



Provider Lookup



How To

Conduct a Provider Search



Audience

- All Users

Provider Lookup

Provider Record Search



About the Provider Lookup

The **Provider Lookup** functionality should be utilized primarily for providers seeking to make minor revisions to their provider record. For example, if a provider is up for reapproval and needs to make minor changes to their record, the Provider Lookup is ideal.

Municipal users can use Provider Lookup to research approved providers. Search results will be limited to providers with DOH approval (basic agreements or appendix).

The Provider Lookup results will include all historic and current catchment areas and service types. Because of this, the **Central Directory Report** should be used to identify providers for service authorization assignment. Please see the next slide for more information on using the **Central Directory Report**

Step/Action

1. Click **Provider** on the main menu on the left-hand side.
2. From the drop-down menu, Choose **Lookup**.
3. Within the **Provider Lookup Results Filter**, you can enter known provider specific information.
4. Click **Search**.
5. To view the Provider Record, click **Edit**.
6. The provider record will display enabling navigation using tabs and panels.

Provider Lookup Results -Default Report-

Report Filters

1. Select Provider Type (Equal To)
County

2. EIP Provider ID (Contains)

Provider Status (Equal To)
Active

Provider Name (Contains)

Agency Contact Person First Name (Contains)

Agency Contact Person Last Name (Contains)

Phone Number (Contains)

E-mail (Contains)

Vendor Type (Equal To)
- Select Item -

Vendor Service Type (Equal To)
- Select Item -

NPI (Contains)

Agency Profession (Equal To)
- Select Item -

Individual Profession (Equal To)
- Select Item -

Service Type (Equal To)
- Select Item -

Catchment Area (Equal To)
- Select Item -

Service Site County (Equal To)
Albany

Languages (Equal To)
- Select Item -

Specialty Populations (Equal To)
- Select Item -

4. Search

Excel

E-mail	Provider Type	Vendor Type	Vendor Service Type	NPI	Agency Profession	Individual Profession	Service Type	Catchment Area	Service Site County	Languages	Specialty Populations	Action
	County						Respite Care, Service Coordination - Initial, Service Coordination - Ongoing, Transportation	Bronx, Brooklyn (Kings), Manhattan (New York), Queens, Staten Is (Richmond)	Albany	Amharic, Bengali, Bulgarian, Corsican	Feeding/Swallowing Disorders	5. Edit



Please refer to the EI-Hub Case Management User Guide Unit 10. Provider for more information.



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Central Directory Report to Identify Providers for Service Authorization Assignment

Users (i.e. counties and service coordinators) should rely on the **Central Directory Report** to *identify* providers they wish to assign to children.

The **Central Directory Report** is most appropriate for users seeking active providers within a certain service area or providing specific service models (service types).

Once a provider is identified, they can be assigned through the processes outlined in the *Creating Service Authorizations Job Aid(s)*.

Step/Action

1. Click **Provider** on the main menu on the left-hand side.
2. Select **Central Directory** from the **Reports** menu.
3. Within the **Central Directory Results Grid**, you can filter providers based on your service needs.
 1. It is recommended that all searches are filtered by **Provider Type** (Provider) and **Provider Status** (Active).
 2. Narrow search results by **Service Model**, **Service Area**, **County**, etc.
4. Click **Search**.

The screenshot shows the EI-Hub interface for the Central Directory Report. The sidebar on the left has a 'Provider' menu item highlighted. The main content area shows the 'Central Directory Results' grid with various filters and a table of provider data. Numbered callouts 1 through 4 highlight key steps: 1. Clicking 'Provider' in the sidebar; 2. Selecting 'Central Directory' in the Reports menu; 3. Filtering by 'Provider Type' and 'Provider Status'; 4. Clicking the 'Search' button.

City	State	Zip	Primary Phone Number	Primary E-Mail	Professional Discipline/Qualified Personnel	Service Models	Service Areas	Languages	Special Populations Served	Web Address
Albany	NY	10017-7873			Vision-Other (endorsed by NYS CBVH)	Evaluations (MDA/MDE), Home/Community-Based Individual/Collateral Visits, Medicaid Health Home Case Management, Office/Facility-Based Individual/Collateral Visits, Service Coordination, Supplemental Evaluation	New York, Oswego, Otsego	Armenian, English, Spanish	Feeding/Swallowing Disorders	www.google.com

NOTE:

When searching for providers to assign to service authorizations, users should search only those with an Appendix 1 Agreement with the state, including agencies **and** individuals. This can be done in three ways:

1. Using the **Primary Agreement** filter to run two searches;
 1. Filter by "Agency: Appendix 1 Agreement," then,
 2. Filter by "Individual Appendix 1 Agreement."
2. Run the search **without** filtering by **Primary Agreement** and then sort by **Provider Agreement Type**.
3. Run the search **without** filtering by **Primary Agreement** and then use the **Export Button**.
 1. Open the results in excel and filter for "Agency: Appendix 1 Agreement" and "Individual: Appendix 1 Agreement."



Please refer to the EI-Hub Case Management User Guide Unit 10. Provider for more information.



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Central Directory Report to Identify Potential Contractors and Subcontractors

Users (i.e. counties and agencies) should rely on the **Central Directory Report** to *identify* providers they may wish to contact for potential contracting or sub-contracting relationships.

The **Central Directory Report** is most appropriate for users seeking active providers within a certain service area or providing specific service models (service types).

Reminder: Agencies and Individuals with a Basic Agreement or Appendix 1 Agreement can work as contracted providers.

Step/Action

1. Click **Provider** on the main menu on the left-hand side.
2. Select **Central Directory** from the **Reports** menu.
3. Within the **Central Directory Results Grid**, you can filter providers based on your service needs.
 1. It is recommended that all searches are filtered by **Provider Type** (Provider) and **Provider Status** (Active).
 2. Narrow search results by **Service Model**, **Service Area**, **County**, etc.
4. Click **Search**.



Please refer to the EI-Hub Case Management User Guide Unit 10. Provider for more information.

The screenshot shows the EI-Hub Central Directory Report interface. On the left is a navigation menu with options like Home, Child, Therapist, Provider, and various reports. The main area is titled 'Provider Report' and 'Central Directory Results'. It features a 'Report Filters' section with dropdown menus for Provider Type (set to 'Provider'), Provider Category (set to 'Agency'), Provider Status (set to 'Active'), and Provider Name (containing 'Sha'). Other filters include NPI 1, County (set to 'Albany'), Service Area, Agreement Disposition Status, Zip, Languages, Primary Agreement, Professional Discipline/Qualified Personnel, City, and Service Model. A 'Search' button is located at the bottom right of the filter section. Below the filters is a table with columns: City, State, Zip, Primary Phone Number, Primary E-Mail, Professional Discipline/Qualified Personnel, Service Models, Service Areas, Languages, Special Populations Served, and Web Address. The table shows one entry for Albany, NY, with a primary phone number of 10017-7873. The table has a 'Rows per page' dropdown set to 10 and an 'Excel' button at the top right.

Quick Steps to Add a Contractor:

1. Perform **Provider Lookup** on the left side navigation of the homepage. This will bring you to your agency's provider profile.
2. Navigate to the **Provider Information Tab** and click on the **Contracted Provider Panel** in the left-hand navigation of the tab.
3. Click on the **Add Contracted Provider Button** to search for and add a new relationship with an agency or individual as a contracted vendor.

For more information on how to add a contracted provider, see Unit 10 of the Case Management User Guide.



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Search Tips

- To refine your search results, enter as much information as you know about the Provider.
- If your search does not return your expected result:
 - Confirm the spelling and numbering in any typed field
 - Check that any field with a drop-down menu is accurate or left blank (reads 'Select').

Providers and Therapists

- In EI-Hub Case Management, services are associated with 'Providers' and 'Therapists.'
- 'Providers' are agencies or individuals who have current or past DOH approval. These entities may either be reflected as a "Provider", a "Rendering Therapist", or both on service authorizations.
- 'Therapists' are 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 approved EIP agency.

Report Filters			
Select Provider Type (Equal To) County	EIP Provider ID (Contains)	Provider Status (Equal To) Active	Provider Name (Contains)
Agency Contact Person First Name (Contains)	Agency Contact Person Last Name (Contains)	Phone Number (Contains)	E-mail (Contains)
Vendor Type (Equal To) - Select Item -	Vendor Service Type (Equal To) - Select Item -	NPI (Contains)	Agency Profession (Equal To) - Select Item -
Individual Profession (Equal To) - Select Item -	Service Type (Equal To) - Select Item -	Catchment Area (Equal To) - Select Item -	Service Site County (Equal To) Albany
Languages (Equal To) - Select Item -	Specialty Populations (Equal To) - Select Item -		

Search



Please refer to the EI-Hub Case Management User Guide Unit 10. Provider for more information.



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Search Tips



- For active providers including migrated data, the end date is open. However, inactive provider records will contain this value and it can be used when filtered results.
- Active means your agreement is approved and has not expired.
- --If searching for Service, ...If a provider agreement is still active and no longer providing the service, the provider will display for OT or PT Services.
- Add services screens.

Revision History

Version Number	Release Date	Author	Revision Summary
v0.1.0	1.19.2022	Evan Thibeau	First Draft Release
v0.1.1	1.19.2022	Evan Thibeau	First visual revisions
v0.2.0	1.30.2022	Evan Thibeau	Revision w/ BEI Notes
v0.3.0	2.15.2022	Evan Thibeau	Second revision
v0.4.0	3.15.2022	Evan Thibeau	Third Revision
V0.5.0	8/17/23	Matthew O'Brien	Screen Shot Update
V0.5.1	09/22/2023	Jessica Yorkman	Updated screenshots and revised text and formatting

