The Hub Club

Your Source for **EI-Hub** Updates

In This Issue

- A Message from the Bureau
- Featured Feature
- FAQs
- Upcoming Events
- Key Transition Dates

Contact Us

EI-Hub Change Team
EIHub@health.ny.gov

Training Team
nyeitraining@pcgus.com

A Message from the Bureau

Happy New Year from the EI-Hub Project Team!

2020 was an unprecedented year. More than ever, technology was a must to maintain early intervention services. With that in mind, the EI-Hub Project Team has continued to move forward in planning and development of the new system.

Most recently, the EI-Hub Project Team provided an update on the progress of the development process during the December 3rd Early Intervention Coordinating Council (EICC) meeting. The update included a demonstration of the Service Logging component, providing insight into specific functionality including how Service Logging integrates with Case Management, the portal structure, and how visits are logged. To view the recording of the EICC meeting, please click here. To navigate directly to the Service Logging demonstration, view 'Part 2' of the video. The demonstration begins at the 1:05:30 mark.

We are also happy to report that we have initiated the next iteration of user acceptance testing (UAT) of the EI-Hub solution. A comprehensive UAT process helps us make sure the solution is working as expected prior to implementation. A set of external users – including Provider Agencies, Individual Providers, and Municipalities – was identified from earlier surveys to participate in the upcoming iterations of UAT. These users will access the Learning Management System (LMS), Service Logging, and Provider Enrollment components to test the functionality and usability of the solution. Results will be reported to the EI-Hub Project Team, to be evaluated for any required fixes or changes to the solution.

Please continue to share questions, comments, and anticipated training needs with us via the EIHub@health.ny.gov e-mail so that we can work together to prepare for this exciting transition to the EI-Hub. Thank you for your support and may 2021 be a wonderful year for the entire Early Intervention Community!

Connie Donohue
Director, Bureau of Early Intervention
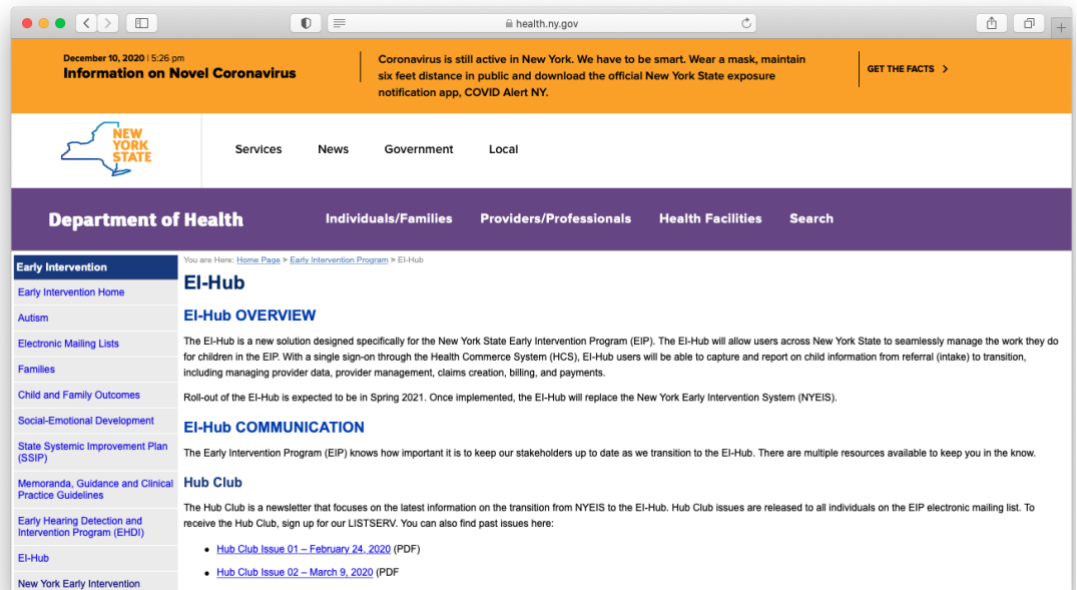
Featured Feature

EI-Hub Webpage

In Decemember, the Department launched the NYS Early Intervention EI-Hub webpage!

The EI-Hub page is easily accessible from the NYS Early Intervention homepage by using the left-hand navigation or can be accessed directly by going to www.health.ny.gov/eihub.

The new webpage provides a high-level overview of the EI-Hub and access to various resources to stay updated on the progress of the EI-Hub implementation and next steps. Some of the things you can expect to find on the new webpage are:

- archived issues of the EI-Hub newsletter, the Hub Club,
- instructions to subscribe to the EIP listerv,
- a link to access additional resources through the PCG Knowledge Base,
- a link to submit any of your EI-Hub questions or comments to the dedicated EI-Hub mailbox at EIHub@health.ny.gov.

We are hopeful that this webpage will serve as a valuable resource in connecting you to the information you need to be prepared for the upcoming EI-Hub implementation and look forward to receiving your feedback on additional materials you would like to see on the EI-Hub webpage.

Frequently Asked Questions (FAQs)

As a supervisor, can I see who on my team has completed training in the EI-Hub Learning Management System (LMS)?

Yes. Throughout the EI-Hub solution, access is controlled by user roles. Those with a supervisory user role will be able to access the training records for their direct reports in the LMS.

How about in the other components of the EI-Hub solution, including Case Management? Will someone with a supervisor role be able to access data input by the people they oversee?

Yes, the access for supervisors allows them to view the children receiving EI services from the staff they supervise, including data input for those children. It will be the responsibility of the agency to properly align the supervisor/supervisee assignment.

Will there be a report or alert in the EI-Hub solution that shows if a service being logged/claimed does not match the service authorization? If so, will this help reduce non-payment of claims?

One of the benefits of using the service logging component is that the user receives an alert if the service entered does not match the service authorization. This gives users the opportunity to correct the issue in real time and should mean less claims being sent that result in non-payment from third party-payors. For instances where these issues are not corrected during entry, the EI-Hub has reports, including an error report that provides information on claim errors.

Do you have questions on the new EI-Hub System? If so, please contact EIHub@health.ny.gov. We will share answers to common questions in an upcoming issue of the Hub Club newsletter.

Upcoming Events

- **EICC Meeting** – March 23, 2021
  http://www.health.ny.gov/events/webcasts/

Key Transition Dates

- **Launch of EI-Hub Learning Management System** – Quarter 1, 2021
- **Transition of NYEIS to Read-Only** – Two weeks prior to EI-Hub go-live
- **EI-Hub Go-Live** – 2021
- **Deadline for downloading files from NYEIS and NYEIS Decommissioning** – September 1, 2021

NEW YORK STATE | Department of Health