



The Hub Club

Your Source for **EI-Hub** Updates



Issue 27

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Message from the Bureau

Our last issue of the Hub Club focused on feedback we received through the March 2023 Readiness Assessment Survey. As part of the effort to improve the timeliness of communication and provide more insight into what is going on behind the scenes, we wanted to provide an update on some upcoming development milestones and present an opportunity to get involved.

As the system development of the EI-Hub nears completion, we wanted to remind provider and municipal users to let us know if you would like to perform user acceptance testing (UAT). For more information on what UAT is and our plan for rolling out the testing, please review the **Featured Feature** section below.

If you are interested in participating in UAT please complete the UAT Volunteer Survey by 5/5/2023. We need a broad group of testers to represent the provider and municipal users across the State. Participants will include individual providers, and staff from municipalities and agencies of varying sizes and location. Testers of varied EI backgrounds should consider volunteering for UAT. We will be seeking system users with experience in fiscal and administrative processes as well as EIO/Ds, service coordinators, supervising and rendering providers.

Additionally, I encourage all providers and municipalities who utilize a third-party claiming system to participate in a targeted testing effort to ensure a seamless process for uploading claim files. Be on the look-out for more information.

We hope you will consider participating in EI-Hub testing. Whether or not you do, please consider the EI-Hub sandbox as a resource for exploring the system and leverage the Sandbox Feedback Form on the landing page to submit your feedback. All feedback submitted through the Sandbox Feedback Form is being reviewed by members of the project team and responses to feedback can be found in the [Feedback on the EI-Hub System Log](#).

Raymond Pierce

Director, Bureau of Early Intervention

Do you have questions on the EI-Hub solution or any information in the Hub Club? If so, don't hesitate to get in touch with EIHub@health.ny.gov with your questions.

Featured Feature: Stakeholder Testing Opportunities

EI-Hub Stakeholder Testing to Date:

EI-Hub Component Functionality Testing

Earlier on in the EI-Hub development process, the project team invited external system users from across the State to participate in testing of specific functionality in the EI-Hub. Participants in component functionality focused on testing features of the EI-Hub one area at a time. Participants in this testing effort worked through functionality related to adding users and updating organization rosters as well as searching for and adding new child referrals and going through the steps of an evaluation and documenting an eligibility determination. This testing was done without migrated data from NYEIS and relied on fake data created specifically for the testing effort.

Statewide Claims Loader Testing/File Checks

Several months ago, the project team collaborated with a group of providers to test the claims loader process in the EI-Hub. This testing was to ensure the EI-Hub system would work effectively for providers and municipalities who utilize a third-party claiming system.

Through these processes we were able to gather important information that has shaped both the development of the system as well as the content covered in the training.

EI-Hub Testing with Migrated NYEIS Data

More recently a small number of system users worked with the Bureau to do an initial verification of the roles that are available in the EI-Hub based on the role a user has in NYEIS.

Preparations are underway for a preliminary EI-Hub testing effort with a small group of municipal and provider users. This testing will be with users who will work closely with the project team for initial readiness testing in preparation for a Statewide UAT effort.

Upcoming Testing Opportunities:

Statewide Claims Loader Testing

There will be an opportunity ahead of the launch of the EI-Hub for ALL municipalities and providers who use a third-party claiming system to run a “file check.” This file check will be a practice run of the process that will take place for uploading claim files when the EI-Hub goes live.

The project team strongly encourages all providers and municipalities who utilize a third-party system to participate in the file check. This process will occur ahead of the system launch to allow time to address any configuration changes to the EI-Hub or to the third-party system being used by the provider or municipality. Please be on the lookout for more information about the provider claims loader testing. In the meantime, we recommend that users review the Companion Guides: [837P-Files](#), [999-Files](#), [277-Files](#) in preparation for future file testing.

End to End User Acceptance Testing (UAT)

As the EI-Hub development continues to progress and we get closer to launching the system, we wanted to reach out with another opportunity to participate in system testing.

End to End UAT is an extensive effort for both testers and the project team. The EI-Hub project team will be inviting volunteers from across the State to participate in this structured and comprehensive testing of the EI-Hub functionality. During end-to-end testing, participants will intentionally walk children through the Early Intervention Program ‘backwards S’, manage rosters and system user accounts. Testers will be entering referrals, updating child and family information, creating and updating IFSPs, creating service authorizations, entering service logs, managing fiscal operations (with the

exception of electronic claiming), and managing their provider profile, agreements, and rosters.

Participants will be testing the typical or expected path a child may take in the EI program but also have the opportunity to explore how the system manages programmatic nuances and diversions from the traditional path. Because end to end testing is done with a copy of real data brought over from NYEIS, testers will be able to see the system user role they will have in the EI-Hub at go-live, add additional roles to their accounts, and test access and permissions tied to those roles in the EI-Hub.

If you are interested in participating in EI-Hub UAT, please complete the UAT Volunteer Survey by following this link: <https://survey.alchemer.com/s3/7315101/EI-Hub-UAT-Participation-Survey>. Please complete the survey even if you have emailed the Bureau to be involved and/or completed a similar survey in the past.

Although not all volunteers will be able to participate, the selection of participants will represent a broad and varied group of testers from across the State. Participants will represent municipalities and agencies (including individual providers) of different sizes and geographic location, and testers will have different program roles and areas of expertise. For individuals who are not selected, the EI-Hub Sandbox and the associated feedback form provides a less formal opportunity to explore the system and share your insights.

Frequently Asked Questions (FAQs)

How can I participate in the End-to-End UAT or Statewide Claims Loader Testing?

If you are interested in participating in the **End to End UAT**, please complete the UAT Volunteer Survey found at: <https://survey.alchemer.com/s3/7315101/EI-Hub-UAT-Participation-Survey>. There is a limited number of participants for UAT so if you are not selected for testing, please consider the EI-Hub Sandbox as an additional place to gain experience in the system and use the Sandbox Feedback Form on the Sandbox Landing Page to provide your feedback on the system.

Be on the lookout for more information about **Statewide Claims Loader Testing** in an upcoming transition email.

What feedback have people been giving on the Sandbox?

People who have been using the Sandbox have provided the project team with a lot of great feedback. This feedback has included recommendations for future system enhancements, identifying areas in the system where more training may be required, and in some cases identifying items that need to be updated or fixed in the system. The feedback received from the Sandbox Feedback Form and responses to that feedback can be found in the [Feedback on the EI-Hub System Log](#).

Upcoming Events

- **NYSACHO: Early Intervention & Children and Youth with Special Health Care Needs Summit: 2023 New York Municipality Statewide Meeting**– May 2nd-3rd at Albany Marriott
- **Early Intervention Coordinating Council (EICC)** - June 22, 2023 at NYS Convention Center, Empire State Plaza, Albany, NY

Key Transition Dates

- **Last day to submit new provider paper-based applications** – New Date TBA
- **Last day to submit amendments until after EI-Hub launch** – New Date TBA
- **Transition of NYEIS to Read-Only** – Two weeks prior to EI-Hub go-live

- **NYEIS Decommissioning** – 2-3 months after EI-Hub go-live
- **EI-Hub Go-Live** – New Date TBA 2-months ahead of planned go-live date

