The Hub Club

Your Source for **EI-Hub** Updates

Contact Us

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Message from the Bureau

We hope everyone had a wonderful summer season and that you are all looking forward to fall and the launch of the EI-Hub. We are coming off the completion of the regional in-person trainings, a learning opportunity that many of you participated in. We hope the training provided you with the confidence to navigate the EI-Hub. This issue of the Hub Club will dive into the details regarding waivers in the EI-Hub.

There have been a lot of questions about the waiver process as we prepare for the transition to the EI-Hub. Providers and counties have taken opportunities to share some insight into their day-to-day processes. These insights have helped us to better align EI-Hub waiver processes to meet your needs and the needs of the children and families you serve.

EI-Hub waiver functionality will do most of the work for you. The EI-Hub uses system logic to immediately alert users of waiver approvals needed. This will alleviate some of the effort in identifying the need for a waiver, approving a waiver, and complying with regulation to ensure you are able to provide appropriate services to children and be paid for services rendered.

The EI-Hub will make it easier for service providers to submit waivers for approval ahead of service delivery. Many waivers in the EI-Hub will automatically generate based on the information entered while completing the Individualized Family Service Plan (IFSP) and service authorizations. Service providers can also manually enter waiver requests when a specific visit will violate a billing rule. These manually entered waivers should be requested ahead of service delivery which will reduce the risk of disapproval and non-payment for providers.

Thank you for all you do. Please continue to provide feedback and ask questions. Your engagement is appreciated.

Raymond Pierce
Director, Bureau of Early Intervention

Do you have questions on the EI-Hub solution or any information in the Hub Club? If so, don't hesitate to get in touch with EIHub@health.ny.gov .

Featured Feature: Waivers

In the Early Intervention Program (EIP), a waiver is the allowance of providing services above the billing limitations defined in EIP regulations. Within the program, an approved waiver is needed for a provider to deliver and be paid for services they provide that exceed Program billing rules.

The Early Intervention Official/Designee (EIO/D) is permitted to waive certain billing limitations when additional Early Intervention services are warranted. A decision to

authorize a waiver should be discussed with the IFSP team and should be based on the child's needs as well as the family's priorities, resources, and concerns.

System Generated Vs. Manual Waivers in the EI-Hub:

System Generated Waivers:

The EI-Hub streamlines the waiver process during the creation of an IFSP or IFSP amendment by automatically identifying services that exceed billing limitations and violate billing rules. When this occurs, the system generates and submits the waiver request along with the IFSP and service authorization (SA) for approval by the EIO/D. There is no extra step for the EIO/D to approve these waivers; the approval is bundled with the review and approval of the IFSP and service authorizations.

Manually Generated Waivers:

Manually generated waivers are needed in situations where there is an anticipated excess of service frequency that would violate a billing rule(s). For example, when a therapist and a family agree that a makeup is needed and appropriate for the child, which surpasses 3 sessions/services in one day, the therapist would request a waiver for that make-up session.

The waiver request can be submitted by the therapist, their agency, or the child's service coordinator. Manual waivers are submitted through the IFSP Services Panel in the EI-Hub. After clicking the IFSP "Edit" button, the Waiver Panel and "Add Waiver" button are used to enter the waiver being requested including mandatory fields: visit type, waiver type, and waiver reason. The EIO/D then reviews and approves or denies the waiver request through the IFSP Alerts Dashboard, Waiver Submission filter. Providers are advised to submit waiver requests before services are rendered. If the EIO/D rejects the waiver, the provider will not be paid.

How waivers are applied on a claim:

EI-Hub Service Logging module:

When using Service Logging, users can apply waivers during the claim creation process. If a child has approved waivers, they will be displayed as options when entering the visit data. The user can simply check the box next to the appropriate waiver type to apply it to the claim.

Third-party Billing Systems:

For those individuals that use a third-party system to create billing claims, no action is needed to apply a waiver. Once the claim is submitted, it undergoes a series of validations. If the claim violates a billing rule, the system checks for an approved waiver. If an approved waiver is found, the claim passes validation and is approved. If an approved waiver is not found the claim will be rejected.

For more information on Waivers in the EI-Hub please see the Waivers Infographic **and the** Waivers Demonstration on the Learning Management System (LMS)!
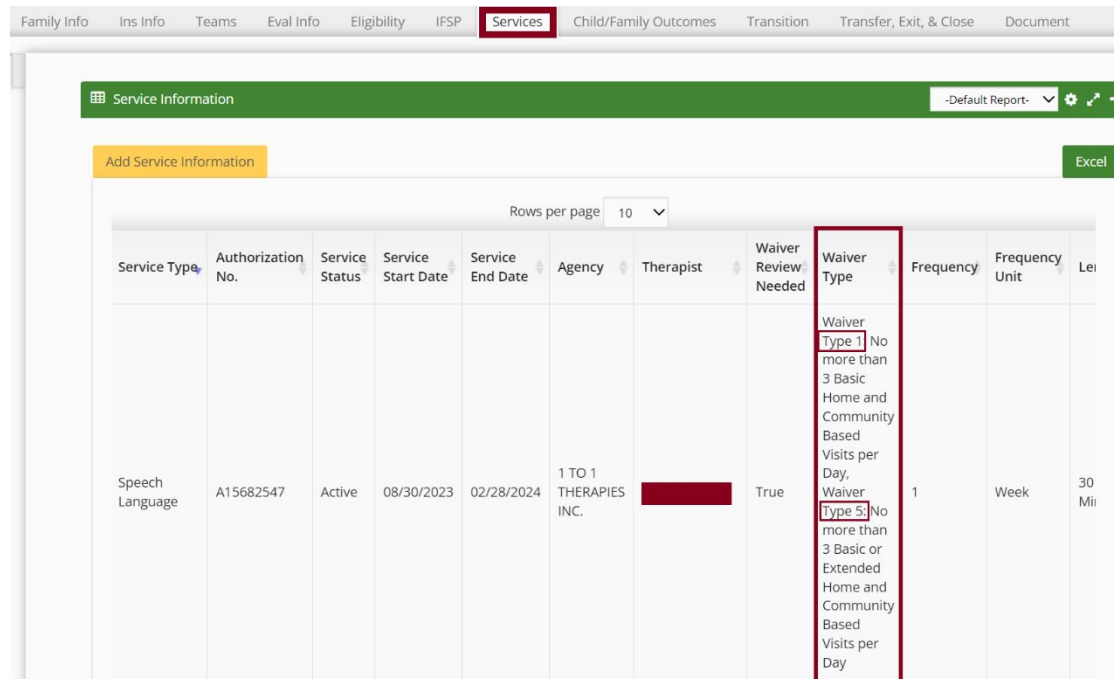
Frequently Asked Questions (FAQs)

How does the EI-Hub align with BEI's guidance around waivers? Does the EI-Hub have the capability to identify when a waiver is needed?

Yes, there is logic built into the system, in accordance with New York's requirements, that will automatically pre-populate and generate information for the waiver request. Once submitted, the EIO/D reviews and approves the waiver(s) along with the IFSP and service authorizations. For more information, please reference Memo 94-2 Waiver of Billing Limitations 2023.

How can you view waivers in the EI-Hub?

EIO/D NY, UniversalProvNY, and ISC/OSC NY user roles can view services that have waivers requested /approved for children in the Service Information Grid. This view includes what waiver type is being applied (see screen shot below).

How will waivers migrate to the EI-Hub?

Only **approved** waivers in NYEIS will be migrated. Waivers in the submitted or rejected status will not be included in the migration. Providers, Service Coordinators and Municipalities should work together to ensure waivers are submitted in NYEIS with sufficient time for the Municipality to process. Any waivers that are not migrated must be re-entered and resubmitted in the EI-Hub.

Current Events

- **Pre-Go-Live Webinars – Starting in September 2024.** Reference the Communications Packet for more information and other learning opportunities leading up to the EI-Hub system launch.

Key Transition Dates

- **Transition of NYEIS to Read-Only** – October 8, 2024.
- **NYEIS Decommissioning** – end of December 2024.
- **EI-Hub Go-Live** – October 15, 2024.

Key Next Steps

- **Ensure** HCS Access for all users who will need access to the EI-Hub. If you do not currently have an HCS account and need access to the EI-Hub when the system is launched, you must register for an HCS account. If you currently have an HCS account, no action is required. As a reminder, for those entities who will be using

the EI-Hub Service Logging module for billing and claiming, all rendering providers must have an HCS account.

- **Review** training materials on the EI-Hub Learning Management System (LMS) **Join** the EI-Hub Sandbox.
- **Make a plan** to complete steps in the EI-Hub Transition Resource Lists. The EI-Hub Transition Resource Lists offer guidance for Municipalities, Agencies, and Individual Providers as they navigate the transition when NYEIS is taken offline to the EI-Hub going live. The EI-Hub Post Go-Live Transition Resource List provides detailed information on how migrated NYEIS data will appear in the EI-Hub and any necessary actions to work this data.

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