



Transition Update

EI-Hub System Feedback Log

We are excited to announce the release of the **Feedback on EI-Hub System** log. The feedback log provides you with the opportunity to see what your peers are saying about the EI-Hub. The information in the log was received through a variety of mechanisms, such as the Sandbox Feedback Form, EI-Hub email, Help Desk tickets, and more. The log also includes the EI-Hub Project Team's response to those comments and links to resources that may be helpful in addressing questions on a particular topic.

We value your feedback and believe it is important to have an open communication channel with end-users. We encourage you to continue sharing your thoughts, suggestions, and concerns about the EI-Hub via the **Sandbox Feedback Form** survey. The survey will only take a few minutes of your time, and your responses will help us improve our communications and training efforts to better meet your needs. Responses received through the survey are reviewed on a weekly basis by the EI-Hub Project Team and new items will be added to the feedback log on a bi-weekly (every other week) basis. We believe the feedback log will keep users informed about the progress being made to address your feedback and promoting transparency and improved communication with end-users.

You can access the feedback form or feedback log by clicking on the links provided below or directly from the EI-Hub Sandbox Landing Page (*see image below*).

Ei-Hub system news

[Sandbox Feedback Form](#)

This survey provides a venue for participants to share feedback on their overall experience in the Sandbox, including the ability to provide feedback on training materials. The feedback submitted through this survey is anonymous and will be shared with the EI-Hub Project team for review.

[Feedback on the EI-Hub System log](#)

The Feedback on the EI-Hub System log is a representation of the feedback received from end-users on their experience with the EI-Hub. The information in the log was received through a variety of mechanisms, such as the Sandbox Feedback Form, EI-Hub email, Help Desk tickets, etc. You will be able to see what your peers are saying about the EI-Hub, what the EI-Hub Project Team's response is to the feedback, and any applicable training resources.

[**Sandbox Feedback Form**](#)

[**Feedback on the EI-Hub System Log**](#)

And remember, if you need support navigating the EI-Hub Sandbox, please contact the PCG Call Center. The Call Center is available Monday thru Friday, 7:00am to 7:00pm.

Tele#: 866-315-3747

Email: NYEITraining@pcgus.com

Updates

In March, BEI distributed another readiness assessment survey to reassess your and your organization's readiness to adopt the EI-Hub. We are pleased to report that we received a good response rate to the survey. We would like to thank everyone who participated in the survey and provided valuable feedback.

The EI-Hub Project team is currently reviewing and analyzing the data and a summary of the results will be shared in a future Hub Club newsletter. We believe that the results of this survey will be helpful in making informed decisions regarding the transition to the EI-Hub. We appreciate your patience while we complete our analysis and look forward to sharing the results with you soon.

Action Required!

- A Health Commerce System (HCS) account will be required to access the components of the EI-Hub. If you do not currently have a HCS account and will need access to the EI-Hub solution when the system is launched, you will need to register for a HCS account. For instructions on how to obtain a HCS account, click the link below. If you currently have a HCS account, no action is required.

[Instructions for HCS Access](#)

- Documents/Attachments stored in NYEIS will not be migrated to the EI-Hub. If you have not already done so, please start to retrieve documents from NYEIS for record retention purposes.

If you have questions, please contact us at EIHub@health.ny.gov.