

# Create and Edit Service Logging

## How To



1. Access Service Logging
2. Use Portal buttons
3. View and select a child
4. Enter a visit
5. Edit a draft
6. Edit a visit note
7. Edit a visit error
8. Edit flagged claim to fix

DRAFT

# Service Logging

## Accessing Service Logging

### How To

Access the Service Logging Module

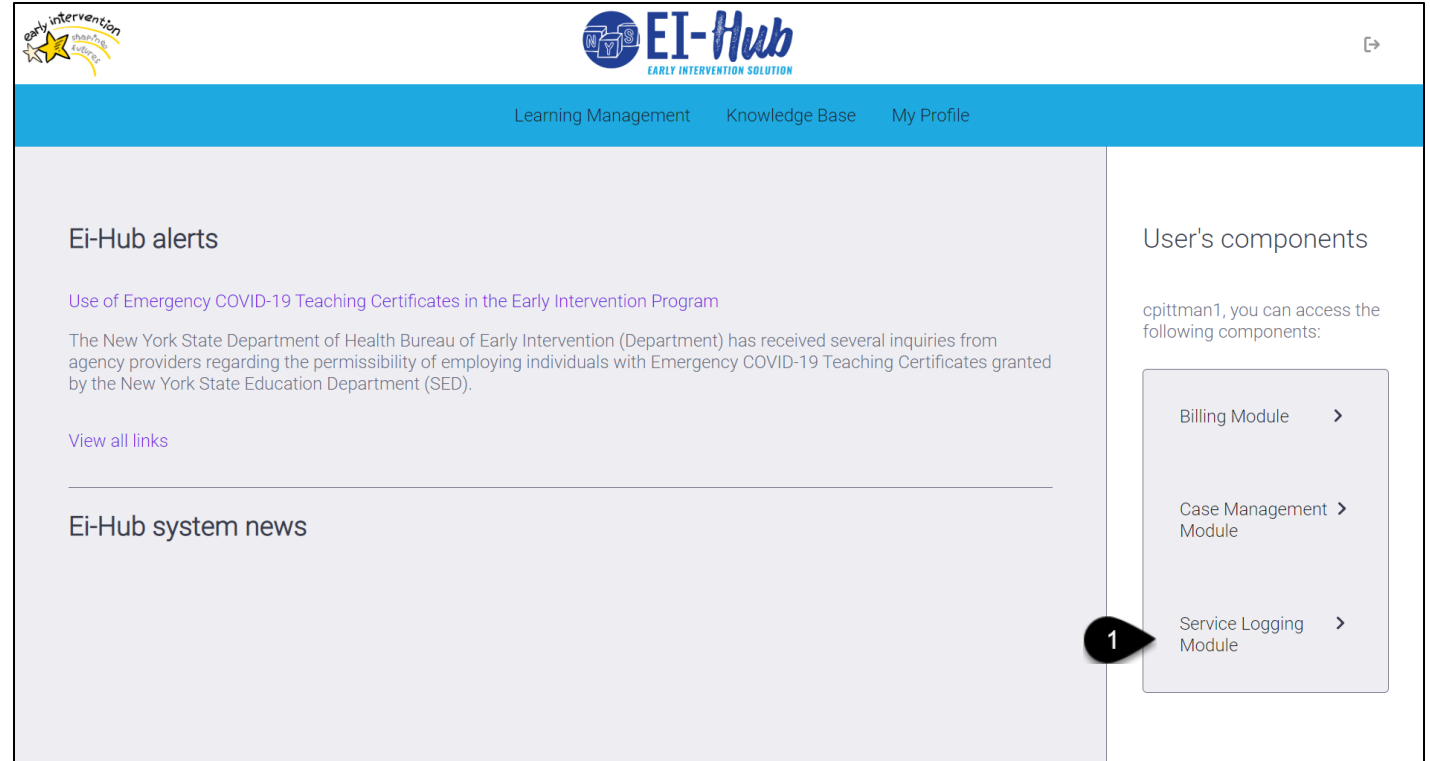
#### Step / Action

1. To access the Service Logging module, upon logging into EI-Hub, select the **Service Logging** module from the **EI-Hub** Home page.

*Continued on next page...*

### Note

Different roles will have access to different modules from the EI-Hub Homepage.



The screenshot shows the EI-Hub homepage. At the top, there is a navigation bar with the EI-Hub logo and the text "EARLY INTERVENTION SOLUTION". Below the navigation bar, there are three main sections: "Learning Management", "Knowledge Base", and "My Profile". The main content area is divided into two columns. The left column contains "Ei-Hub alerts" and "Ei-Hub system news". The right column contains "User's components". Under "User's components", there is a list of modules: "Billing Module", "Case Management Module", and "Service Logging Module". A callout bubble with the number "1" points to the "Service Logging Module" link.

early intervention  
change  
evidence

EI-Hub  
EARLY INTERVENTION SOLUTION

Learning Management Knowledge Base My Profile

Ei-Hub alerts

[Use of Emergency COVID-19 Teaching Certificates in the Early Intervention Program](#)

The New York State Department of Health Bureau of Early Intervention (Department) has received several inquiries from agency providers regarding the permissibility of employing individuals with Emergency COVID-19 Teaching Certificates granted by the New York State Education Department (SED).

[View all links](#)

Ei-Hub system news

User's components

cpittman1, you can access the following components:

Billing Module >

Case Management Module >

Service Logging Module >

1

# Service Logging

## Portal Buttons

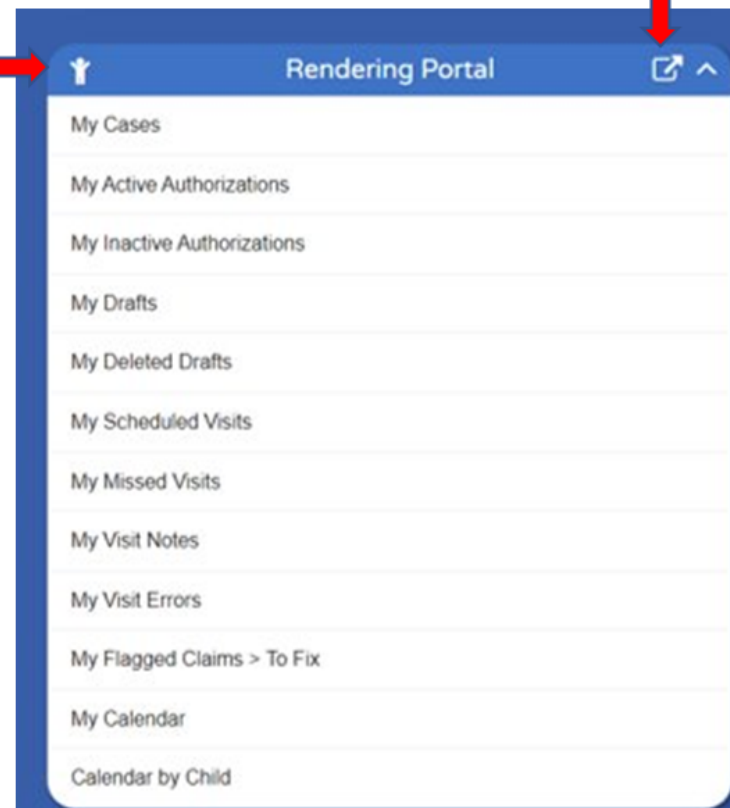
### How To

Use portal buttons

Opens portal specific new window.

Closes menu

Opens and expands portal menu.



# Service Logging

## Selecting a Child

### How To

View and Select a child

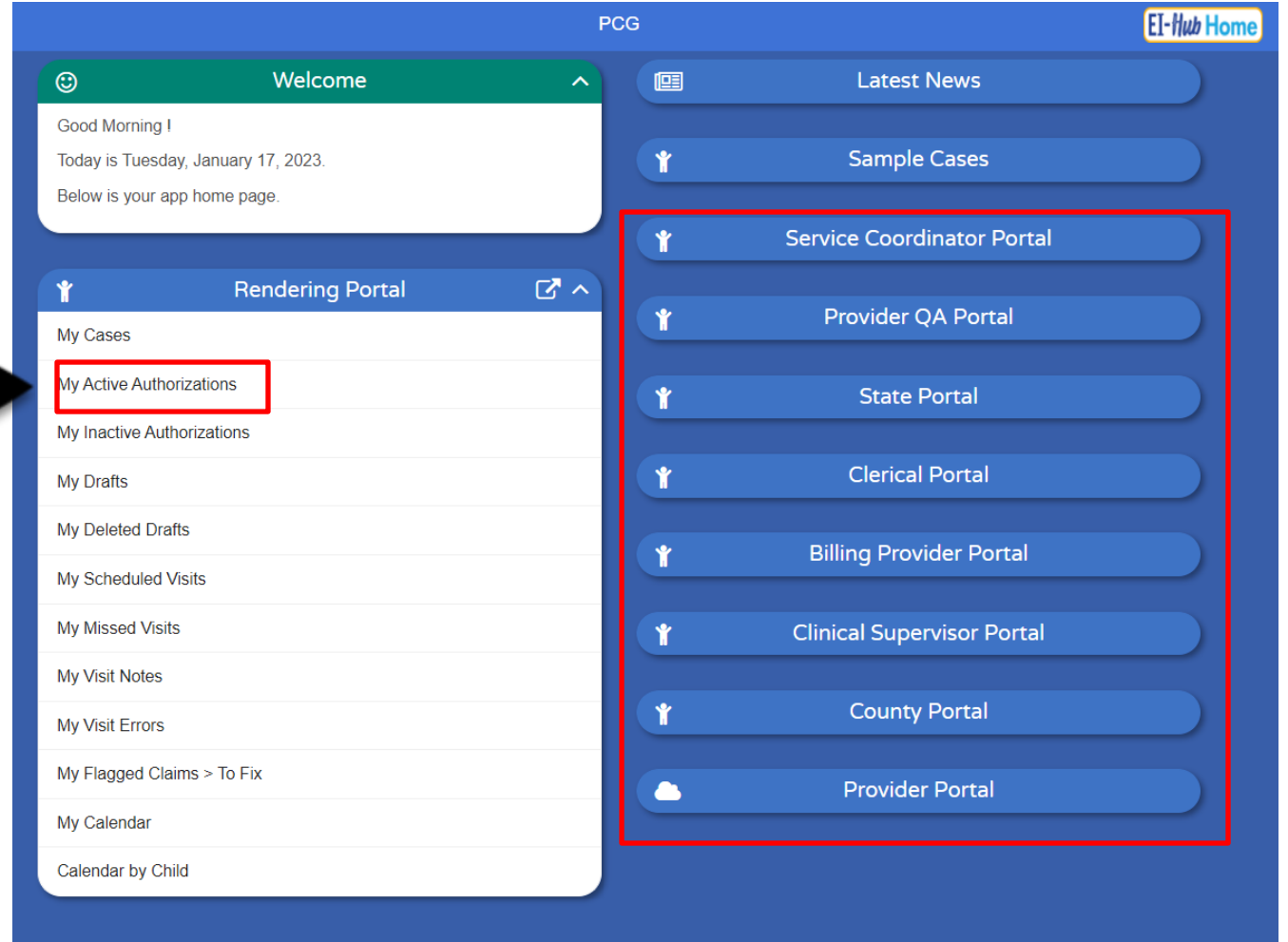
#### Step / Action

1. Select **My Active Authorizations** from your role-based portal.

*Continued on next page...*

### Note

- Different roles will have different portals; however, the steps to enter a service log are the same.
- For training purposes, this job aid highlights a Rendering Provider's portal
- **Some users will have access to multiple portals**



# Service Logging

## Selecting a Child

### How To

View and select a child

#### Step / Action

- Search for a child by entering a **Search Term** and selecting a **\*Filter Type** ( Child, EI Child ID, Birth Date, Service Type, etc.).
- Select the **Action** button next to the appropriate child.
- Select **Enter Visit** or **Enter Evaluation**.

Continued on next page...



### Notes

Filter types will differ depending on role type.

×

2

My Active Authorizations

Thomas

Search







Child

Filter

Date Filter

Column Filter

Export

Child Name	EI Child ID	SA Number	Service Type	Program	Location	Session	Start Date	End Date	Days Left		
	100	A100294	Social Work	Social Work - Basic		30 Minutes 1 Days per DAILY	4/2/2022	9/30/2022	67	Enter Visit by Auth (all)	Action <div>3</div>
	430	A430757	Multi-disciplinary Evaluation & Assessment	Multidisciplinary Evaluation	Agency Provider Site		3/1/2022	3/14/2022	0	Enter Visit by Auth (all)	Enter Eval By Auth <div>4</div>
	430	A430764	Multi-disciplinary Evaluation & Assessment	Multidisciplinary Evaluation	Agency Provider Site		3/14/2022	3/14/2022	0	Enter Visit by Auth (all)	Action <div>...</div>
	430	A430773	Screening Evaluation	Screening Evaluation	Agency Provider Site		3/1/2022	3/4/2022	0	Enter Visit by Auth (all)	Action <div>...</div>
	430	A430871	OT	Occupational Therapy - Facility	Agency Provider Site	30 Minutes 3 Days per WEEKLY	6/1/2022	6/30/2022	0	Enter Visit by Auth (all)	Action <div>...</div>
	456	A456929	Nursing	Nursing - Basic	Caregiver Home	30 Minutes 40 Days per TOTAL	6/1/2022	6/9/2022	0	Enter Visit by Auth (all)	Action <div>...</div>

Child

EI Child ID

Billing Provider

Rendering Provider

Service Type

Service Date

Start Time

# Service Logging

## Entering a Visit

### How To

Enter a Visit

#### Step / Action

1. Child information pre-populates when a user selects the **Show Info** button.
2. Authorization may be selected using the **Filtered By Assigned, Auth Status, Service Type, or Method** drop-downs.

Continued on next page...

Close
Visit Entry
Saving...
Actions
Save and Review

Show All
Auth | Objectives
Date | Time
Visit Code | Notes

Provider
Homes, Johnny

1
Child
Show Info
Show Visits

7272021, TestCM

First Name
TestCM
Last Name
7272021
Case ID
14670
Status
Active
Date of Birth
11/14/2019 - 2 years 3 months 24 days old.
Gender
Female
Last Visit
EI Child Reference ID432
Address
Primary Contact

County
NY Early Intervention: State

Authorization (Hint: Click Auth to auto populate fields below)
Hide Filter

2

Filter By Assigned:
Assigned to me
Service Type:
All

Auth Status:
Active
Method:
All

# Service Logging

## Entering a Visit

### How To

Enter a Visit

#### Step / Action

3. **Authorization** information will auto-populate
4. The **Authorization Number** will auto-populate
5. Service Type will auto-populate
6. Select the **Drop-Down Arrow** to select the **Date** or enter manually. Select **Done** to save.
7. Select **Drop-Down Arrow** to select a **Start Time**. Use the slide-bar to select the **Hour and Minute**. Select **Done** to save.
8. Select the **Drop-Down Arrow** to select an **End Time**. Use the slide-bar to select the **Hour and Minute**. Select **Done** to save. Although the **End Time** will default to the number of minutes as reflected in the service authorization, the time can be manually adjusted.
9. The **Minutes** will automatically calculate and populate based on start and end times
10. The **Location Type** will auto-populate
11. Select the **Make Up Date**, if applicable from the Make Up Date drop-down. This date can only be the current or a date in the past..

Continued on next page...

#### Note

Those completing a Service Log also have the option of typing in the time as opposed to using the 'Choose Time' slider.

Visit Entry

Show All

Auth | Objectives

Date |

Visit Code | Notes

3

Authorization

Active Auth# A1362761 From 11/1/2022 to 5/1/2023 | Method: Facility | Service: Audiology | Location: Agency Provider Site | Unit Remaining: 14 of 14 | Minutes: 75 | Number of co-visits: 0 | Company: REHABILITATION TODAY SERVICES FOR PSYCHOLOGY ET AL PLLC | Program: Audiology - Facility | MakeUp: Units Auth=10, Units Used=0, Units Remaining=10

4

Authorization Number

A1362761

5

Service Type

AUD-Audiology

6

Date

7

Start Time

8

End Time

9

Minutes

10

Location Type

Agency Provider Site

11

Make Up Date

Units

Mar

2022

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Today

Done

Choose Time

Time

12:00 am

Hour

12a 04a 08a 12p 04p 08p

Minute

00 10 20 30 40 50

Now

Done

# Service Logging

## Entering a Visit

### How To

Enter a Visit

#### Step / Action

12. **Units Utilized** is calculated in the Units box
13. Select the appropriate **CPT/HCPCS Codes** from the **CPT/HCPCS** box.
14. The **CPT/HCPCS** codes selected in the prior step populate below **the CPT/HCPCS** box. The total units equal 1 unit per code.
15. Select the appropriate **Diagnosis Code** from the **Diagnosis** box.

Continued on next page...

### Note

- The location is entered on the service authorization and should auto populate in service logging
- Multiple CPT codes may be selected
- Any diagnosis codes shown come from the diagnosis summary in Case Management
- CPT codes can be time-based codes and service -based codes (which are un-timed)
- The ICD (diagnosis code) that established eligibility for EIP should be used; additionally, additional treatment diagnosis that support the reason for the session/treatment ICD code(s) can be added
- More than one diagnosis code can be selected if applicable

Visit Entry

Show All Auth | Objectives Date | Time Visit Code | Notes

12 Units

1

13 CPT/HCPCS

☐ 92630 - Auditory rehabilitation; pre-lingual hearing loss, Untimed (Untimed)  
☐ 92633 - Auditory rehabilitation; postlingual hearing loss, Untimed (Untimed)  
☐ 92650 - Auditory evoked potentials; screening of auditory potential with broadband stimuli, automated analysis (effective 1/1/21), Untim (Untimed)  
☐ 92651 - Auditory evoked potentials; for hearing status determination, broadband stimuli, with interpretation and report (effective 1/1/2 (Untimed)  
☐ 92652 - Auditory evoked potentials; for threshold estimation at multiple frequencies, with interpretation and report (effective 1/1/21), (Untimed)  
☐ 92653 - Auditory evoked potentials; neurodiagnostic, with interpretation and report (effective 1/1/21), Untimed (Untimed)  
☐ V5010 - Assessment for hearing aid, Untimed (Untimed)

14 1 92630 - Auditory rehabilitation; pre-lingual hearing loss, Untimed (EPISODE)

Total units: 1

15 Diagnosis

☐ F80.9-Developmental disorder of speech and language unspecified  
☐ F84.0-Autism

16 Files

Upload File

Allow Tunes: Images and Pdfs and Maximum Size: 20 MB



# Service Logging

## *Entering a Visit*

### How To

#### Enter a Visit

#### Step / Action

16. If applicable, upload documentation (i.e., signed parental verification the visit occurred) using the **Upload File** button.
17. Select the **Visit Code** from the **Visit Code** drop-down menu.

Clinician Cancellation (NB)  
 CoVisit (B)  
 Documentation (NB)  
 Make Up Session (B)  
 No-Show (NB)  
 Notified Cancellation (NB)  
 Scheduled (NB)

#### Files

 Upload File

#### Visit Code

16

17

# Service Logging

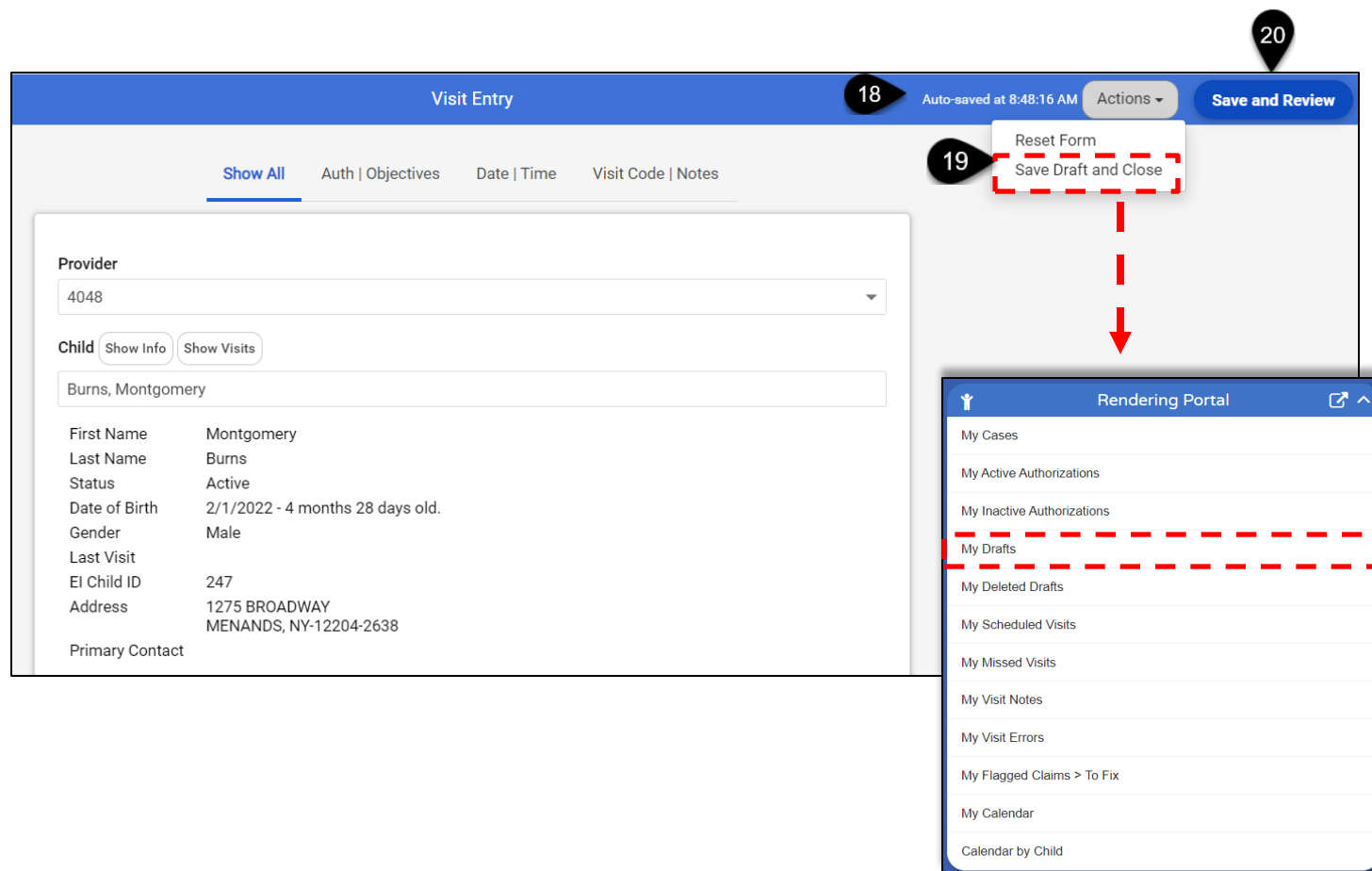
## Entering a Visit

### How To

#### Enter a Visit

#### Step / Action

18. The visit entry is auto-saved and noted at the top of the **Visit Entry** pane.
19. Use the **Action** button to Reset, save a draft of, or close your **Visit Entry**. If you are saving your visit entry as a draft, the draft may be viewed under the **My Drafts** panel of your portal.
20. Select **Save and Review** to submit your **Visit Entry**.



The screenshot shows the 'Visit Entry' form in the EI-Hub portal. At the top, a blue header bar contains the title 'Visit Entry', an 'Auto-saved at 8:48:16 AM' status, an 'Actions' dropdown menu, and a 'Save and Review' button. Below the header, there are tabs for 'Show All', 'Auth | Objectives', 'Date | Time', and 'Visit Code | Notes'. The main form area displays a 'Provider' dropdown set to '4048' and a 'Child' section with 'Burns, Montgomery' selected. The child's details are listed: First Name (Montgomery), Last Name (Burns), Status (Active), Date of Birth (2/1/2022 - 4 months 28 days old), Gender (Male), Last Visit, EI Child ID (247), Address (1275 BROADWAY, MENANDS, NY-12204-2638), and Primary Contact. On the right side of the form, a red dashed box highlights the 'Actions' dropdown menu, which is open, showing options: 'Reset Form', 'Save Draft and Close', and 'Save and Review'. A red arrow points from this menu down to the 'Rendering Portal' sidebar on the right. The sidebar lists various portal sections: 'My Cases', 'My Active Authorizations', 'My Inactive Authorizations', 'My Drafts' (highlighted with a red dashed box), 'My Deleted Drafts', 'My Scheduled Visits', 'My Missed Visits', 'My Visit Notes', 'My Visit Errors', 'My Flagged Claims > To Fix', 'My Calendar', and 'Calendar by Child'.

# Service Logging

## *Edit a Draft*

### How To

Edit a Draft

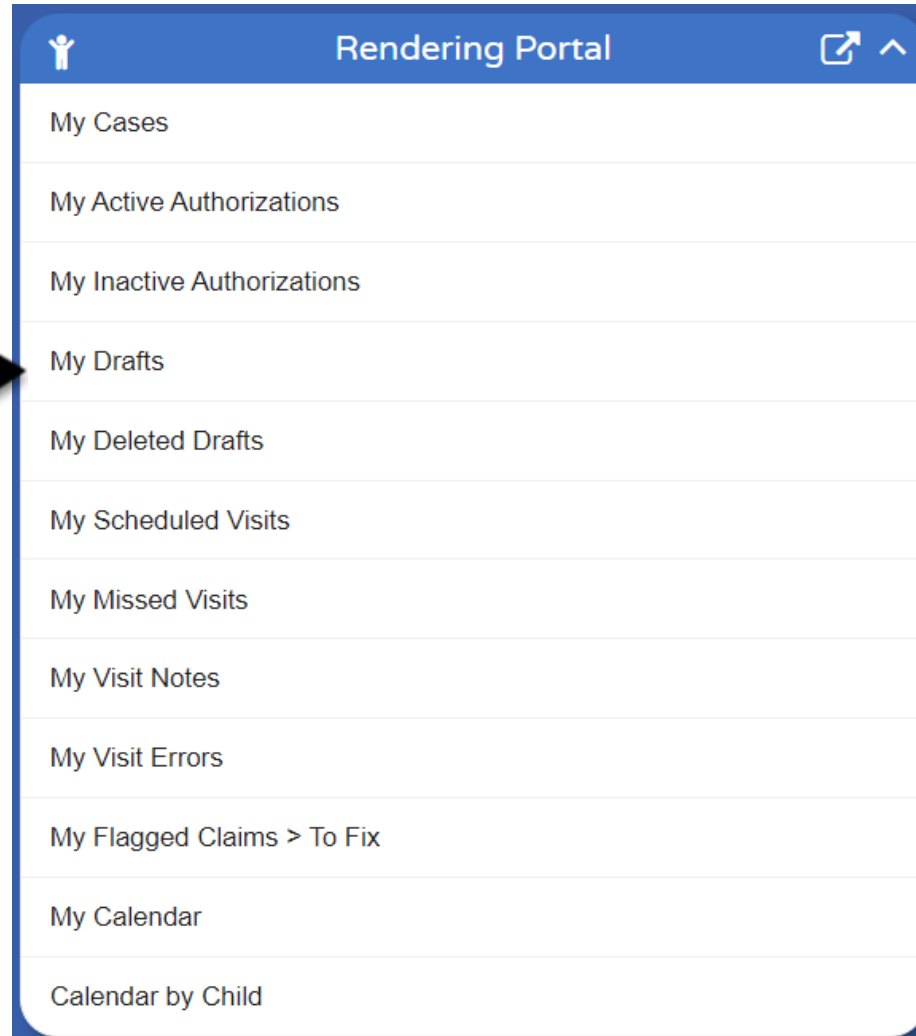
#### Step / Action

1. Select the **My Drafts** panel.

*Continued on next page...*

#### Note.

Once a visit has been logged in My Active Authorizations, visits may be edited at different stages: Drafts, Visit Notes, Visit Errors, Flagged Claims to Fix, Edits can be made because drafts have yet to be billed.



# Service Logging

## Edit a Draft

### How To

Edit a draft

#### Step / Action

2. Select the appropriate child and select **Action** button.
3. Select **Open**.

Continued on next page...

Form Name	Child Name	EI Child ID	Billing Provider	Created By	Service Date		
Visit	Jan 1212	1737	ABC Company	Johnny Homes	3/10/2022 04:10 PM	Open	2 Action ▾
Visit	TestCM 7272021	432	ABC Company	Johnny Homes	3/10/2022 07:03 PM	3 Open	Delete
Visit	aaer yyejlot	881	ABC Company	Johnny Homes	3/10/2022 06:58 PM	Open	Action ▾
Visit	Testing Wavier	1424	ABC Company	Johnny Homes	3/10/2022 07:36 PM	Open	Action ▾

# Service Logging

## Edit a draft

### How To

Edit a draft

#### Step / Action

4. Edit applicable information. **Child info is auto-populated and not editable).**
5. Select the **Save and Review** button when complete.
6. Errors in the visit entry prevents the successful submission of a visit. EI-Hub notifies the person entering the visit of errors (i.e., rendering providers) via red error notifications. Errors must be resolved prior to reselecting the **Save and Review** button and resubmitting the visit entry form.

Visit Entry

Saving... Actions

Save and Review

5

Show All

Auth | Objectives

Date | Time

Visit Code | Notes

Provider

Homes, Johnny

Child

Show Info

Show Visits

7272021, TestCM

First Name

TestCM

Last Name

7272021

Status

Active

Date of Birth

11/14/2019 - 2 years 5 months 11 days old.

Gender

Female

Last Visit

EI Child ID

432

Address

Primary Contact

County

NY Early Intervention: State

Authorization (Hint: Click Auth to auto populate fields below)

Hide Filter

Filter By Assigned:

Assigned to me

Auth Status:

All

Service Type:

All

Method:

All

☐

Inactive Auth# From 1/30/2022 to 3/12/2022 | Method: Basic Home | Service: Respite Care | Location: | Unit Remaining: 24 of 24 | Number of co-visits: 0 | Company: ABC Company | Program:

4

Visit Code

Visit Code is required

6

# Service Logging

## Edit a Visit Note

### How To

Edit a visit note

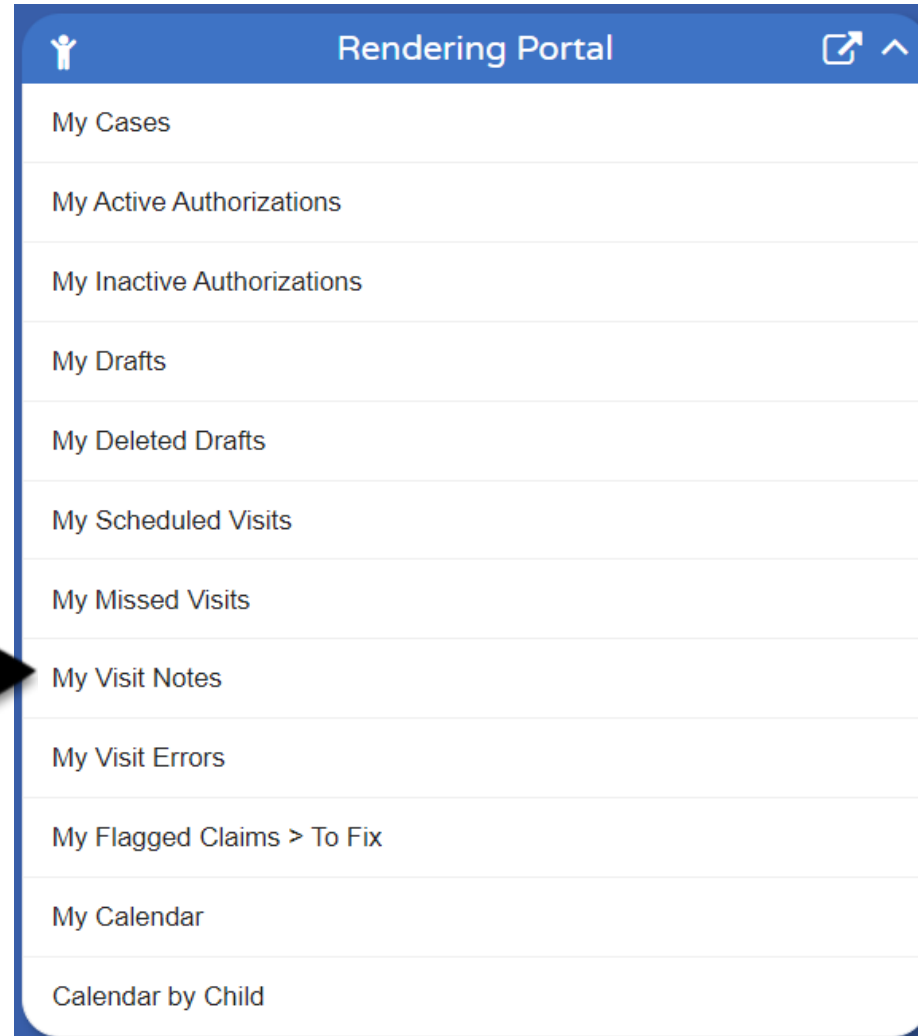
#### Step / Action

1. Select the **My Visit Notes** panel.

*Continued on next page...*

### Note

Once a visit has been logged in My Active Authorizations, visits may be edited at different stages; Drafts, Visit Notes, Visit Errors, Flagged Claims to Fix, Edits can be made prior to being billed.



# Service Logging

## Edit a Visit Note

### How To

Edit a visit note

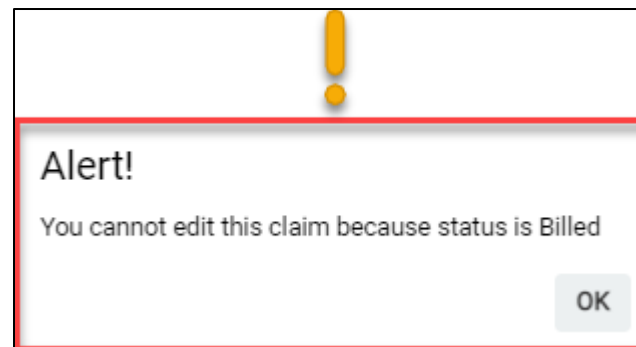
#### Step / Action

2. Select the appropriate child and select the **Action** button.
3. Select **Edit**. Note, if the claim status is billed an error message will appear.

Continued on next page...

Rend.  
Provider

Date Filter Column Filter Export ▼							
Child Name	Child ID	Billing Provider	Ren. Provider	Service Type	Service Date	Start Time	
Four, April	2213	ABC Company	Therapist, Eval	Audiology	4/15/2022	08:00 am	Visit Details <div>             Action ▼           </div>
1 Test, 1 Demo	105	ABC Company	Ren, Demo	Audiology	4/12/2022	08:00 am	Visit Details <div>             Edit           </div>
Four, April	2213	ABC Company	Therapist, Eval	Screening Evaluation	4/12/2022	07:00 am	Visit Details <div>             Action ▼           </div> ...
Feb, 3	2146		test, Ram	Applied Behavior Analyst Service	4/11/2022	07:00 am	Visit Details <div>             Action ▼           </div> ...



# Service Logging

## Edit a Visit Note

### How To

Edit a visit note

#### Step / Action

4. Edit applicable information.
5. Select the **Save and Review** button when complete.
6. Errors in the visit entry prevents the successful submission of a visit. EI-Hub notifies the person entering the visit of errors (i.e., rendering providers) via red error notifications. Errors must be resolved prior to resubmitting the visit entry form.

Visit Entry

Saving... Actions

Save and Review

5

Show All

Auth | Objectives

Date | Time

Visit Code | Notes

Provider

Homes, Johnny

Child

Show Info

Show Visits

7272021, TestCM

First Name

TestCM

Last Name

7272021

Status

Active

Date of Birth

11/14/2019 - 2 years 5 months 11 days old.

Gender

Female

Last Visit

EI Child ID

432

Address

Primary Contact

County

NY Early Intervention: State

Authorization (Hint: Click Auth to auto populate fields below)

Hide Filter

Filter By Assigned:

Assigned to me

Auth Status:

All

Service Type:

All

Method:

All

☐

Inactive Auth# From 1/30/2022 to 3/12/2022 | Method: Basic Home | Service: Respite Care | Location: | Unit Remaining: 24 of 24 | Number of co-visits: 0 | Company: ABC Company | Program:

4

Visit Code

Visit Code is required

6



# Service Logging

## Edit a Visit Error

### How To

Edit a visit error

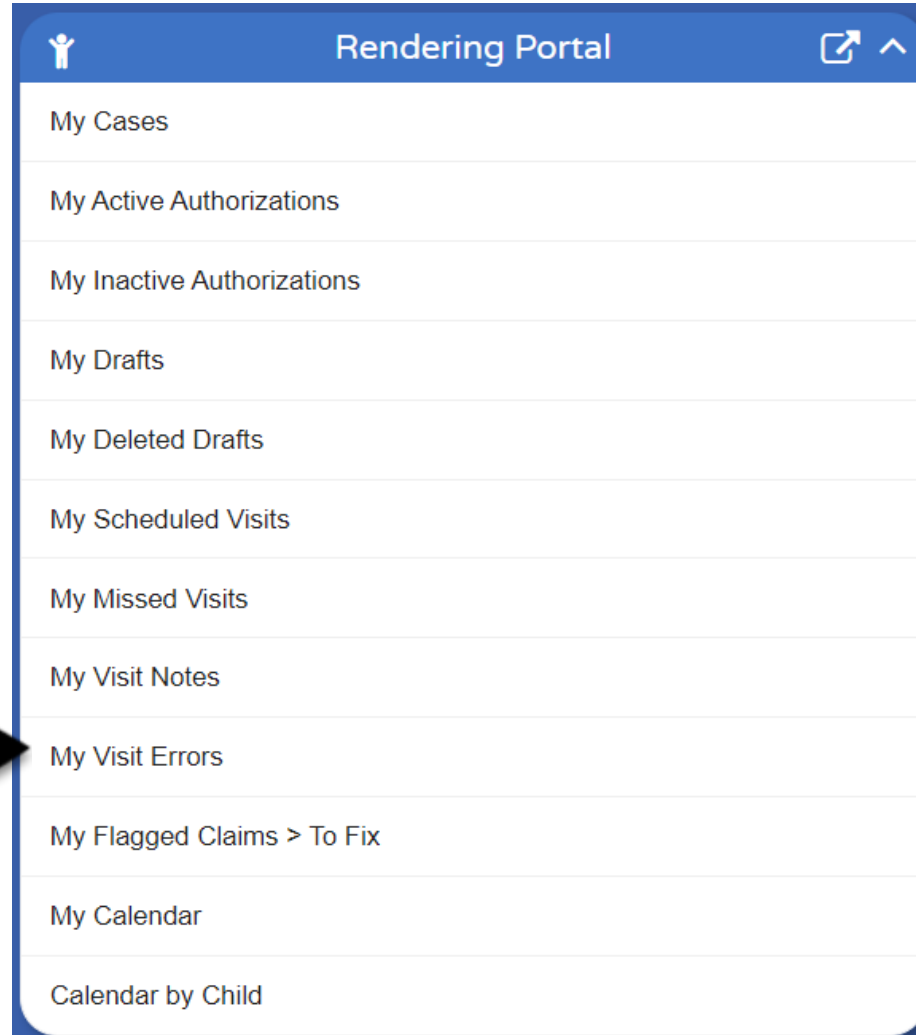
#### Step / Action

1. Select the **My Visit Errors** panel.

*Continued on next page...*

### Note

- Once a visit has been logged in My Active Authorizations, visits may be edited at different stages: Drafts, Visit Notes, Visit Errors, Flagged Claims to Fix.
- Edits can be made prior to the visit being billed.
- Errors located under Visit Errors are system generated errors and found during validation.



# Service Logging

## Edit a Visit Error

### How To

Edit a visit error

#### Step / Action

2. The **Error Description** column lists all visit errors.
3. Select **Action**.
4. Select **Edit**.

Continued on next page...

Child Name	EI Child ID	Service Date	Error Description	Visit Code	Service Type	Method			
Four, April	2213	4/12/2022	Claim not entered within a reasonable time frame	SP-MDE-Service Provided - MDE (B)	Screening Evaluation	n/a	Visit Details	Action ▾	...
gsw, vvrhea	1030	4/12/2022	Log exist for that day	SP-Service Provided (B)	Audiology	Basic Home	Visit Details	Action ▾	
Feb, 3	2146	2/15/2022	Log exist for that day	SP-Service Provided (B)	Applied Behavior Analyst Service	Basic Home	Visit Details	Edit	

# Service Logging

## Edit a Visit Error

### How To

Edit a visit error

### For Rending Providers

#### Step / Action

5. For Rending Providers, provider name will automatically display in the **Provider** field. For billing providers multiple names will be available in the Provider dropdown.

6. Edit the relevant fields and select Save and Review



### Note

- Once a visit has been logged in My Active Authorizations, visits may be edited at different stages: Drafts, Visit Notes, Visit Errors, Flagged Claims to Fix.
- Errors located in Flagged Claim > To Fix are returned by, for example, the Billing provider for editing.
- The Location Type field is not editable.

Visit Entry

Actions

Save and Review

6

Show All

Auth | Objectives

Date | Time

Visit Code | Notes

5

Rendering Provider View

Provider

Provider Name

Child

cdWDWYD, fgpaepYKdfegdgK

Show Info

Show Visits

First Name

fgpaepYKdfegdgK

Last Name

cdWDWYD

Status

Active

Date of Birth

2/1/2022 - 1 year 16 days old.

Gender

Male

Last Visit

EI Child ID

691

Address

Primary Contact

Authorization

Active Auth# A6911534 From 1/17/2023 to 4/1/2023 | Method: Home & Community Basic | Service: Audiology | Location: Caregiver Home | Unit Remaining: 55 of 55 | Minutes: 30 | Number of co-visits: 33 | Company: LORI GOLDEN MA-CCC, SLP & ROBIN BUMP, PT PLLC | Program: Audiology - Basic | CoVisit: Units Auth=33, Units Used=0, Units Remaining=33 | MakeUp: Units Auth=22, Units Used=0, Units Remaining=22

Billing Provider View

Provider

Provider Name

Knight, Katherine

Khanduja, Poonam

MCCLELLAN, SHEMIKA

Puffett, Nora

Rafter, Eileen

Herring-smith, Karen

Linden, Ramya

Authorization

Active Auth# A6911534 From 1/17/2023 to 4/1/2023 | Method: Home & Community Basic | Service: Audiology | Location: Caregiver Home | Unit Remaining: 55 of 55 | Minutes: 30 | Number of co-visits: 33 | Company: LORI GOLDEN MA-CCC, SLP & ROBIN BUMP, PT PLLC | Program: Audiology - Basic | CoVisit: Units Auth=33, Units Used=0, Units Remaining=33 | MakeUp: Units Auth=22, Units Used=0, Units Remaining=22

Authorization Number A6911534

Auth Waiver

Type Waiver Type 1, Visit Type = Regular, Date = , Units Auth=0, Units Used=0, Units Remaining=0

Type Waiver Type 5, Visit Type = Regular, Date = , Units Auth=0, Units Used=0, Units Remaining=0

Service Type

AUD-Audiology

Date

Start Time

End Time

Location Type

Caregiver Home

Make Up Date

Units

1

CPT/HCPCS

No data to display

Diagnosis

O04.89-(Induced) termination of pregnancy with other complications

Z3A.11-11 weeks gestation of pregnancy

Files

Upload File

Allow Types: Image and Pdf and Maximum Size: 30 MB

Visit Code

## Edit a Flagged Claim > To Fix

### How To

Edit a flagged claim to fix

#### Step / Action

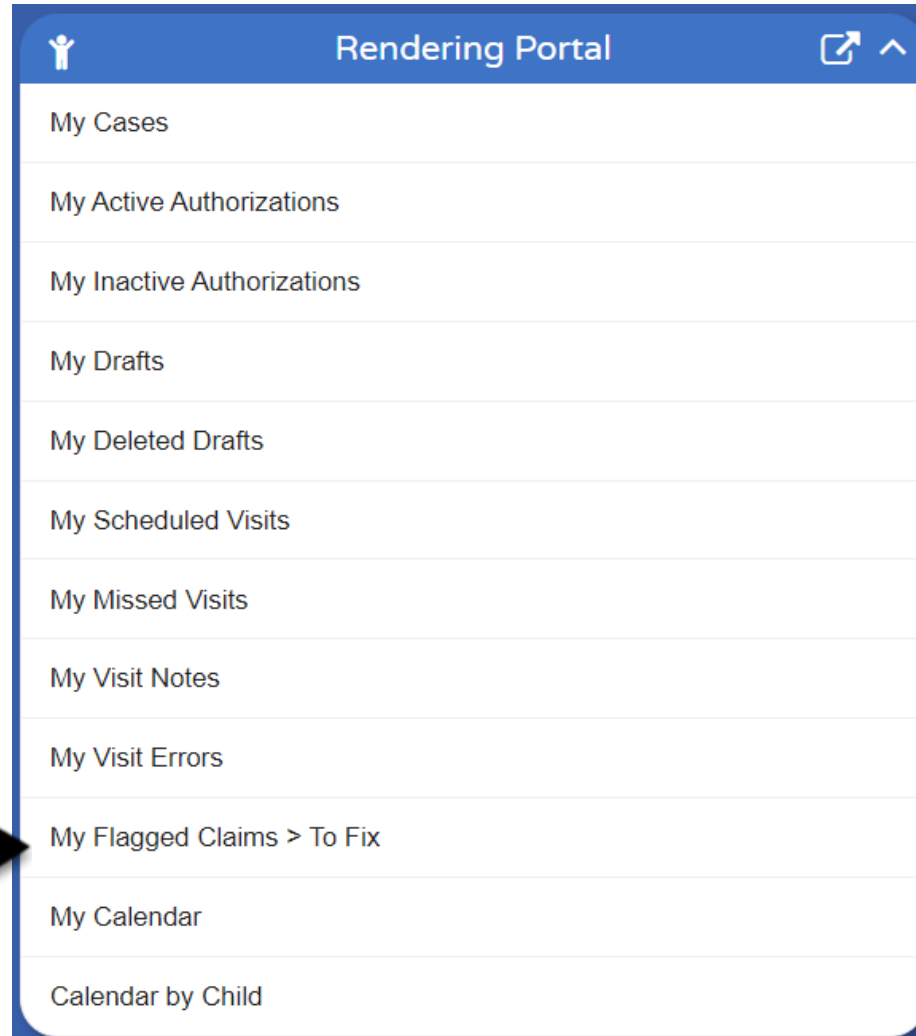
1. Select the **My Flagged Claims > To Fix** panel.

*Continued on next page...*



### Note

- Once a visit has been logged in My Active Authorizations, visits may be edited at different stages: Drafts, Visit Notes, Visit Errors, Flagged Claims to Fix.
- Errors located in Flagged Claim > To Fix are returned by, for example, the Billing provider for editing.



# Service Logging

## Edit a Flagged Claim > To Fix



### How To

Edit a flagged claim to fix

#### Step / Action

2. The **Flag Reason** column lists reasons claims are flagged.
3. Select the **Action** button.
4. Select **Edit**.

Continued on next page...

Date Filter			Column Filter		Export ▼				
Child Name	Birth Date	Service Date	Service Type	Visit	Flag Reason	Hold			
Feb, 3	01/01/2020	2/15/2022	Applied Behavior Analyst Service	SP-Service Provided (B)	Provider to Fix Claims	No	Visit De	Action ▼	...
							Visit Details		
							Edit		

#### Flag Reasons:

Duplicate claim from a different provider

Duplicate claim from a different provider

Duplicate claim from same provider

EI Hub Case Management Rejected claim

Fixed by Provider

Missing Signature

Provider to Fix Claims

# Service Logging

## Edit a Flagged Claim > To Fix



### How To

Edit a flagged claim to fix

#### Step / Action

5. Edit the applicable information.
6. Select **Save and Review**.

Visit Entry

Last saved 13 days ago

6

Save and Review

Show All

Authorization

Date | Time

Visit Code | Notes

Provider

3175

3 Feb

Show Info

Show Visits

5

First Name3

Last NameFeb

StatusActive

Date of Birth1/1/2020 - 2 years 3 months 24 days old.

GenderFemale

Last Visit04/11/2022

EI Child ID2146

Address159 W 127TH ST  
NEW YORK, NY-10027-3723

Primary Contact

AuthorizationActive Auth# A21461524 From 11/1/2021 to 4/30/2022 | Method: Basic Home | Service: Applied Behavior Analyst Service | Location: Agency Provider Site | Unit Remaining: 126 of 130 | Number of co-visits: 0 | Company: ABC Company | Program:

Authorization Number A21461524

Revision History

Version Number	Release Date	Author	Revision Summary
v.1	4.025.2022	Matthew O'Brien	First Draft Release
v.2	6.29.2022	Courtney Pittman	Second Draft Release
v.3	7.25.2022	Courtney Pittman	Third Draft
v4	3/1/23	Jessica	

