The Hub Club

Your Source for **EI-Hub** Updates

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Message from the Bureau

October is here and the launch of the EI-Hub is right around the corner. We hope you are all feeling well-prepared after the recent in-person trainings and online webinars. This issue of the Hub Club will review details of IFSP Amendments. There have been some recent enhancements made to the amendment process within the EI-Hub, and we want to help get you prepared.

We encourage you to keep providing feedback and asking questions. Your engagement is appreciated, and we thank you for all that you do.

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 .

Featured Feature: IFSP Amendments

The Individualized Family Service Plan (IFSP) outlines the EI services a child will receive as part of the Early Intervention Program (EIP). This document is developed in conjunction with and agreed upon by the child's parent or guardian. Through the child's lifecycle in the EIP, they may have multiple IFSPs. These plans can be updated either during the child's scheduled review or through an amendment if changes are required.

IFSP Amendments: What information will copy?

Amending an IFSP is a common practice in Early Intervention, as the plan must evolve if the child's or family's needs/goals change. The EI-Hub allows for copying an approved IFSP to create an amendment, minimizing data reentry. It is important to note, not all panels within the IFSP will copy automatically.

The table below outlines which panels will and will not carry over during the amendment process.

Will Copy ✅	Will Not Copy ❌
IFSP Team – users can add/remove team members as applicable.	**IFSP Meeting**– requires users to enter this panel to add the meeting date and time.
Level of Development – users can edit existing information and/or add new information as applicable.	**IFSP Ongoing Evaluations** – requires users to add evaluation(s) that were **not able to occur prior** to the amendment and **is still needed**. This includes the following panel: • Evaluation Information Any previously approved evaluations added as part of the IFSP will be end-dated through the amendment process

	and a new SA will need to be created for the evaluation.
Family Strengths, Priorities, Concerns, Resources – users can edit existing information and/or add new information as applicable.	**IFSP Transition** – requires user to complete required fields before resubmitting for EIO/D approval. This includes: - Has Transition been discussed with the family? - Has transition to CPSE been discussed with the family? - Has transition to other programs, supports and services been discussed with the family?
Reason/Indicators for Respite and/or Transportation – users can edit existing information and/or add new information as applicable. If the amendment includes a new transportation or respite request, users will need to create an SA from the IFSP Services panel.	**Additional notes** – This is an optional panel intended for internal notes. ⓘ Please note, information in this panel will not appear in the printed version of the IFSP.
IFSP Outcomes – users can edit existing information and/or add new information as applicable.	**IFSP Parental Agreement** – requires users to complete required fields before resubmitting for EIO/D approval. This includes marking the appropriate checkbox indicating the parent's level of consent and adding a date. ⓘ Please note, information in 'Meeting Minutes' field within this panel will not appear in the printed version of the IFSP. Meeting minutes required in the printed IFSP for families can be temporarily added to the Level of Development panel until further system enhancements are implemented.
IFSP Services – both active and inactive Service Authorizations (SA) will copy. For any new services being added as part of the amendment process, users will need to complete the following panels: - Service information - Service delivery - Service details - Company assignment - Service location - Alternate service location - Therapist assignment *Transportation and Respite SAs have an additional panel to complete.* *AT/ATD will continue to be submitted using the current process outside of the EI-Hub until further notice.* If the added service(s) violates a billing rule, the system's waiver logic will be applied. ⓘ **All Service Authorizations (SA) will receive a new SA number as part of the**	

amendment process. Service Authorizations (SAs) that remain unchanged through the amendment process do not require reacceptance by the provider if they were accepted prior to the amendment.	
Natural Environments – users can edit existing information and/or add new information as applicable.	
Other Services/Resources where Family is Participating – users can edit existing information and/or add new information as applicable.	

IFSP Amendments: Updated Functionality for Go-Live

Many of you have utilized the EI-Hub Sandbox to practice and prepare for the upcoming EI-Hub system launch. While the Sandbox closely resembles the live version of the system, there are some functional differences in the amendment process. The changes made in the live system environment are a direct result of user feedback. Below, we outline the key differences between the IFSP amendment functionality in the Sandbox and the live system.

IFSP End Dates Will Remain Unchanged

In the Sandbox environment, copying an IFSP currently changes the end dates, which users found challenging as amendments should remain within the same date range as the existing IFSP. At the EI-Hub launch, when an IFSP is copied and 'Amendment' type is selected, the end date will align with that of the original IFSP.

Inactive Services Will Be Copied

Sometimes, when establishing an IFSP, a service provider is unknown. In the EI-Hub, an IFSP can be approved without a provider. That service will remain inactive until a provider is assigned to and accepts the service authorization (SA). In the Sandbox, inactive services did not copy during the amendment process, which caused concerns. In the live system, when an IFSP is copied, all inactive SAs will be included.

Providers Do Not Need to Reaccept Approved SAs

As part of the amendment process in the EI-Hub, the EIO/D must review and approve or reject all SAs, even those previously approved. This step provides an opportunity to review the level of services and review the amended service(s) in context to the child's total service plan. **When the EIO/D reapproves a service - whether new or preexisting - through an amendment, a new SA number is generated** in both the Sandbox and the live version of the system.

- Existing services (that were previously accepted) will receive a new SA when the EIO/D approves the amendment.
- New or existing services (that were not previously accepted by the agency) added to the amendment will generate an SA number after the agency accepts the assignment.

Unlike the Sandbox, providers will not need to reaccept SAs in the live system. The child will remain on the provider's caseload, ensuring no interruptions in services.

For providers using the EI-Hub's Service Logging component, the new SA information will automatically transition and be available to bill against. In Service Logging, the new SA that resulted from the amendment will be found in 'Active Service Authorizations' and the prior SA will be found in 'Inactive Service Authorizations'. The user will select the appropriate SA to bill against based on the SA's date range and the

service delivery date. Providers using third-party systems can access updated SA information via the Child Info and Authorization report, which is refreshed daily.

It is important to note, the new SA information will need to be added in the 'Scripts, Orders, Recommendation and Referrals' panel. If the new SA is not linked in this panel, all submitted claims with the new SA will be rejected. To enhance efficiency in the live system, the 'Scripts, Orders, Recommendation and Referrals' panel will enable users to multi-select SAs within the same entry. Meaning users can simply add the new SA number to the existing entry without having to upload the prescription/referring NPI provider information. This panel can be updated by the service provider, EIO/D, or Service Coordinator. Depending on your county's process, the EIO/D or SC may handle this step on behalf of the team during the amendment process. If the EIO/D or SC does not update this panel for the team, it is recommended that the EIO/D or SC notify each provider of the new SA, in an offline process. Once notified, each provider should update this panel for their service. For more details on the requirements for the 'Scripts, Orders, Recommendation and Referrals' panel, please reference the following resources: Transition Update article: Provider NPI Requirements as Part of Billing Procedures; Best Practices to Reduce Claim Rejections infographic.

Frequently Asked Questions (FAQs)

Q: Is it possible to edit the IFSP without submitting an amendment?

A: Not all changes to an approved IFSP require an amendment. In some cases, it is appropriate to unlock the IFSP to make minor data updates. Minor data updates include making data correction edits and adding a service provider to the service authorization once the provider is confirmed. The EIO/D would unlock the IFSP, allowing the EIO/D or Service Coordinator to make the necessary updates.

Key Transition Dates
- **EI-Hub Go-Live** – October 15, 2024.
- **NYEIS Decommissioning** –December 27, 2024.

Key Next Steps

- **Ensure** HCS Access for all users who will need access to the EI-Hub (including billing and claiming staff and all providers with a basic or appendix 1 agreement). As a reminder, for those entities who will be using the **EI-Hub Service Logging module** for billing and claiming, all rendering providers must have an HCS account.
- **Review** training materials on the EI-Hub Learning Management System (LMS) and **join** the EI-Hub Sandbox.
- **Make a plan** to complete steps in the EI-Hub Transition Resource Lists / EI-Hub Post Go-live Transition Resource List.

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