alert will automatically update based on the date of the last entry. Some examples of information that can be edited include the Developmental Surveillance Tool, the results of the surveillance tool, child demographics, and other information.

Must municipalities enter all At-Risk children into the EI-Hub?

Yes, it is expected that all children enrolled in the At-Risk track are entered in the EI-Hub data system.

Billing and Claiming

Do I need a Health Commerce System (HCS) account to access the EI-Hub?

Yes, when the EI-Hub launches it will replace NYEIS and include the current EI Billing portal. The EI-Hub is composed of five (5) components that include: EI Billing, Case Management, Service Logging, Provider Enrollment, and Learning Management System (LMS). To access the components, users will need a HCS account.

Will the EI-Hub allow the use of third-party systems to upload 837 files?

Yes, if you are currently using a third-party system that produces a file to submit claims into NYEIS you will be able to submit in the EI-Hub using a similar process. The EI-Hub companion guides for electronic claiming for 837P, 277CA, and 999 file transactions are available in the EI-Hub LMS.

Which user role(s) will be able to upload 837 files into the EI-Hub? Where do users upload 837 files in the EI-Hub?

837 files will be uploaded into the Case Management component in the EI-Hub. The following user roles will have the capability to upload 837 files:

- Universal Provider role (Superuser) (UniversalProvNY)
- Provider fiscal manager role (ProvFiscalMgrNY)

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- Provider data entry role (ProvDataEntryNY)
- Individual provider role (InProviderNY)

PCG will also be available to support users with this function as needed

Will EI-Hub replace billing software that is currently utilized by each agency?

If you are currently submitting claims into NYEIS using a third-party system, you will be able to continue to submit utilizing the third-party system in the EI-Hub. If you do not use a third-party system, claim entry through the EI-Hub Service Logging component will be required similar to how claims are manually entered in NYEIS. manual

Will users be able to download information from the EI-Hub into their third-party software?

Yes, the user will be able to download information from the EI-Hub into their third-party system. This functionality is being tested by several Department of Health (DOH) approved providers in the EIP. More information regarding the compatibility between the EI-Hub and third-party billing systems will be available in the future.

How do Billing Providers using a third-party billing system make billing corrections in the EI-Hub? (i.e. void a claim)

During the billing and claiming process, billing providers utilizing a third-party system will upload their 837 files into the Case Management component of the EI-Hub. The claims will be validated, and the status of the claims (approved/denied) will appear on a 277 file. Billing providers will not have to void any denied claims; they can make the adjustments to the denied claims in their third-party system and resubmit those corrected claims in Case Management. If an approved claim needed to be voided, this could be completed by sending a void claim in a subsequent 837 file.

For additional information, please reference the companion guides available on the Learning Management System (LMS).

How can Billing Providers using a third-party billing system register to participate in Provider Claims Loader testing?

Provider claims loader testing gives billing providers the opportunity to test the submission of claims from their third-party systems/clearinghouses through the 837-file upload process. Testing of this functionality will be conducted in a phased approach with agencies and providers who currently utilize third-party systems having an opportunity to test the process prior to the launch of the EI-Hub. Those interested in participating in provider claims loader testing can email NYSFAEIP@pcgus.com.

Will claims be processed daily or continue to be processed once a week?

With the implementation of the EI-Hub, claims will be processed on a more frequent basis.

Are there going to be any enhancements to the EI Billing System with the transition to the EI-Hub?

EI Billing will have a number of enhancements related to transportation and respite claiming. There will also be updates to enhanced reporting and claiming activities.

Will billing providers be able to run the same reports they currently do in EI Billing?

Yes, the current reporting capabilities within EI Billing will not be affected by the transition to the EI-Hub. Any existing reports in EI Billing will be available when the EI-Hub is launched.

Are insurance prior authorizations going to be handled through the EI-Hub?

Yes, the EI-Hub will capture insurance prior authorizations that have been obtained from commercial insurers if applicable.

How will claims that would have needed extra approval or modification in NYEIS be handled in the EI-Hub?

The EI-Hub will have a number of automatic and manually triggered alerts when a waiver may be required to support a child who needs certain services. There will be a live session demonstration webinar that will cover waivers.

As a reminder, all webinars are recorded and available for review on the LMS. Link: Previously Recorded Webinars

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How are claims where the child has commercial insurance listed as their primary insurer being affected by the Covered Lives legislation?

The Covered Lives bill was signed by Governor Hochul on December 29, 2021. The legislation establishes an Early Intervention Program (EIP) covered lives pool funded by an assessment on insurance plans. The EIP pool funding will offset the municipal and State share of EIP services not covered by Medicaid. EIP claims will no longer be billed to commercial insurance for dates of service beginning January 1, 2022. Claims will continue to be billed to Medicaid for covered services and to municipal escrow for non-covered services. Additional information regarding Covered Lives will be shared in the coming weeks.

Will the way payments are currently processed change? Which claims will be sent to escrow for payment?

With the Covered Lives bill, claims will be reviewed to determine if the service is Special Instruction or Service Coordination. If the service is Special Instruction or Service Coordination and the child has commercial insurance as their primary insurance with Medicaid as a secondary insurance payer, the claim will be sent to Medicaid for payment. If the service is not Special Instruction or Service Coordination, the claims will be sent to escrow for payment, regardless of a secondary insurance payer.

If the child has Medicaid as their primary insurance payer, claims will be sent to Medicaid for payment. Any Medicaid claim which denies for coordination of benefits (CO22) will be automatically moved to escrow.

Claims for uninsured children will be sent directly to escrow for payment.

When the EI-Hub is launched, will all reimbursement requests currently submitted to the Local Department of Social Services (LDSS) end?

The only EIP service currently billed in this fashion is transportation for children with Medicaid. At the launch of the EI-Hub, this transportation reimbursement methodology to the Local Department of Social Services (LDSS) will be discontinued. All other LDSS billing that may be occurring outside of the EIP would continue following the launch of the EI-Hub.

Will Billing Providers be able to continue downloading reports of escrow, Medicaid, and commercial insurance payments in EI Billing as done today?

EI Billing will have the same reporting capabilities, and users will be able to view payments from escrow, Medicaid, and commercial insurance in EI billing following the launch of the EI-Hub.

Will there be any changes to the billing and claiming process for assistive technology?

There will be additional information required regarding the device and the cost of the device, but payments will be processed through EI Billing as is today.

Will system users be able to create claims using both the EI-Hub's Service Logging component and 837 upload process?

The EI-Hub is configured to allow system users to complete service logging using either the EI-Hub's Service Logging component or through the 837-file upload process. System users will be assigned a service logging method in the Hub based on the method they use today. Following the launch of the EI-Hub, system users can elect to switch their service logging method. It is important to note that system users will not be able to alternate between service logging methods in the EI-Hub; meaning an individual cannot use both the EI-Hub's Service Logging component and a third-party for billing and claiming of general services.

However, counties utilizing a third-party system will be able to submit claims for general services, including service coordination, through an 837 and also use the EI-Hub Service Logging component for transportation and respite claims only.

Once the EI-Hub is launched, how will system users know if their claims were accepted or rejected?

System users utilizing the EI-Hub's Service Logging component will log their service and then upload their claims to a voucher in the Case Management component. When claims flow from Service Logging to Case Management, they go through a validation process. Under the 'Attendance' menu, approved claims will appear in the 'Bill to State' option. These claims are uploaded to a voucher and sent to EI Billing for payment.

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Once sent to EI Billing, approved claims will also appear in the ’Posted Attendance Report’ report. Under the ‘Attendance’ menu, denied claims will appear in the ‘Billing Rejections’ option.

System users uploading claims to the Case Management component through the 837 file upload option will receive 999 files and 277 files outlining the status of their claims. The 999 file will indicate if the 837 file was accepted or rejected. The 277 file will indicate which claims within the 837 file were accepted or rejected. Accepted claims will move on to EI Billing for processing to payors. Under the ‘Billing’ menu, billing providers will be able to view accepted claims in the ‘AR Details’ report.

In EI Billing, all users will be able to see claims under the ‘claims in process’ report.

Once the EI-Hub is launched, what is the process to correct/void claims?

System users utilizing the EI-Hub’s Service Logging component will receive a notification in Service Logging if a claim does not pass the initial validation process. These claims can be flagged and corrected before being sent to the next step in the billing and claiming process. In most cases, claims can be corrected without voiding. If a claim passes through the validation process in Service Logging, but is denied in Case Management, system users will be able to see the denied claims under the ‘Attendance’ menu, in the ‘Unbilled Attendances’ option. From here, claims will be voided and rendering/billing providers will fix the claim in Service Logging.

System users uploading claims to the Case Management component through the 837 file upload option will receive a 277 file. The 277 file is designed to upload in the third-party application and will provide information within the third-party system on which claims have been accepted and which have been rejected with the rejected reason(s), thus allowing users to fix claims and resubmit. Under the ‘Billing’ menu, billing providers will also be able to view accepted claims in the ‘AR Details’ report.

In addition, companion guides are available on the LMS for 837/999/277 files. Companion guides are intended for EI providers that will exchange electronic data with the EI-Hub solution. The guides provide detailed, technical instructions on required data content for claims submissions. Any claim that needs to be voided and or corrected because it was accepted into EI Billing and later determined to be billed incorrectly will need to follow the 837 voids and corrected claims process outlined in the 837 Companion Guide.

Can data entry staff enter claims and/or verify claims were submitted for payment for their agency?

Access to the Case Management component is determined by the agency’s role administrator. If an agency grants their clerical staff access to the Case Management component, they will be able to upload 837 files and view the status of their claims in the ‘AR Details’ report.

Will system users that complete service logging using the EI-Hub’s Service Logging component be able to add evaluations and services on the same voucher for processing/payment?

Service Logging allows a provider to send both Evaluations and Service claims to Case Management in one action. In Case Management, where those claims are placed on a voucher, they do have to be separated by Evaluation and Service. The voucher creation process in Case Management allows providers to quickly filter and assign claims to a voucher expediting the process. Please note that “vouchers” in EI-Hub Case Management are the equivalent of “invoices” in the NYEIS. Vouchers represent a batch of claims for billing.

How many claims can be included in a single 837 file (x12)?

The 115-character limit described in the disclaimer when uploading an 837 file is only applicable to the file name. Following the launch of the EI-Hub, approximately 5,000 claims can be included in a single 837 file upload.

Will system users be able to see the dollar amount for accepted and rejected claims?

System users utilizing the EI-Hub’s Service Logging component will be able to view the dollar amounts for claims in the ’Posted Attendance Report’ report.

System users uploading claims to the Case Management component through the 837 file upload option will be able to view the dollar amounts for claims on the 277 file and/or in the ‘AR Details’ report.

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When creating a voucher in the Case Management component, are voucher numbers automatically assigned or can system users edit voucher numbers?

Vouchers can be created in two different ways. System users can auto-assign all accepted claims onto a voucher. In this case, a voucher number is automatically assigned. System users also have the ability to manually select claims to add to a voucher. In this case, a voucher number can be self-assigned.

Will system users be able to combine claims from different counties onto the same voucher?

Yes, system users will be able to find all billable claims entered by their rendering providers, including claims from different counties, and add them to a voucher. It is important to note that evaluations and services are required to be added on separate vouchers.

Can billing providers bill sessions on a monthly basis or do sessions need to be billed on a weekly basis?

The frequency in which claims are logged and billed is up to each billing provider. Claims will be billed and processed as they are entered. Providers will need to keep in mind timely filing rules still remain in effect and claims must be billed within 90 days of date of service.

Will there be any changes to the process for downloading Medicaid/escrow checks from EI Billing?

No, functions system users currently do in EI Billing related to viewing escrow and Medicaid information will remain the same following the launch of the EI-Hub.

Although commercial insurances are no longer billed for EI service under the Covered Lives legislation, is it still necessary to capture information about the insured parent?

Yes, guidance from BEI recommends that users continue to collect commercial insurance information from parents or guardians. This information serves purposes beyond direct billing to commercial insurance companies.

Customer Support

Will there be a help desk available if I have questions?

Yes, the Public Consulting Group (PCG) Customer Service center will be available to help system users during the transition and beyond. The number to the Customer Service Center is (866) 315-3747. The Customer Service Center is available Monday – Friday from 7:00am to 7:00pm EST.

What should I do if I encounter an unexpected browser issue(s) when trying to log into the EI-Hub?

Users should clear their cache and cookies in their web browser when running into browser errors. The steps may vary based on the browser used. Please follow the appropriate steps provided below based on your browser.

Google Chrome: The user navigates to the ellipsis (three dots) in the upper right-hand corner of Google Chrome and click. The following steps are below:

1. Select the **Settings** hyperlink. Select **Privacy and Security** in the left-hand panel.
2. From the Privacy and Security options, select **Clear browser data.**
3. Under the **Basic** tab, ensure the "Time range" is selected for "**All time**." The following checkboxes for the "**Browsing history**," "**Cookies and other site data**," and "**Cached images and files**" are ticked/selected.
4. Select/click the **Clear data** button.

MSEdge: The user navigates to the ellipsis (three dots) in the upper right-hand corner of MS Edge. The following steps are below:

1. Select the **Settings** hyperlink. Select **Privacy, search, and services** in the left-hand panel.
2. From the **Clear Browsing data** options, select **Clear browser data now.**
3. Click the **Choose what to clear** button.

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4. Under the **Clear browsing data** window, ensure the "Time range" is selected for "**All time.**" The following checkboxes for the "**Browsing history**, "**Download History**," "**Cookies and other site data**," and "**Cached images and files**" are ticked/selected.
5. Select/click the **Clear now** button.

Apple Safari: The user opens Safari from the dock and navigates to the Safari menu bar option in the upper left-hand corner. The following steps are below:

1. Choose **Settings** from the dropdown menu, then click **Privacy**.
2. Click **Manage Website Data**.
3. Select one or more websites, then **click Remove or Remove All.**
4. Navigate to the **History** menu bar option in the upper left-hand corner. Choose **Clear History.**
5. Then click in the pop-up menu and choose how far back you want your **browsing history cleared**.

Firefox: The user navigates to the three stacked lines in the upper right-hand corner of Firefox. Select **Settings**. The following steps are below:

1. Select the **Privacy and Security panel** and go to the **Cookies and Site Data** section.
2. Click the **Clear Data** button. The **Clear Data** dialog box will appear.
3. Under the **Clear Data** window, the following checkboxes for the "**Cookies and Site Data"** and **"Cached Web Content"** are ticked/selected.
4. Select/click the **Clear** button. You'll get a warning message. Then hit the **Clear now** button.

Dashboards / Alert / Reports

What is the purpose of Dashboards? What types of dashboards are available in the EI-Hub?

Dashboards replace the inbox and work queues currently used in NYEIS. A comprehensive list of available dashboards, alerts, and user roles they apply to will be available in the coming weeks.

What would be equivalent to the work queue currently utilized NYEIS?

Dashboards replace the inbox and work queues currently used in NYEIS. Dashboards will allow users to track which tasks are outstanding, coming due, or past due. Data from the dashboards can be exported to Excel by the user.

Where can I find additional information about dashboards?

A live session demonstration on dashboards was held on February 16, 2022. If you missed this session, the recording is available for review on the LMS: Link.

A comprehensive list of available dashboards, alerts, and user roles they apply to will also be available in the coming weeks.

How will an EIO/D be notified that there is a request pending their approval?

EIO/Ds will have dashboards for their tasks. Dashboards will allow users to track which tasks are outstanding, coming due, or past due. Data from the dashboards can be exported to Excel by the user.

For example, EIO/Ds will have dashboards to assist them in managing their tasks in the EI-Hub, including the approval of service authorizations and IFSPs and to provide them with views to manage the work county-wide.

How will users be notified if there is a task or request pending approval or action?

The EI-Hub utilizes dashboards that are specific to a user's role within the EI-Hub. Dashboards will replace work queues and inboxes currently used in NYEIS. Dashboards allow users to track which tasks are outstanding, coming due, or past due. Dashboards will indicate if a pending request has been approved or denied. Each line item within a dashboard will indicate the alert type. Data from the dashboards can be exported to Excel by the user.

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Will the EI-Hub send in-system or external alerts to notify users when there is a pending or new task?

The EI-Hub does not send external alerts to system users. Each system user will have dashboards specific to their user role(s) in the EI-Hub. Each line item within a dashboard will indicate the alert type. System users will access their dashboards to view tasks that are outstanding, coming due, or past due (or) to check the status of a request. Data from the dashboards can be exported to Excel by the user.

If a service is not delivered within 30 days, will users be able to capture the reason for delay of the initiation of the service?

Yes, there are fields to complete, which are attached to the service authorization, to capture the reason for delay.

When viewing a dashboard, what is the maximum number of items that will be displayed?

The default view for dashboard is set to display 10 rows. To increase the number of rows shown in a dashboard, there is a drop-down option at the top of the dashboard, 'rows per page', that allows users to adjust to display view. User also have the capability to export data from a dashboard into Excel.

Will EIO/Ds be able to view a list of children in their county by the assigned service coordinator?

Yes, EIO/Ds will be able to generate a list of children in their county based on service coordinator. In addition, there will be a dashboard for children that do not have an assigned service coordinator. This will allow an EIO/D to ensure children are appropriately assigned to a service coordinator.

What happens when an agency does not accept their assignment?

In the case where an agency declines an assignment, the child's record will reappear on the corresponding dashboard of the EIO/D and/or ISC.

For instance, if the agency declines the assignment for initial service coordination or evaluation, it will be displayed on the Evaluations dashboard under the "Non-IFSP Enrollment needs agency assignment" alert

In case the agency declines the assignment for EI services (inclusive of Ongoing service coordination, the record will appear on the dashboard titled "Children with an IFSP with services missing an agency". It is strongly recommended that all users regularly access their dashboards and act accordingly.

By what means are EIO/Ds notified of tasks that are awaiting their approval?

Dashboards are the main tool used by all users, including EIO/Ds, to keep track of their outstanding tasks. Dashboards are organized by the different stages of the Early Intervention Program. Within most dashboards, alert filters are available to indicate the necessary action for a child's record. For example, if an EIO/D needs to review IFSPs waiting for approval, they can go to the “IFSP Alerts” dashboard and use the "IFSP Submitted For Review" filter option to identify any children who have an outstanding IFSP that requires EIO/D approval. It is strongly recommended that all users regularly access their dashboards and act accordingly. For more information, please reference the Dashboards Infographic on the Learning Management System (LMS). Furthermore, we are in the process of developing a dedicated section on dashboards and alerts within the Case Management user guide. This resource will be made available soon.

How do users generate reports from their dashboards?

The EI-Hub allows you to create and view reports using multiple filters to fit your needs, but in order to print or manipulate the data, you will have to export the information to an excel spreadsheet.

In addition to dashboard reports, EI-Hub has preset reports at the child, provider, and therapist-level, depending on user role. For more information on the available reports in Case Management, please reference the Service Reports job aid.

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Data / Demographics / Search

Will the child ID numbers in the EI-Hub stay consistent with the information currently in NYEIS?

Yes, any children currently in NYEIS will be migrated over to the EI-Hub and will keep the same Child ID number. Children entered directly into EI-Hub will have a Child ID number consistent with those in NYEIS.

Does the EI-Hub have the ability to link siblings also in the EIP?

Yes, the EI-Hub has a feature that will allow users to search for existing children and link them to other children in the same family. The sibling's information is then available in the 'family member panel'.

Will the EI-Hub help to reduce duplicate children records? How are child records merged if a duplicate record is found?

Yes, the EI-Hub has logic built into the system to identify when a potential duplicate child record is being entered. When a duplicate is identified, there will be an option to appoint the primary child record and merge any duplicate records into one record. This feature will be available to the Bureau of Early Invention (BEI) staff at go-live. If a county user wants to merge records, they will have to open a ticket through the Call Center after Go-Live.

Will EI-Hub system users be able to find contact information for individual service coordinators and providers?

The EI-Hub has a Provider and Therapist lookup option. This allows users to search for individuals entered in the EI-Hub. If available, the lookup option will return a phone and email address. Access/View may vary based on user role. The EI-Hub has a link to the BEI's Provider Central Directory.

Is there a place to document if a child's primary address is different than where the services will be provided?

Within the Services Tab, users can add an alternate address/location indicating where the service can be provided.

Will the system notify me if there is an existing child record when entering a new child?

Yes, the EI-Hub has logic built into the system to identify when a potential duplicate child record is being entered. It is strongly recommended to do a Child Lookup prior to entering a new child's information to prevent duplication.

Can the address validation confirm if the address is located within my county?

Yes, the system checks the validity of the address based on USPS postal information and it will populate the Address County field. This information is provided by the USPS and should be visually confirmed.

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Documents / Attachments

Does the EI-Hub allow users to upload attachments?

Yes, the EI-Hub will allow users to upload attachments. Files/attachments uploaded to the EI-Hub are intended to aid in collaboration with other providers affiliated with a child. Documents uploaded in the EI-Hub do not fulfill the record keeping requirements for providers and municipalities.

Where can EI-Hub system users find documents that have been attached to a child's record?

There are several areas throughout the EI-Hub that allow users to upload an attachment. The 'Documents Management Panel' allows users to see a list of all documents attached to a child's record in one location. Some examples of information that can be printed from the Case Management component of the EI-Hub include referrals and IFSPs.

Why are attachments not being migrated to the EI-Hub?

The EI-Hub will allow users to upload attachments, however, the functionality to upload files/attachments does not replace record-keeping requirements or change record-keeping responsibilities of early intervention program providers and municipalities. Providers must retain the child record, including attachments, in their records for at least the number of years required to meet Medicaid requirements and for additional years to comport with their respective professional practice acts.

When should users stop uploading attachments into NYEIS?

There is no date that attachments should be discontinued from being uploaded into NYEIS. Users should be aware that any attachments in NYEIS will not be migrated, and therefore, will need to be retained to be uploaded into the EI-Hub when the system is launched as applicable and if necessary. Users can continue to upload documents into NYEIS until NYEIS transitions to a read-only status. This will take place approximately 1-2 weeks before the EI-Hub launches.

Are counties and providers required to retain paper copies of all the information in the EI-Hub?

Files/attachments uploaded to the EI-Hub are intended to aid in collaboration with other providers and agencies affiliated with a child. This does not replace record-keeping requirements or change record-keeping responsibilities of early intervention program providers and municipalities. Providers must retain the child record, including attachments, in their records for at least the number of years required to meet Medicaid requirements and for additional years to comport with their respective professional practice acts.

Can EI-Hub system users submit session notes with parent's signatures in the EI-Hub?

For clarity, session notes and service logs are two different things. EIP regulations explain that providers must maintain original signed and dated session notes and a service log signed by the parent or caregiver which documents that the service was received by the child on the date and the period of time as recorded by the provider. Providers must sign session notes; the parent/caregiver must sign the service log. Users can upload signed documents into the EI-Hub as an attachment. The EI-Hub does not have the ability to capture e-signatures.

At the launch of the EI-Hub, are system users expected to reattach documents/attachments previously saved and retrieved from NYEIS?

System users will not be required to reattach documents to a child's record following the launch of the EI-Hub. Attachments are intended to allow for communication and information sharing and are not a replacement for a complete child record. Records must be retained by municipalities and providers of record for the children and families they serve in accordance with Medicaid requirements and with applicable professional practice acts.

Evaluations and Eligibility

In the EI-Hub, who is responsible for requesting the service authorization? Who is responsible for assigning the evaluators?

In the EI-Hub, the service coordinator or EIO/D can enter the service authorization (SA) for the needed components of the multidisciplinary evaluation (MDE). Note that if entered by a service coordinator, the EIO/D must approve the creation of the SA. These roles have the ability to assign a therapist (rendering provider/evaluator) to a service authorization, however, they are not required to. Once the provider of record/billing provider is assigned, the agency will receive an alert that they have received an assignment. After accepting the service authorization, the agency can then assign the therapist (rendering provider/evaluator) that will complete the evaluation.

Will authorizations for initial evaluations continue to be issued after the evaluations are complete or will service authorization be required before the initial evaluations can start?

A service authorization for the approved evaluation will be reflected in the child's evaluation grid in the EI-Hub prior to the evaluation. Each component of the child's MDE (screening, core, bi-lingual add-on, and/or supplementals) that will be completed need a separate service authorization. For example, if a child will be receiving a multidisciplinary evaluation (MDE) completed as a bi-lingual, there will need to be two service authorizations created – one for the MDE and one for the bi-lingual add-on.

Can core and supplemental evaluations be added when a child is referred?

It is possible through the EI-Hub to add both a "core" (multidisciplinary) and a supplemental evaluation during the Evaluation phase of the child. However, users should refer to EI policies and procedures regarding the appropriateness of authorizing both evaluations at once.

Can evaluations be entered in parts? Will system users be able to add information ongoing?

Yes, the EI-Hub is configured so that panels can be completed as information is received.

Is a separate service authorization required for each of the five components of the multidisciplinary evaluation (MDE)?

The multidisciplinary evaluation team shall include two or more qualified personnel from different disciplines who are trained to utilize appropriate methods and procedures and have sufficient expertise in child development; and at least one of whom shall be a specialist in the area of the child's suspected delay or disability, if known. Therefore in most cases, only one service authorization should be required for the MDE. However, if other components are completed, a separate service authorization is needed. For example, if a screening is first completed, then the MDE conducted as a bi-lingual, there are three separate authorizations needed for each of these components.

Where will users be able to see all the submitted evaluations (including MDEs, Core and Supplemental)?

A user, authorized to view the child's record, will be able to access uploaded documents through the Documents tab and will be able to view targeted pieces of information through the Evaluation tab. The user will also be able to see assigned evaluations through the Eval Info Tab.

Where can I find additional information regarding the evaluation process and who is responsible for completing the different steps in the process?

Additional resources regarding user roles will be released in the coming weeks. One of the resources will be an infographic showing the lifecycle of a child through the EIP and which role(s) perform the different functions in the EI-Hub.

Can I enter a Multi-Disciplinary Assessment (MDA) evaluation in the EI-Hub?

No, BEI guidance indicates that MDAs will not be available until after go-live. EI-Hub will be configured to accept MDA results post go-live.

How does the system handle rescheduling an evaluation outside of the authorized dates after an end date has been entered? Will a new service authorization be required?

If the evaluation is not completed within the timeframe of the approved service authorization, a new service authorization will need to be submitted. The existing service authorization cannot be modified and an extension cannot be added.

Will telehealth be included as a location option for evaluations?

No, at present, telehealth is not listed as a service location for evaluations in the system. This suggestion has been shared with BEI for their review and consideration.

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Health Commerce System (HCS)

Will EI-Hub be accessed through the Health Commerce System (HCS)?

Yes, like NYEIS, the EI-Hub will be accessed through the Health Commerce System (HCS).

I do not have a Health Commerce System (HCS) account, how do I request one?

If you currently have access to NYEIS, your HCS account information will remain the same for the EI-Hub. If you do not have an HCS account, please contact your agency's HCS coordinator or HCS Director to request an account.

- An employee or contractor with an agency: Please contact your agency's HCS Coordinator or HCS director.
- An appendix (independent) provider: Please contact your municipality/county HCS Coordinator or HCS Director.
- A municipal employee: Please contact your municipality/county HCS Coordinator or HCS Director.
- If there is not an HCS Coordinator or HCS Director or you don't know who it is: Contact the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 and select option 2.

When will users be able to access the EI-Hub?

Users will not be able to log into the EI-Hub until the system goes live.

Will rendering providers assigned to an agency be required to have a Health Commerce System (HCS) and EI-Hub account? How will rendering providers without an account continue to work when the EI-Hub is launched?

This determination is up to the discretion of each agency. An agency could appoint a representative that would be responsible for entering data into the EI-Hub and communicating information, such as incoming child assignments, to their agency's rendering providers. The representative would be required to have a HCS account to access the EI-Hub, which includes the Case Management, Service Logging, and EI Billing components.

The rendering provider would not have access to the service logging component of the EI-Hub and would need to complete their session notes in a third-party system. The agency would then require their rendering providers to submit their session notes to an agency data entry clerk for billing and claiming purposes.

Individualized Family Service Plan (IFSP)

Will the IFSP approval be delayed if not all services have a therapist secured prior to the meeting?

No, only a provider of record/billing provider will need to be assigned prior to the IFSP being approved.

Can an IFSP be created prior to the completion of the multidisciplinary evaluation (MDE) and the approval of a child's eligibility by the EIO/D?

The purpose of the MDE is to determine the child's eligibility for the Early Intervention Program, therefore an IFSP (with the exception of an Interim IFSP) should not be created prior to the completion of the MDE. The EI-Hub allows for the creation of a draft of the IFSP while the eligibility determination is pending. System users may not have access to all panels/fields within the IFSP until the eligibility determination is made and approved by the EIO/D.

How are IFSP end dates calculated in the EI-Hub?

End dates will not be auto-calculated and populated in the EI-Hub. Users will need to calculate and manually enter the end date for IFSPs. This feature will be considered in future enhancements of the EI-Hub.

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Can adjustments be made to an IFSP end date if the IFSP has already been approved?

System users can only edit IFSP data prior to the IFSP being submitted for approval. After an IFSP has been submitted for approval, changes must be made by initiating an amendment to the IFSP. This includes a change to the IFSP end date. The EIO/D would then review and approve/deny the amendment request.

Will the EI-Hub notify system users if an incorrect end date was entered for an IFSP? (i.e., end date is after the child's third birthday)

System users will be responsible to manually enter start and end dates for each IFSP. While there are some validation metrics in place to notify users if an end date is incorrect, such as an IFSP end date extending past a child's third birthday, users are still responsible for inputting the correct information. System users will need to manually enter an end date that is 6 months or less from the start date of the IFSP.

What information is required for the Individualized Family Service Plan (IFSP) to be submitted? Approximately how long does it take to complete an IFSP entry?

Through the EI-Hub Case Management component, there are opportunities to capture information that was not previously captured in NYEIS. All required fields in the EI-Hub will contain an asterisk (*), to indicate to system users this field must be completed to save/submit. The user has the discretion to complete as many supplementary fields as desired in addition to the mandatory fields.

EI-Hub system users can return to any panel throughout the EI-Hub to add additional information at a later date.

The overall time to enter an IFSP is dependent on a number of factors such as the amount of service authorizations that have to be created, the amount of detail in the IFSP comments, etc. and will vary from user to user. Once an IFSP is entered, it can be copied to populate subsequent IFSPs which may significantly reduce the amount of time system users will need to enter new/additional IFSPs.

Which user roles will be responsible for entering an IFSP in the EI-Hub?

There are multiple roles such as the Service Coordinator (ISC/OSC NY), the Municipal Data Entry (MuniDataEntryNY), Provider Data Entry (ProvDataEntryNY), the Municipal Superuser (MuniProgAllNY) and the EIO/D (EIO/D NY) that will have edit access and the ability to enter an IFSP. However, it is up to the municipality /provider to determine within their internal processes the user role that will be responsible for actually entering this information into the EI-Hub. Additionally, the EIO/D user will need to review the IFSP prior to it becoming approved in the EI-Hub.

Currently in NYEIS, system users can upload a paper / hand-written IFSP. With the transition to the EI-Hub, will there be a requirement to electronically enter all IFSP information?

While the EI-Hub allows system users to upload paper documents, to maximize the full benefits of the system, users will need to electronically enter data, including IFSP information. The paper IFSP can be uploaded as an attachment.

Can EI-Hub create meeting invitations that can be sent to the different members that would participate in the IFSP meeting?

No, the EI-Hub does not have the capability to send meeting invitations or emails directly from the system. However, with the addition of grids, system users can find contact information for all IFSP team members in a single location. Within each IFSP there is a grid called 'IFSP Team', which compiles all the contact information for each IFSP team members in a grid format. This information can be exported into Excel by the end user. Post go-live, there will be a system enhancement that allows users to print downloadable templates that include the IFSP team member and meeting information.

Is an email address required for all IFSP team members, including parents? What if a parent declines to provide an email address?

Yes, one of the required fields for adding an IFSP team member is 'participant email'. System users will need to input an appropriately formatted email address to meet the requirements for this field. If an email address is unknown, system users can input unknown@gmail.com to satisfy this requirement. In addition to an email address, the participant's name, role, and telephone number are also required.

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If there is a change to the IFSP meeting participants, can the IFSP team members be updated (i.e., OSC needs coverage)?

Yes, IFSP team members can be modified as needed. Using start and end dates, system users can enter an end date for the existing team member and input a new team member with a starting date that matches the previous team member's end date. This will keep an ongoing log of individuals involved in the child's IFSP.

Changes to a child's Service Coordinator or EIO/D would be completed in the Teams tab within the child's record. Changes to the members included as part of the IFSP team would be completed within the IFSP tab on the 'IFSP grid'.

Will the EI-Hub allow system users to print an IFSP and the supporting information? (i.e. outcomes, family needs, etc.) Would the information exported/printed from the EI-Hub meet the regulatory requirements for record retention?

Yes, the EI-Hub will allow system users to print an IFSP and other supporting information that has been uploaded. This does meet the regulatory requirements for record retention if this printed IFSP is the final/signed copy of the IFSP.

Will there be additional training opportunities specific to IFSPs?

Yes, when the Learning Management System (LMS) launches Phase two (2), there will be a comprehensive job aid and an e-learning module dedicated to IFSP.

Is it possible for a user to populate an IFSP in real-time using the EI-Hub?

The EI-Hub is a web-based program that can be accessed via a computer or tablet with an internet connection. Users can log in to the system while in the field and input information electronically under the IFSP tab. It's important to note that the layout of the tab and information arrangement in the EI-Hub differs from what users are accustomed to, therefore it may initially require additional time to enter and complete the IFSP. Users should consider this when planning for IFSP meetings.

Is it possible to print IFSPs in Spanish from the EI-Hub?

No, the EI-Hub does not currently support printing IFSPs in Spanish. This feedback has been shared with the project team for their consideration as a future system enhancement.

Is it required to enter an IFSP electronically on the EI-Hub, or can I attach a file with the note in the system to see attached?

To initiate the EIO/D's approval of the IFSP and related services, including creation of and approval of service authorizations, specific information needs to be entered into the EI-Hub system. Although the system requires certain mandatory fields to be filled/completed, you may use terms such as "see attached" in fields where appropriate to help decrease the amount of data entry. However, please note that any attached information won't appear in reports or printed versions of the IFSP. We recommend that you seek guidance from your county to determine the appropriate procedure for this scenario.

When completing the IFSP, is the Location Type field required for Transportation, Respite, and ATD Device Authorization?

No, the 'Location Type' field is not required.

Learning Management System (LMS)

How do you sign-up for the Learning Management System (LMS)?

Users can self-register for the Learning Management System (LMS) prior to the launch of the EI-Hub. Instructions on how to register for the LMS can be found on the EI Billing Knowledge Base: Link
At the launch of the EI-Hub, the LMS will be integrated into the EI-Hub and users will access the LMS through their EI-Hub account.

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I created an account for the Learning Management System (LMS) but did not receive the confirmation email.

We received feedback from other users with a similar issue, which helped us to identify a technical issue with the system. This issue has been resolved. You should now be able to log into the LMS using your previous login credentials. If you forgot your username or password, or receive an error when attempting to login, please try the forgot password feature.

If you continue to have login issues, please contact the training team at, nyeitraining@pcgus.com, to report the issue. A member of the training team will contact you directly.

When will Phase Two (2) of the Learning Management System (LMS) start?

Phase Two (2) of the LMS will begin in the near future. Additional communication regarding the progression of the LMS will be shared in the coming weeks.

Logistics / Technical

At this time I only have access to the Learning Management System (LMS). Should I have access to anything else in EI-Hub?

Users currently only have access to the Learning Management System (LMS). Users will not be able to login the EI-Hub until the system goes live. Once live, users will have access to the EI-Hub and will log into the EI-Hub through their Health Commerce System (HCS) account.

Will the EI-Hub eliminate the use of paper-based forms?

No, the use of EI-Hub will not eliminate the need for paper-based forms. Documents in the EI-Hub do not fulfill the record keeping requirements for providers and municipalities.

Who is responsible to transfer the child information and records from NYEIS to the EI-Hub? Exactly what information is being transferred from NYEIS to the EI-Hub?

As part of the transition plan, Public Consulting Group (PCG) will migrate data from NYEIS to the EI-Hub. The Bureau of Early Intervention (BEI) is working to ensure that all the information in NYEIS that is required by system users is transferred to the EI-Hub. This migration will include all child records, active or closed, service authorizations, and other key items related to child data as well as provider data. However, attachments in NYEIS will not be migrated.

Will the EI-Hub have the same "time out" action as NYEIS, where users will be logged out after 15 minutes of inactivity?

System users will enter the EI-Hub via the Health Commerce System (HCS), which has a 15-minute time-out if the user is inactive. The EI-Hub will mirror the HCS 15-minute time-out security feature and display a warning message similar to the session time out message that currently displays in HCS. In general, system users should save their work frequently and log out if they will be inactive for more than a 15-minute interval.

Can system users access the EI-Hub from an iPad? Is there an app that can be downloaded for the EI-Hub?

The EI-Hub is a web-based product therefore any device that has internet connection capabilities will be able to access the EI-Hub through a web browser. For security purposes, an app was not developed to access the EI-Hub.

Will current and historical billing information be transferred to the EI-Hub?

Any information currently found in EI Billing will remain in EI Billing, which will be accessible as part of the EI-Hub through the EI-Hub System Access Landing Page. Provider and child case management data currently in NYEIS – including historical data – will be converted and migrated to the EI-Hub so users will not lose information relevant to their work. The migration of closed cases will not include child records from KIDS (the EI system before NYEIS).

Will employee lists within agencies be migrated to the EI-Hub?

Yes, approved providers and agencies in NYEIS today will be migrated to the EI-Hub. For agencies, their list of employees and contractors will also be migrated to the EI-Hub.

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Will the tasks in current work queues in NYEIS transfer over to the EI-Hub?

No, tasks as they are today in NYEIS will not be transferred over to the EI-Hub. Dashboards will replace the inbox and work queues currently used in NYEIS. However, many of the dashboards/tasks in EI-Hub mirror what is in NYEIS today and any pending work in NYEIS will migrate to the EI-Hub equivalent.

Can users print out information from EI-Hub? If so, how?

Users will be able to open and print various documents, screenshots, and blank templates from the EI-Hub based on their user role(s).

How time consuming will the EI-Hub be compared to NYEIS?

The EI-Hub is designed to be more user-friendly and align with EI processes. The goal is to reduce the administrative burden on staff so they can spend more time with the children and families they serve.

While the EI-Hub has opportunities to document additional information not able to be previously captured in NYEIS, only fields with an asterisk (*) are required to be completed. This allows users to enter the additional information if needed and as time allows.

Will the EI-Hub offer a feature to facilitate electronic signing between parents and service providers?

The EI-Hub does not have the ability to capture e-signatures.

Will the EI-Hub allow system users to export child data into an Excel file?

Yes, the EI-Hub allows users to export data from dashboards into Excel.

Can I access the EI-Hub using an iPad?

Yes, the EI-Hub is a web-based program that can be accessed via a computer or tablet with an internet connection. Please reference the EI-Hub User System Requirements for additional information.

After entering the start date for initial service coordination or an IFSP, will the system automatically set the end date?

End dates will not be auto-calculated and populated in the EI-Hub. Users will need to calculate and manually enter the end date for Initial Service Coordination and IFSPs. This feature will be considered in future enhancements of the EI-Hub.

What should I do if I encounter an unexpected browser issue(s) when trying to log into the EI-Hub?

Users should clear their cache and cookies in their web browser when running into browser errors. The steps may vary based on the browser used. Please follow the appropriate steps provided below based on your browser.

Google Chrome: The user navigates to the ellipsis (three dots) in the upper right-hand corner of Google Chrome and click. The following steps are below:

1. Select the **Settings** hyperlink. Select **Privacy and Security** in the left-hand panel.
2. From the Privacy and Security options, select **Clear browser data.**
3. Under the **Basic** tab, ensure the "Time range" is selected for "**All time**." The following checkboxes for the "**Browsing history**," "**Cookies and other site data**," and "**Cached images and files**" are ticked/selected.
4. Select/click the **Clear data** button.

MSEdge: The user navigates to the ellipsis (three dots) in the upper right-hand corner of MS Edge. The following steps are below:

1. Select the **Settings** hyperlink. Select **Privacy, search, and services** in the left-hand panel.
2. From the **Clear Browsing data** options, select **Clear browser data now.**
3. Click the **Choose what to clear** button.

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4. Under the **Clear browsing data** window, ensure the "Time range" is selected for "**All time.**" The following checkboxes for the "**Browsing history**, "**Download History**," "**Cookies and other site data**," and "**Cached images and files**" are ticked/selected.
5. Select/click the **Clear now** button.

Apple Safari: The user opens Safari from the dock and navigates to the Safari menu bar option in the upper left-hand corner. The following steps are below:

1. Choose **Settings** from the dropdown menu, then click **Privacy**.
2. Click **Manage Website Data**.
3. Select one or more websites, then **click Remove or Remove All.**
4. Navigate to the **History** menu bar option in the upper left-hand corner. Choose **Clear History.**
5. Then click in the pop-up menu and choose how far back you want your **browsing history cleared**.

Firefox: The user navigates to the three stacked lines in the upper right-hand corner of Firefox. Select **Settings**. The following steps are below:

1. Select the **Privacy and Security panel** and go to the **Cookies and Site Data** section.
2. Click the **Clear Data** button. The **Clear Data** dialog box will appear.
3. Under the **Clear Data** window, the following checkboxes for the "**Cookies and Site Data"** and **"Cached Web Content"** are ticked/selected.
4. Select/click the **Clear** button. You'll get a warning message. Then hit the **Clear now** button.

Provider Re-Approvals and Amendments

Approximately how long is the application approval process for a new provider? Where can I check the status of a current application?

BEI anticipates that initial approvals will take about 4-6 weeks. Following the launch of the EI-Hub, providers requesting approval for the first time will use the new online application process, Provider Pre-Application Screening Tool (PAST) and Provider Application Tool (PAT), which is intended to streamline the approval process for both applicants and BEI.

Current applicants should contact the Provider Approval, Due Process and Monitoring Unit (PAU) at provider@health.ny.gov to request the status of their application.

Approximately how long does the amendment process take?

The timeframe will vary as amendment requests are dependent on multiple factors such as the type of change, documentation submitted, responsiveness to information requests, etc.

Following the launch of the EI-Hub, how will providers/agencies receive notification that a re-approval is coming due?

Approved providers are required to know the end date of their approval agreement. The Status Management panel will display a provider's current status with the EI Program, including the provider agreement type, end date of the agreement, and when an agreement is due for renewal. The EI-Hub will also have a dashboard alert which will provide advanced notification that the provider's agreement end date is approaching.

Provider Management

What functions are available within the Provider section of the EI-Hub Case Management component?

The Provider section of the EI-Hub is designed to grant DOH approved providers (agencies and individuals with approval and agreement) the ability to comprehensively view and maintain their records. This includes, viewing their status in the EI Program, viewing and maintaining provider profile(s), viewing previous applications and amendment requests, initiating new re-approval and amendment requests as well as updating their list of employees/contractors (for agencies only).

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Will provider/agency information be migrated from NYEIS into the EI-Hub or will agencies need to input their provider data?

At the launch of the EI-Hub, providers (including employees and contracted providers) and agency demographics currently in NYEIS will be migrated into the EI-Hub. Providers and agencies will have the ability to review/update their information after go-live. The ability to update a provider profile will be based on user role and some information must be submitted as a provider approval amendment.

My agency uses a third-party data management company. How can I transfer my provider/agency information into the EI-Hub?

The EI-Hub will have a number of reports that will allow users to download provider information from the EI-Hub into an excel (xls) or comma separated (csv) file that could be loaded into a third-party system. At this time, the EI-Hub does not have the capability to download/import similar files into the EI-Hub system with the exception of the ability to upload an electronic 837 claim file.

Is an amendment request required for simple changes to a provider's profile, such as demographic and contact information?

No, providers can make changes/updates to some data on their provider profiles. This includes basic demographics, contact/identifying information, provider address, phone number, contracted providers/vendors, specialty populations, provider languages, professional qualifications (licenses/certifications), NPI information, and affiliations with insurance carriers. The system will not allow users to update sections of their profile that require an amendment request.

Will individual providers be required to sign up for the EI-Hub?

Individual rendering providers/therapists that work for an agency will not be required to sign up for the EI-Hub if you have a third-party system. Individually approved providers will need access to the EI-Hub to manage their DOH approval.

When doing a rendering provider substitution, will therapists be able to search outside their agency for a substitute therapist? Will independent providers be able to search for agency therapists?

In the Therapist assignment section of the Case Management module, rendering providers will have the ability to enter a substitute rendering provider. Rendering providers may complete a substitution if, for example, they are going on an extended vacation.

An agency therapist will be able to see other therapists within their agency. They will not be able to assign a substitution to a rendering provider in another agency unless, your assigned agency contracts with another agency and that relationship is established in Case Management. Independent providers will not be able to perform rendering provider substitutions unless they contract with an agency.

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Referrals

How do children move between At-Risk and EIP?

Children can be referred directly to either the EI program or to the At-Risk track but cannot have active referrals to both programs. In order to move a child from one track to another, the child must be exited and referred into the appropriate track.

Will the EI-Hub help to reduce duplicate children records during the referral process?

Yes, the EI-Hub has logic built into the system to identify when a potential duplicate child record is being entered. When a duplicate is identified, there will be an option to appoint the primary child record and merge any duplicate records into one record. This feature will be available to the Bureau of Early Invention (BEI) staff at go-live. If a county user wants to merge records, they will have to open a ticket through the Call Center.

Will agencies have the ability to submit referrals in the EI-Hub?

No, only certain municipal users [User roles: MuniProgAllNY; EIO/D NY; MuniDataEntry NY] can enter a new referral into the EI-Hub. Provider users do not have access to create or submit referrals using the system and will need to contact the municipality to submit a referral either by telephone or secure means to transmit the State referral form. This is a change from the current NYEIS application, but it is expected to result in less duplication of child records in the EIP data systems.

Will users be able to see if a child has already been referred to EI by another agency?

No, agencies will not be able to see if a child has already been referred to EI by another agency as providers are no longer able to enter referrals into the EI-Hub. Counties will be responsible for entering a child's referral into the EI-Hub.

What begins the 45-day timeline in the EI-Hub? Does it start with a referral or service authorization?

The 45-day timeline starts from the date of the Referral and signifies the amount of time to when the initial IFSP meeting must be held. The 30-day timeline refers to the lapsed time from the start date of the service authorization to the date the initial service is delivered.

Where can I find additional information on the referral process?

Be on the look out for a job aid and eLearning module specific to the referral process coming to the Learning Management System (LMS) ahead of the EI-Hub launch.

Can a referral be updated/modified after it has been submitted?

A referral can be updated/modified after submission only on the date of the referral. It will not be possible to update a referral in the EI-Hub on the next or subsequent days after submission. For example, the referral was received and entered on the 10t, the referral will be editable anytime on the 10th. It will not be editable any day in the future. Second example, the referral was received on the 7th but was entered on the 10th. The referral will not be editable after submission as the referral date was the 7th and that date has passed.

Where should I enter the parent information that is not captured on the referral page?

Some parent information can be recorded on the Referral tab in the Referral Source Comment field, but it is recommended to use the "Family Info" tab to enter information about the child's family. The "Family Info" tab is designed to consolidate all individuals who are involved in the child's life, such as parents, grandparents, daycare providers, and more. In this tab, users can enter contact information, addresses, and dominant languages, among other details. The user role tasked with creating the child and entering the referral also has access to add information in the "Family Info" tab.

Will the system prevent users from selecting Ongoing Service Coordination instead of Initial Service Coordination or EIO/D at the referral stage?

No, the system does not restrict users from selecting the OSC in the Teams tab/panel when it should be an ISC. Users should pay close attention when making selections within the Teams tab/panel.

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Service Authorizations

What is the process for a Service Authorization?

All services provided to a child through the Early Intervention Program (EIP) require a service authorization (SA) prior to the services being rendered. Each SA indicates the allowed service(s) to be provided to the child as deemed necessary by the IFSP team. It is created and added to an IFSP either during a scheduled review or by an amendment. The IFSP, along with the service authorization, is submitted to the EIO/D. It is either approved, rejected, or rejected for editing. An approved service authorization moves to the provider of record/billing provider for therapist assignment. The therapist renders the service as authorized.

Where do users view the status of a Service Authorization?

Service authorizations (SA) can be found in three locations in the EI-Hub. SAs for Initial Service Coordination are found in the Services Tab, SAs for components of an MDE are found in the Evaluation Information Tab and SAs after the IFSP are found within the IFSP/Services Information Tab and in the Services Tab.

Will Service Authorizations that are active in NYEIS remain active when transferred to the EI-Hub?

Yes, service authorizations that are active in NYEIS will transfer as active into the EI-Hub. The service authorization number will remain the same.

Where do EI-Hub system users see if a service authorization has been approved?

System users can see the status of a service authorization in the Services Information Grid/Table. This grid/table will show Initial Service Coordination services as well as services authorized on a child's IFSP.

On an approved service authorization, are agencies able to make changes and reassign the rendering provider? (i.e. rendering provider resigned)

Approved service authorizations include the Provider of Record/Billing Provider along with the approved service(s). If the Provider of Record/Billing Provider remains the same, the service authorization does not need to be updated and the rendering provider (therapist) can be reassigned as needed. If there is a change to the Provider of Record/Billing Provider, an amendment is required.

What is the process to obtain a service authorization for a Multidisciplinary Evaluation (MDE)? Will an additional service authorization be required for a supplemental evaluation?

Following the launch of the EI-Hub there will be a change in the process for obtaining service authorizations for MDEs. With the current process in NYEIS, the service coordinator will enter a MDE assignment after the family selects the evaluator. That assignment is accepted or rejected by the evaluator. Once accepted, the MDE is completed and another task is created to enter the results of the MDE in NYEIS. The results are reviewed by the EIO/D and a service authorization is authorized. The EI-Hub will require a service authorization prior to any of the components of the MDE being completed. If a supplemental evaluation is needed as part of the child's eligibility determination, an additional service authorization is required. Service coordinators, evaluators and EIO/Ds will need to have discussions outside of the system to determine if additional evaluations are needed so the appropriate service authorizations can be authorized.

Can the service coordination authorization be entered if the assigned service coordinator has not accepted the assignment?

The EI-Hub provides the flexibility for county, agency, or ISC staff to submit service authorizations for initial service coordination. The method of submitting the service authorization (SA) may vary based on the specific procedures in your county for initial service coordination. It is important to note that for the service authorization to become active, it requires the assignment to be accepted by both the Agency and the ISC.

If the ISC has accepted their assignment: If the ISC has accepted their assignment, they can choose to enter the service authorization (dependent on municipality practice.) themselves. Alternatively, after the Agency has accepted the assignment, users with an EI-Hub role of UniversalProvNY or ProvDataEntryNY can submit the SA on behalf of the ISC.

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If the ISC has not accepted their assignment: Users with an EI-Hub role of MuniProgAllNY and MuniDataEntryNY have the capability to enter the ISC service authorization before or after the ISC has accepted their assignment.

How are users informed that a service authorization has expired?

The Case Management component of the EI-Hub uses grids within dashboards, tabs, and panels to compile specific information about a child's record. Most tabs within the system open as a grid by default. To track Service Authorizations, navigate to the Service tab and review the Service Information grid. This grid provides essential details, including the service's active status, start, and end dates, and Service Authorization number. By utilizing the filters within the grid, users have the ability to reorganize the data and display end dates in either ascending or descending order. Additionally, the information within the grid can be easily exported to Excel for further analysis.

As an EIO/D, can I enter the service authorization for initial service coordination?

No, as the approver, EIO/Ds are not authorized to enter service authorizations in the system.

At what stage is the service coordinator added in the creation of the service authorization for initial service coordination?

Once the EIO/D has approved the service authorization for initial service coordination and the agency/county has accepted the assignment for initial service coordination, the rendering ISC can be added to the authorization.

How does a Service Authorization become active in the EI-Hub?

For a service authorization to change to an active status in the EI-Hub, the EIO/D must approve the service authorization, and the provider must accept the service Authorization. Once these steps are completed, the service authorization will change to an active status.

Service Logging

Which users will have access to the Service Logging component in the EI-Hub?

System users that need to log services for payment, but do not utilize a third-party system for billing, will have access to the Service Logging component in the EI-Hub.

Will users be able to continue using a third-party system to enter service notes or will users have to use the EI-Hub for service logging?

If you are currently using a third-party system for service notes or logging you will not be required to use the EI-Hub Service Logging component. When the EI-Hub is launched, users will be set up using the same method that you do today in NYEIS. Users will have the option to switch from a third-party vendor to the EI-Hub Service Logging.

Will service providers be able to view service coordination notes, including attachments?

For providers that will utilize the EI-Hub Service Logging component, the supervisor of the agency (User role: UniverisalProvNY), will be able to access service coordination notes and attachments. This user role will also have the ability to review work before claims are generated and submitted to Case Management and EI Billing for payment.

Will the transition to the EI-Hub impact the requirements to document session notes and parental signatures on paper?

The EI-Hub will allow for the recording of service logs and session notes in order to claim for services. However, the functionality to enter notes/log services does not replace record-keeping requirements or change record-keeping responsibilities of EIP providers and municipalities.

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What are the guidelines on session notes and service logs (attendance logs) as defined by the New York State Early Intervention Program (EIP)?

Individual providers who directly render services to a child and family, or an approved provider agency, will maintain original signed and dated session notes, following each child and family contact. Session notes provide an overview of the type of therapy provided to the child and a brief description of the child's progress made during the session as related to the outcome contained in the individualized family service plan. The session note is signed (wet signature) and dated by the rendering provider.

Service logs are a record of the services rendered to a child. The service log is signed by the parent or caregiver (wet signature) acknowledging that the service was received by the child on a specified date and verifying the start and end time of the service.

Service logs are required for both in-person and telehealth visits and must be signed by the parent/caregiver. To obtain the necessary signature, the provider can maintain the list of sessions furnished virtually for the week and send the child-specific service log to the parent/caregiver for signature via US mail. The signed service log can be returned to the provider, either via the US mail or electronically (scanned/returned via email or the parent/caregiver can take a picture of the signed document and return it electronically).

For more information, please reference the New York State Early Intervention Program (EIP) Regulations 10 NYCRR Section 69-4.26 © and the Early Intervention Program Records training. The EIP Regulations can be found on the Early Intervention Program Website @ https://www.health.ny.gov/community/infants_children/early_intervention/index.htm under the Regulations, Laws, and Reimbursement Rates panel. Information regarding the EI Program Records training can be found under the Training panel.

How should rendering providers maintain their service logs? Will rendering providers be required to electronically enter their service logs at the launch of the EI-Hub?

Both session notes and service logs for services rendered are required to be collected and maintained by the provider of service for audit purposes. It is not required that rendering providers enter their service logs in the EI-Hub. The EI-Hub will allow the recording of service logs and session notes, however, the functionality to enter notes, log services and upload files/attachments does not replace record-keeping requirements or change record-keeping responsibilities of Early Intervention Program providers and municipalities. Providers must retain the child record, including attachments, in their records for at least the number of years required to meet Medicaid requirements and for additional years to comport with their respective professional practice acts.

Which user roles will have access to the Service Logging component of the EI-Hub?

If you are currently using a third-party system for service notes or logging you will not be required to use the EI-Hub Service Logging component. At the launch of the EI-Hub, users currently performing service logging (manual claim entry) in NYEIS, will be setup to use the Service Logging component.

Access to the Service Logging component is based on a user's Case Management user role. Users granted access to the Service Logging component, will be set-up as indicated below. Please note, Role Administrators can also prohibit a user's access to the Service Logging component if it is not appropriate for their role:

- Billing Provider portal: Universal provider, independent provider, and fiscal manager
- Rendering Provider portal: Rendering provider, junior rendering provider.
  *Independent providers will need a RenderProvNY Case Management user role to access the Rendering portal
- Service Coordinator portal: Service coordinator
- County portal: Municipal staff
- Clerical portal: Provider data entry staff
  *Municipal data entry staff acting in billing role can be granted access to this portal
- Clinical Supervisor | Provider QA portal: Provider compliance staff

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Are rendering providers required to enter session cancellations or no-shows? How do rendering providers log make-up services?

Rendering providers using the EI-Hub's Service Logging component are only required to enter billable services. In Service Logging, rendering providers can log non-billable services (i.e. cancelled sessions), but this is not a requirement. It is recommended that providers complete a session note indicating that the session was cancelled or no showed for record keeping purposes.

When logging a make-up session, the system will prompt the user to put the date of the missed visit along with the date/time of the make-up visit.

Do rendering providers have to enter their session notes in the Service Logging component of the EI-Hub, or can they upload a copy of their paper note?

After a service has been logged, a section will appear to enter a session note. Rendering providers have the option to electronically enter their session notes in the EI-Hub. In this section a rendering provider can also indicate that they have a paper note on file and upload the document as an attachment.

Can a rendering provider print, or download and store an e-file, of their session notes and service logs from the Service Logging component of the EI-Hub? Will documents retrieved from the EI-Hub meet the record keeping requirements of the EIP?

The EI-Hub does not change any record keeping requirements. If an audit were to be completed, the auditor would not go in the EI-Hub to pull files. Providers can download PDFs of service logs and session notes that were entered into the Service Logging component.

If using the scheduling feature within the Service Logging component, where do rendering providers view their scheduled visits?

After a visit or recurring visits have been scheduled, rendering providers will be able to view their scheduled visits under the 'My Calendar' option in the Rendering Provider portal. A list of scheduled appointments can also be found under 'My Scheduled Visits'.

After a service is logged using the EI-Hub's Service Logging component, what is the next step in the process to receive payment for the services rendered?

After a rendering provider has logged the services, the visits will flow over to View Hold Visits. Error free visits that are in the Ready Status may be taken 'Off Hold.' The visits will then be picked up by the system and moved to Case Management. In Case Management, visits which have been accepted (meaning they have passed all edits in Case Management) will be placed on a Voucher/Invoice by the Billing Provider under the Bill to State menu. The items, now claims, will move to EI Billing and be sent to the appropriate payer.

Can a rendering provider log services and enter session notes on an inactive service authorization?

Yes, a rendering provider may log services on an inactive service authorization if the date the service was rendered falls within the timeline of the service authorization.

For example, if a provider is logging services on 04/05/2022 for a date of service on 3/14/2022 and the service authorization is valid for services provided between 3/1/2022 and 3/31/2022, the entry will be allowed.

Will rendering providers have the ability to manually enter CPT codes when logging services?

The Service Logging component of the EI-Hub will pre-populate any relevant Procedure Codes (CPT/HCPCS) codes based on the date and type of service being entered. New Procedure codes will be added to the system as code changes occur. Rendering providers will not be able to add in a Procedure, if it is not included on the list of available codes.

In Service Logging, where can a rendering provider view a service authorization?

In the Rendering Provider portal, rendering providers will be able to view all children assigned to their caseload with active service authorizations in the 'My Active Authorizations' queue.
When logging a service, the details of each service authorization will also appear immediately following the child's demographic information. Some of the important details you can view include the: 1) service

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authorization number 2) dates of the service authorization, 3) number of remaining units (sessions remaining), and 4) minutes allowed per visit. Additional information related to the service authorization is also available for review.

Can Service Coordinators log their notes in the Service Logging component of the EI-Hub?

Yes, within the Service Logging component of the EI-Hub there is a Service Coordination portal. Service coordinators will use this portal to enter notes on the services they provide. A service coordinator's notes can then be used to generate a claim based on the total time spent providing services to the child and family that day.

Do rendering providers (therapists) have to complete the service logging process, or can clerical staff enter service logs on their behalf?

Access to the Service Logging component is determined by the county's or billing provider's role administrator. If a county/billing provider grants their clerical staff access to the Service Logging component, they will be able to see the children assigned to their county/ agency through the 'Clerical' portal and can enter services on behalf of their rendering providers.

What is the difference between "session notes", "service logs", and "logging services"?

Session notes provide an overview of the type of therapy provided to the child and a brief description of the child's progress made during the session as it relates to the outcome listed in the individualized family service plan (IFSP). Session notes are completed and signed by the rendering provider.

Service logs are a record of services rendered to a child. The service log is signed by the parent/guardian acknowledging that services were received by the child on the date and during the period of time recorded by the provider. For more information regarding the regulatory requirements regarding the content of session notes and service logs please reference

Logging services is the action in which system users enter services rendered to a child to create a billable claim. When logging services, system users will use elements from the service log (i.e. service, date, time) and the session note (i.e. diagnosis and Procedure Codes (CPT/HCPCS)) to create a claim. The Service Logging component of the EI-Hub is designed to capture the required information necessary to create a claim.

Are service logs required for both in-person and telehealth visits?

Yes, service logs are required for both in-person and telehealth visits and must be signed by the parent/caregiver. To obtain the necessary signature, the provider can maintain the list of sessions furnished virtually for the week and send the child-specific service log to the parent for signature via US mail. The signed service log can be returned to the provider, either via the US mail or electronically (scanned/returned via email or the parent can take a picture of the signed document and return it electronically).

If a parent is not present when services are rendered to a child (i.e. developmental group where children are bused into the program), who should sign the service log?

The provider should obtain the signature of an adult who is responsible for the child during the time the parent is not present for a service delivered to the child. In a circumstance when the service is provided to a child in a group developmental service, this could be a designated staff member who is with the child and can confirm that the Early Intervention service provider delivered the specific service, on the date written and during the period of time indicated by the provider on the service log.

My county/agency utilizes a single document that combines the session note and service log. If the parent/guardian signs this document, does it meet the record retention requirements of the Early Intervention Program (EIP)?

Service providers in the Early Intervention Program (EIP) are required to document services rendered and to submit both session notes and a corresponding service log for every service/session rendered to a child and/or family. While regulation only requires a parent/caregiver signature on the service log, the municipality may be more stringent and require a parent/caregiver signature on both the service log and session notes. Service logs must also contain both the date the service was rendered to the child/family and the start/end

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time of the service to meet the record retention requirements of the EIP. For more information concerning regulatory requirements regarding the content of session notes and service logs please reference EIP Regulation section 69-4.26(c). Additional information regarding documentation and record keeping requirements can also be found in the Early Intervention Program Records training available online at the Department's training contractor, Measurement Incorporated. https://www.nyseipopdc.org/

If my agency/county uses the EI-Hub's Service Logging component to capture session notes, how will a rendering provider sign their session note?

Providers using the EI-Hub's Service Logging component will have the ability to electronically enter their session notes. When entering any billable service, the option to complete a session note will appear. Providers will complete the required areas and upon saving, will attest that they will retain a copy of their session notes that meet the record retention requirements of the EIP including their name, title, and signature.

Is it mandatory to record session notes electronically in the Service Logging Component of the EI-Hub?

No, it is not mandatory to record session notes electronically in the EI-Hub's Service Logging Component. The EI-Hub's Service Logging component will be accessible to users who currently manually submit claims in NYEIS. With Service Logging, users can input visit details to generate a claim. Upon entering a billable service, users will receive a prompt to add a session note. They can choose to enter the note electronically within the system or indicate the presence of a physical note on file.

Terminology

What is the difference between a 'therapist' and a 'provider'?

The term 'Therapist' in the EI-Hub refers to individuals who are assigned to a child's case as a rendering provider, service coordinator, or Early Intervention Official/Designee. These individuals are employees or contractors of an EIP agency or the municipality. The term 'Provider' refers to agencies and individuals who have current or past Department of Health (DOH) approval.

Would evaluators be considered therapists?

Yes, in the EI-Hub evaluators are included as part of the term "therapist".

Trainings / Webinars

What is the difference between the Live Session Demonstration webinars and the EI-Hub Transition Series webinars?

The Live Session Demonstration webinars are intended to show users the components and functionality of the EI-Hub. The EI-Hub Transition Series webinars are intended to share pertinent information with municipalities and providers on how best to prepare for the transition from NYEIS to the EI-Hub.

Are the live session webinars considered training?

No, the webinars are intended to show users the components and functionality of the EI-Hub and do not meet BEI's annual regulatory training requirements. EI-Hub training resources will be accessible on the Learning Management System (LMS). These training resources will include e-learning modules, job aids, and knowledge base articles.

Will there be additional webinars regarding the transition from NYEIS to the EI-Hub?

Currently the EI-Hub Transition Series is a monthly webinar series. Additional sessions may be added as the need arises. If you missed an event, webinars are recorded and available for review on the Learning Management System (LMS). For calendars of upcoming events, select: Live Session Demonstration Webinars (Calendar) or EI-Hub Transition Series Webinars (Calendar).

Where can I watch recordings of past webinars?

All live session webinars will be recorded and available for review on the Learning Management System (LMS). Link: Previously Recorded Webinars

Will there be a webinar that reviews billing and claiming?

A live session demonstration regarding billing and claiming is scheduled on April 27, 2022 from 12:00pm to 1:00pm. Billing and claiming will also be touched on throughout the EI-Hub Transition Series webinars. If you missed an event, all webinars are recorded and available for review on the Learning Management System (LMS).

When can users expect more in-depth training?

Training resources will be accessible in the Learning Management System (LMS). Resources will include e-Learning modules, job aids, and knowledge base articles. Specific release dates will be shared in the coming weeks.

Will there be a sandbox feature that is available for the EI-Hub?

Yes, a sandbox will be available for users prior to the launch of the EI-Hub. The sandbox will allow those users to access the EI-Hub in a test environment. More information will be available in the coming weeks.

Will there be a complete User Guide for the EI-Hub system?

Yes, at the launch of the EI-Hub, a comprehensive user guide will be available that defines all aspects of the EI-Hub. Job aids will also be available to show step-by-step processes for certain tasks performed in the EI-Hub.

Transfers

Will counties be able to reject a transfer from another County if the transfer is inappropriate? What Municipal user roles will have the ability to reject or accept transfer requests?

Yes, counties will be able to accept/reject transfer requests from other counties. Transfers typically occur in one of two ways. The county where the child currently resides learns that the child is moving. In this scenario, a ‘send to’ transfer request is initiated to the county where the child is moving to. This can be completed by users with the following roles: Service Coordinator (ISC/OCS NY), Data Entry Staff (MuniDataEntryNY), EIO/D (EIO/D NY), and Municipal Superuser (MuniProgAllNY). These users can also accept/reject incoming transfer requests for their county.

As a superuser, the MuniProgAllNY role will also be assigned a transfer role (MuniTransferNY). This will assist counties when they have a child transfer to their county, without a ‘send to’ request from the previous county of residence. The transfer role will have the ability to search for children Statewide and can initiate a ‘receive to’ request to the previous county of residence.

Transition and Exit

Will outcome surveys still be completed and submitted through PERDS?

Child Outcome Summary Forms (COSF) and Family Outcome Surveys will be entered in the EI-Hub.

Three Week Transition Period *(Billing and Claiming)*

What is the last date that claims can be entered into NYEIS?

Dates for the transition have not been finalized at this time. More information will be shared as we near closer to the EI-Hub launch.

Can users enter claims during the downtime between NYEIS and the EI-Hub?

During the transition from NYEIS to the EI-Hub, there will be a three-workday period of time when EI Billing is down and a five-workday period where neither NYEIS or EI-Hub will be available to enter claims. EI Billing will create final payments for claims from the last NYEIS file. Any claims not submitted prior to this date will need to be held until the EI-Hub, including EI Billing, is back online. A calendar of the proposed transition schedule was shared during the February 9, 2022 EI-Hub Transition Series Webinar. The recording and presentation

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shared during this live session are available for review on the LMS; 02.09.2022 webinar recording; 02.09.2022 PowerPoint presentation.

What happens if there is an issue with a claim during the transition period?

There will be a period of time where both NYEIS is converted to read-only status and EI Billing is down. During that time, users will need to hold claims until the EI-Hub is live. Users will be able to enter and correct claims after the go-live date.

What happens with open claims in NYEIS and EI Billing during the transition period?

All open claims will be available for review and processing in EI Billing once EI Billing is transferred under the EI-Hub.

When NYEIS is no longer available, how do I fix a claim that has been denied?

All open claims, including denied claims, will be available for review and processing in EI Billing once EI Billing is transferred under the EI-Hub.

Will there be an opportunity to submit test 837 files prior to the launch of the EI-Hub?

Yes, end users who utilize third party systems and submit to NYEIS through 837 file uploads will have an opportunity to test the submission of these files prior to EI-Hub launch.

During provider claims loader testing, will providers use test files or files generated from their third-party system to test the functionality of uploading 837-files into the Case Management component of EI-Hub?

During provider claims loader testing, providers will use test child data from a report that will be exported from the EI-Hub's Case Management component. The report (Title: Child Info and Authorization) will contain a list of children assigned to an agency/county with active service authorizations. Testers will upload the child data from this report into their third-party system to then generate an 837-file. This 837-file will then be uploaded into the Case Management component through the 837-file loader and follow the standard billing and claiming process for system users utilizing a third-party system.

Three Week Transition Period *(General)*

Will the EI-Hub replace NYEIS for New York State's Early Intervention Services?

Yes, when the EI-Hub launches it will replace NYEIS. The EI-Hub is composed of five (5) components that include: EI Billing, Case Management, Service Logging, Provider Enrollment, and Learning Management System (LMS).

How do I access the EI-Hub?

Like NYEIS, the EI-Hub will be accessed through the Health Commerce System (HCS). Please refer to the directions for accessing the Health Commerce System above.

When is the transition from NYEIS to the EI-Hub expected to be completed?

At the March 3, 2022 Early Intervention Coordinating County (EICC) meeting the Bureau of Early Intervention (BEI) announced that the launch of the EI-Hub solution has been delayed. Stakeholder feedback indicated that EI Providers and Municipalities desired additional time to prepare for the transition from NYEIS to the EI-Hub solution. The webcast of the EICC, including the delay announcement can be viewed at https://www.health.ny.gov/events/webcasts/archive/.

The additional time will allow for more robust training and resources for users and for stakeholders to gain a deeper understanding and comfort with the new system prior to the launch. BEI and Public Consulting Group (PCG) will be working in partnership to select a new launch date.

When should users stop entering data into NYEIS?

Information can be entered into NYEIS up until the program is switched over to read-only status. Data entered into NYEIS will be migrated over to the EI-Hub.

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Will users be able to work in the EI-Hub while NYEIS is down?

There will be a small window of time where both NYEIS is converted to read-only status and EI-Hub has not gone live during which users will not be able to access either system. A calendar of the proposed transition schedule was shared during the February 9, 2022 EI-Hub Transition Series Webinar. The recording and presentation shared during this live session are available for review on the LMS; 02.09.2022 webinar recording; 02.09.2022 PowerPoint presentation.

What information is being transferred from NYEIS to the EI-Hub?

Provider data as well as child records in NYEIS, including active and inactive children, will be migrated to the EI-Hub. Migrated data will include child and family information, history of early intervention services, and billing and claiming history. However, attachments in NYEIS will not be migrated. The migration of closed cases will not include child records from KIDS (the EI system before NYEIS).

How is the referral process going to be affected during the transition from NYEIS to the EI-Hub?

Referrals that are not entered prior to NYEIS transitioning to a read-only status, should be documented on paper and transmitted to the county. The county will enter new referrals in the EI-Hub Case Management component when the system is live.

How will new service authorizations be assigned during the transition from NYEIS to the EI-Hub?

Service Authorizations that are not obtained prior to NYEIS transitioning to a read-only status, should be tracked and documented on paper. This information will need be entered into the EI-Hub Case Management component when the system is live.

The EI-Hub Transition Series webinars share pertinent information with municipalities and providers on how best to prepare for the transition from NYEIS to the EI-Hub. Click the following link to view a calendar of upcoming events, EI-Hub Transition Series Webinars (Calendar).

User Roles

Will employees/providers with user roles in NYEIS be migrated over to the EI-Hub?

Yes, active employees and providers will be migrated to the EI-Hub and assigned a user role based on their current user role in NYEIS. To support a smooth transition between systems, counties and agencies are encouraged to review and reconcile the current status of their employee/contractor list in NYEIS.

How are user roles assigned?

Your initial EI-Hub user role will be based on your current user role in NYEIS. Role Administrators have the ability to update user roles.

What is a difference between role administrator and superuser?

The role administrator is the person who is responsible to setup all the individual user role accounts for their agency/county. The role administrator is also responsible for maintaining their roster and ensuring all staff have the appropriate level of access.

The superuser role is the highest-level user role in the EI-Hub. A user role is a way to define which parts of a system someone will have access to and what actions they can take in the system. The superuser will have the most access to the screens within the EI-Hub system and child information. The superuser will also be able to view all children assigned to their agency or county.

The role administrator and superuser serve different functions, but the same person can be assigned to both roles.

How will role administrators be determined?

Public Consulting Group (PCG) will be working with each agency and county to determine who will be designated as the role administrator, prior to the launch of the EI-Hub. The role administrator for the EI-Hub is different than a Health Commerce System (HCS) account administrator. However, if preferred, the same person can be assigned both responsibilities.

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How many role administrators can an agency or county have?

Every agency/county will be assigned at least 1 role administrator at the launch of the EI-Hub. Additional role administrators can be added as needed. Individually approved providers will also be setup as a role administrator.

Can agencies have more than one agency superuser? How can an agency request additional superuser accounts?

Yes, agencies can have more than one superuser. At the launch of the EI-Hub, user roles will be setup based on the user's former NYEIS role. After the launch of the EI-Hub, the agency superuser will have access to update their agency's user profiles and can modify or add a superuser role to an existing user.

How is it determined which users are given "superuser" permissions?

Your initial EI-Hub user role will be based on your current user role in NYEIS. If your role is NYEIS was one of the following, you will be set-up as a superuser in the EI-Hub:

- MUNI All (Universal Municipal)
- MUNI Program User Admin
- PROV All (Universal Prov.)
- PROV Service Director
- PROV Service Manager

Who creates new users in the EI-Hub when a new provider agreement is finalized/approved by the Bureau of Early Intervention (BEI)? Will counties be responsible for maintaining user profiles of independent providers in the EI-Hub?

Following the launch of the EI Hub, new agencies/independent providers, once approved, would work with BEI to setup their access to the EI-Hub. This would include assigning a role administrator.

An independent provider will be setup as a role administrator and will maintain their own access. This means an independent provider will have the ability to edit their access (add/remove user role types) to the components in the EI-Hub that were initially set-up by BEI. An independent provider would work with BEI to request access to any additional components that were not previously approved during the initial account set-up. Counties will not be responsible for maintaining user profiles or user role access for independent providers.

After the role administrator is established for an agency, the role administrator will designate the user role assignments for their agency staff. The role administrator will be responsible for maintaining their roster of employees/contractors and ensuring all staff have the appropriate level of access. Once a user profile is created by the role administrator, the user will have access to the assigned component(s). There is not an additional level of approval that needs to be completed before the user is granted access to the EI-Hub.

Can EI-Hub system users have multiple user roles?

Yes, understanding that people in the EI program wear multiple hats and program activities are divided differently from agency to agency or county to county, the EI-Hub allows users to have more than one role in the EI-Hub. Users will be able to move between their designated roles to access records or data and perform activities associated with that role.

Will EI-Hub allow for a user to have both a municipal and provider user role?

Yes, counties will have the ability to setup access for their users within the EI-Hub. In cases where the county acts as an agency, they can assign both municipal and provider roles for their users.

Will providers who work for multiple agencies be able to switch between agencies while working within the EI-Hub?

Yes, all system users with multiple user roles can switch between profiles while in the different components within the EI-Hub. This includes moving between user role types or moving between user roles for different agencies.

Role administrators will be able to view and assign user roles via the user management page in the EI-Hub. If a provider works for multiple agencies, each agency role administrator will need to assign the user role(s) for

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their agency. Role administrators will not be able to setup user role(s) on behalf of another agency, however, they will be able to see any additional role assignments made by other agencies on the user management page.

Do users need certain permissions in the EI-Hub to view/edit child information?

Yes, access to the case management component of the EI-Hub will be based on user role. The user role will determine a person's ability to view and/or edit a child's record.

Will a superuser be able to perform the actions of a service coordinator?

While a superuser has the ability to view the children assigned to each service coordinator within their agency or county, they would need a service coordinator user role to perform service coordination functions. A secondary user role of service coordinator can be added to the superuser’s user profile, which would allow them to switch between user roles and perform tasks appropriate for each role. User roles are one of the ways the EI-Hub will keep data secure and maintain the accuracy of information in the system, by limiting viewing and editing access of each user.

Does each provider within an agency need their own EI-Hub account or can other users continue to enter information like what is currently being done in NYEIS?

Yes, if a provider needs to view their information or access their caseload, they will need their own EI-Hub account. There are data entry roles in the EI-Hub that allow people to enter data into the system for others.

Currently, a county representative must grant access to a staff member and assign the roles. Will agencies be able to create their accounts for their staff or will municipalities continue to add users?

In the EI-Hub, agencies will be required to enter user roles for their staff. Future training will be provided on this functionality.

Is there a document that describes the different user roles available in the EI-Hub and what functions each role can perform?

Our team is currently developing resources that include a crosswalk between current NYEIS roles and EI-Hub roles, as well as a User Role guide document that provides descriptions of each role and what each role allows that user to do within the EI-Hub component. We will announce the availability of these materials in an upcoming communication.

If I'm serving as a Service Coordinator (SC) in two different counties, will I have separate roles for each county, or will I be able to view all of my children under a single role?

As a service coordinator, you will be able to view all of the children on your caseload in both counties. Each user will have only one log in. The log in is associated to the user’s HCS credentials. After granted access to the Hub, the user can be assigned multiple roles. Each role has specific access. A Service Coordinator, who serves multiple counties, will have the same role in both counties. The Service Coordinator will be able to view all their children to which they have been assigned as a service coordinator in their dashboard. The only time a role change will be needed is when the user is functioning in a different capacity. For example, the user was functioning as a service coordinator but needs to switch to an EIO/D.

Can more than one (1) person be assigned the EIO user role [MuniProgAllNY]?

Yes, more than one individual can be assigned the role of MuniProgAllNY in the EI-Hub. The EI-Hub offers the option for users to have multiple roles. However, the assignment of this user role is determined by the county. At the launch of the EI-Hub system, active NYEIS users will be automatically assigned a single (1) EI-Hub user role that corresponds to their equivalent role in NYEIS. It will be the responsibility of the County Role Administrators to maintain their county’s rosters and assign additional roles to each user.

Can users anticipate any updates to the user roles to simplify task completion during the process of assigning children to caseloads, or will it still be necessary for users to switch between roles?

We value the input from our participants regarding user roles and the system's functionality in their respective counties. In smaller counties where one staff member handles multiple roles, there is a preference for a single role that can perform all necessary functions. We have shared this feedback with the project team for their review and consideration.

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Waivers

How does the EI-Hub align with BEI's guidance around waivers?

With the implementation of the EI-Hub, the IFSP workflow will allow the EIO/D to approve waivers for services that will require billing limitation waivers. Should there be a subsequent child need or anticipated excess of service frequency (e.g., make up session) that would result in a billing limitation, the provider must submit through EI-Hub a waiver request to the EIO/D no later than the anticipated service delivery date. For more information, please reference Memo 94-2 Waiver of Billing Limitations 2023.

Does the EI-Hub have the capability to identify when a waiver is needed?

Yes, the EI-Hub has the added value of notifying an EIO/D and service coordinator when a waiver may be needed. There is logic built into the system, in accordance with New York's requirements, that will automatically pre-populate and generate information for the waiver request in this circumstance. This feature will help to ensure that any necessary waivers are submitted prior to the services being provided.

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Helpful Links

- Learning Management System (LMS) Homepage
- Learning Management System (LMS) Sign-up Instructions
- Health Commerce System (HCS) Sign-up Instructions
- NYEIS Listserv Sign-up Instructions
- EI-Hub System Requirements
- Previously Recorded Webinars
- Training Resources (including Job Aids and Infographics)
- Session Notes and Service Logs Infographic

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