

Subject: Inactive Therapist Records

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From: Bureau of Early Intervention NYEIS List on behalf of health.sm.EIHub

To: NYEIS-L@LIST.NY.GOV

New York State Department of Health New York Early Intervention System (NYEIS) Electronic Mailing List

Inactive Therapist Records

Dear Colleague:

On October 25, 2024, a system update was implemented to address the issue of therapists' profiles being incorrectly marked as 'inactive' after manual updates. This fix prevents the issue from recurring; however, if a profile was updated prior to this date, it may still be marked as inactive.

An inactive status can cause complications in other areas of the system, as agencies will not be able to assign these therapists for services. To identify any therapists marked as inactive use:

- Therapist Lookup, search by entity name or by individual and check under the 'Status' column in the results grid. This information can be exported to Excel.

Please note that agencies cannot correct this status themselves. If you find that you have inactive therapist that needs to be corrected, please submit a Web-to-Case form with the subject line "Inactive Therapist Checkbox" to ensure prompt attention from PCG. Users can combine multiple therapists into a single Web-to-Case form submission; separate forms are not required for each therapist. Web-to-Case is accessible under the 'Help' section (blue menu bar) in the EI-Hub or on the Learning Management System (LMS) under 'Quick Links'.

Please do not reply to this e-mail announcement.

Thank You.

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