Data Corrections in the EI-Hub

This infographic shows users how to manage common data corrections within the EI-Hub and which user roles can make these changes.

Data Entry Error Description	Correcting Data Entry Errors in EI-Hub	Role
Incorrect start and/or end date entered on a Service Authorization (SA). This includes SAs for services on an Individualized Family Service Plan (IFSP) and Initial Service Coordination (ISC)	The IFSP can be unlocked by the EIO/D and users can correct any data entry errors on associated service authorizations.	EIO/D NY ISC/OSC NY
Child's case exited in error	When the child is exited, the case becomes inactive on that day. The municipality can re-open and re-activate the case. This is executed from the Transfer, Exit, and Close tab under the Reopen/Reactivate Child panel.	MuniProgAllNY MuniDataEntryNY
Date of transfer is incorrect	Transfers should not be done in advance, meaning transfers should not be set for a future date. When the transfer is entered into the EI-Hub, the sending county will lose access to the child's record. The date of transfer is the date when the receiving county accepts the transfer. If a county transfers a child in error (i.e. prematurely), the receiving county could either reject the transfer or transfer the child back to the original county.	EIO/D NY MuniProgAllNY MuniTransferNY ISC/OSC NY

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Incorrect start and/or end date entered on an IFSP	The EI-Hub includes validations to limit the date parameters a user can enter. For example, an IFSP cannot exceed a 6-month period. If an IFSP was entered with an end date shorter than the intended length, users should submit an extension to fix the date error. EIO/Ds can unlock the IFSP and users can correct date entry errors; however, if the SAs within the IFSP have already been accepted, users will need to contact the PCG Call Center for additional support.	EIO/D NY ISC/OSC NY
Incorrect date entered on the referral	If the referral date matches the data entry date, users can make edits that day. If the dates differ, users cannot make edits after submission, even if they attempt to do so on the same day as the referral entry. If there is an error on the referral that cannot be edited, complete the following steps: 1. Create new referral with Referral Type "Additional" 2. Referral Source Type as "Corrected Primary" 3. Referral Source Comments "Make Primary Referral". If applicable, when entering an IFSP, select the "Not Delayed" option in the Initial IFSP Meeting Delayed? field if the 45 day timeline was affected by an incorrect referral date entry.	Date change can only made on the same day as the referral entry date by MuniDataEntryNY or MuniProgAllNY

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Active Service Authorization created in error	SAs cannot be deleted in Approved or Active status. If an Approved or Active SA needs to be "deleted," the EIO/D would unlock the IFSP and users would end date the applicable SAs and then create a new one. When correcting the SA, the end date will be set to the date the correction is made. If the SA is end dated under 30 days, no further action is needed. For SAs that have passed 30 days, users must enter "Invalid SA" as the delay reason. This is completed on the Service Delay Reason panel in the Services Tab.	EIO/D NY ISC/OSC NY
Incorrect date entered for a Multidisciplinary Evaluation	If the incorrect date is related to MDE results, this can be edited by an end–user.	RenderProvNY JrRenderProvNY UniversalProvNY InProviderNY
	If the incorrect date is related to an MDE SA, this can be edited by the EIO/D.	EIO/D NY MuniProgAllNY MuniData EntryNY ISC/OSC *dates must be already active and approved.
	Users can edit MDE dates that have not been completed.	EIO/D NY MuniProgAllNY MuniData EntryNY ISC/OSC NY

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Active IFSP created in error	IFSPs can only be deleted when in draft status. However, IFSPs in submitted, active and approved statuses can be unlocked by an EIO/D and users can correct data entry errors rather than requesting an IFSP deletion. If the error cannot be resolved through an unlock, users will need to exit the child. The exit date can be backdated to the correct end date, and all SAs will automatically end to match the exit date.	EIO/D NY ISC/OSC NY
Duplicate CIN number entered	If there is an error due to an incorrect CIN number on a child's record, the user will receive an error message after submitting billing. Users have the ability to end date incorrect insurance information and enter a new insurance record with the corrected information.	ProvDataEntryNY MuniDataEntryNY EIO/D NY ISC/OSC NY MuniProgAllNY
Duplicate child record identified	If a duplicate child record is found, the municipality must contact the PCG Call Center. Provide both Child ID numbers and any other relevant details when reporting the issue.	State level Superuser