

Subject: State of the EI Hub Week of November 4
Date: Friday, November 8, 2024 at 6:33:15 PM Eastern Standard Time
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

State of the EI Hub Week of November 4

Dear Colleagues,

We know the importance of the State data system to help manage the Early Intervention Program and ensuring these critical services are provided to infants and toddlers and their families. We have heard your challenges, take them seriously, and we are working with PCG to address them.

Most immediately, I have directed the PCG team to urgently address concerns raised by users having system difficulties in entering IFSPs after their end date has passed, which is causing issues with authorizing services in EI-Hub. PCG is working to address an issue with evaluations which is causing claiming issues. Be on the lookout for release notes announcing these changes and more in the very near future. PCG will also be holding their first EI-Hub Stakeholder Group in November to help gather feedback and prioritize system modifications.

In the last two weeks, we have made improvements in the system to address slowness with processing claims from service logging. We have implemented measures to extend the 90-day claiming limit to 180 days, issuing more frequent escrow payments, suspension of billing waivers in the system, and offering the option of an advance escrow payment. We sincerely hope that these actions will provide some immediate relief.

This week, PCG made several other improvements to system performance (e.g., dashboards and reports, Individualized Family Service Plan (IFSP) pages, for example). PCG has hired Call Center staff and are in the process of training them. PCG has released updates to the system to make technical adjustments to improve the processing time for some of the forms that were loading slowly.

We assure you that this work is not done!

Again, I want to express my appreciation of your commitment to the Program and to the children and families you serve. We continue to prioritize system improvement efforts and will send more frequent communication and earlier in the day.

Sincerely,
Raymond L. Pierce

Director, Early Intervention Program

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