



In The Loop

EI-Hub Status Update

Stakeholders have shared feedback about their experiences with the EI-Hub, including concerns about potential payment disruptions. In the week following the EI-Hub launch, more than \$10 million in claims were paid through the State Escrow system and claims worth an additional \$5 million were submitted to Medicaid. As of Thursday, October 24th, 1,733 new children, 1,769 new referrals, 1,400 new IFSPs, 3,509 new service authorizations, and 3,856 new evaluations have been entered into the system. While there is still work to be done to optimize the system, users have successfully utilized the EI-Hub to enter services that support the children and families they serve. The ongoing collaboration and dedication of everyone involved are essential to ensuring the continued success of the Early Intervention Program.

If you have questions, please reach out to the PCG Call Center at 866-315-3747 or by using the **Web-to-Case** feature, accessible under the 'Help' section (blue menu bar) in the EI-Hub or on the Learning Management System (LMS) under 'Quick Links'.

For programmatic questions please contact EIHub@health.ny.gov.