

Common Call Center Questions and Solutions – as of 10/24/2024

This list includes items that were either not implemented before the EI-Hub system launch or have been reported by end-users since its launch. These areas are flagged as future updates. Interim solutions will be noted where applicable. The list keeps users informed while system updates are pending.

KEY – EI-Hub Module(s)

- HUB = EI-Hub Landing page
- CM = Case Management module
- PEM = Provider Application Screening Tool / Provider Application Tool
- SL = Service Logging module
- BAC = Billing module
- LMS = Learning Management System

#	Description	EI-Hub Module(s)	Interim Solution	Training Resource(s)
1	Keeping the EI-Hub Landing page open may cause a system timeout.	HUB	After accessing the module you intend to work in, close the web browser tab for the EI-Hub Landing page. This prevents timeout issues. Users will then only be logged out if they remain idle for more than 15 minutes within the module.	
2	Some required fields are missing an asterisk (*) mark.	CM / PEM	An error message will appear to notify the user when a field is required.	
3	The 'Accept Assignment' button is not visible on some provider's Children Assigned to Caseload dashboard.	CM	No action is required. This has been identified as a high priority and is currently with the development team for resolution.	
4	The 'Active' checkbox on Therapist Records is not marked and those affected therapists are not appearing as options throughout the system.	CM	For assistance, please contact the PCG Call Center. This has been identified as a high priority	

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			and is currently with the development team for resolution.	
5	When updating a migrated IFSP, an error indicates a family member is needed on the IFSP team tab, but no names appear in the dropdown menu.	CM	In the Family Info tab, a primary contact must be designated. Once selected, this contact will appear in the IFSP team panel.	Family member / Family base job aid
6	On the Task Board panel on the Home Screen, not all users are displayed as assignees, some users populate multiple times, and the panel may not load for some users.	CM	Instead of utilizing tasks, users should utilize dashboards to track the progress of children.	Case Management User Guide – Unit 7: Dashboards
7	When creating a new IFSP, the ‘Add IFSP’ option displays limited IFSP types if an existing IFSP is already active.	CM	Users should use the “Copy” feature to clone the existing IFSP and make any required edits on the copied version. Reminder: An IFSP can only be copied when in active status.	IFSP job aid
8	A submit button may be visible in some sections of the system that are meant to be read-only. If users attempt to click this button, they will receive a ‘Save Failed’ error.	CM	No action is required. Users can ignore the error message.	
9	For IFSPs migrated from NYEIS, after printing the IFSP PDF, the fields "# Co-Visits for IFSP Period:" and "# Make-up Visits for IFSP Period:" may display incorrect values.	CM	The frequency unit for IFSP Period must be manually written on the printed IFSP.	
10	If a provider selects the “View” option from the “Submitted Approval Requests” dashboard, attempting to view a prior application, it will generate a new approval request form.	CM	Migrated providers should not use this feature (select view). Following the launch of the EI-Hub, re-approval for all approved providers (migrated and non-migrated) will be completed in the system, and those applications will be viewable from the “Submitted Approval Requests” dashboard moving forward.	Provider Amendments, Reapprovals, and Minor Changes job aid

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11	Some text fields may be required when no applicable information is entered.	CM	Users can input “n/a” in these fields if no information is applicable.	
12	On the Grid Panels, most columns default to an alphanumeric sort order when sorting.	CM	Use the ‘Search’ text box to search for specific values, especially when the column contains numeric data or dates.	
13	Sometimes, when a panel loads data, the system timeouts and the browser displays a pop-up message, such as an “AJAX Error.”	CM	Users should reload the page or repeat the search.	
14	The frequency field on the printed IFSP does not display the frequency unit.	CM	The frequency unit must be manually written on the printed IFSP.	
15	Some values in the Family Assessment did not migrate.	CM	Users should access information from NYEIS in read-only mode.	
16	The cloning feature is not supported on the Service Coordinator's notes.	SL	Users must manually enter each note.	Create/Edit a Service Log job aid