



# The Hub Club

Your Source for **EI-Hub** Updates



Issue 21

February 1, 2022

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## Contact Us

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[EIHub@health.ny.gov](mailto:EIHub@health.ny.gov)

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## Message from the Bureau

Thank you everyone for such a warm welcome into the Early Intervention (EI) community. In the two months since I started with the Bureau of Early Intervention (BEI), it has been a pleasure getting to know the dedicated service providers and municipal staff who make the New York State (NYS) Early Intervention Program (EIP) so successful.

The children of NYS are fortunate to have such an incredible group of service providers, program staff, and advocates. The passing of the Covered Lives for Early Intervention legislation is testament to the strength and perseverance of the EI network. As BEI works with other departments and agencies across the State to implement the bill thoughtfully and efficiently, providers and municipalities should continue to operate as usual (i.e., logging insurance information, submitting commercial insurance claims). We will be in touch as information on the Covered Lives implementation becomes available.

2022 is shaping up to be a progressive year for the NYS EIP. In addition to the implementation of the Covered Lives legislation, we will also be launching the new early intervention system, the EI-Hub. This systems development project has been and continues to be a large undertaking, but the time and effort is worth it for providers and municipalities to have an updated, integrated system to manage their programmatic and fiscal responsibilities. Together with PCG, NYSTEC, and those of you who have provided feedback or participated in system testing and demonstrations, we are building a system that will improve service delivery to children with disabilities and their families.

As we work toward the May 2022 EI-Hub go-live date, we understand there is an eagerness to begin training and to gain an understanding of how the EI-Hub will impact your day to day business processes. In addition to what is currently available on the EI-Hub Learning Management System (LMS), the Project Team will be posting more comprehensive training materials to the EI-Hub LMS. On January 19, we hosted the first of a series of live webinars.

We understand how critical the EI system is to all the work you do and recognize that the timeline to prepare for a May 2022 launch date is tight. We will continue to re-assess and communicate with you about this implementation. Please continue to communicate with us and do not hesitate to share your feedback, questions, or concerns.

Thank you for partnering with BEI to deliver services to children with disabilities and their families.

**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](mailto:EIHub@health.ny.gov) with your questions.*

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## Featured Feature: EI-Hub Live Session Demonstrations and EI-Hub Transition Series

On Wednesday (1/19) the EI-Hub project team hosted the first EI-Hub Live Session Demonstration. The turnout (over 700 attendees) exceeded our expectations, and we are eager to leverage this webinar series to provide end users with an opportunity to view the different functionality that will be available to you when the EI-Hub launches and to gather and answer questions about the EI-Hub functionality being demonstrated. The EI-Hub Live Session Demonstrations will take place every other Wednesday from 12:00pm to 1:00pm and cover many of the functions of the new system.

This change is not just about a new system launching, the Project Team recognizes that a change of this magnitude may have implications on business processes leading up to, during, or immediately following the transition. The Bureau will be hosting an additional webinar series focusing specifically on how providers and municipalities can begin to prepare for the transition. The EI-Hub Transition Series will focus less on the system functionality and provide more information on how providers and municipalities can begin to prepare for the transition to the EI-Hub. We will use these sessions to talk through steps to take ahead of the transition, establish best practices to continue workflow during the two-week period before EI-Hub launches when NYEIS will be in read-only mode, and discuss some priority trainings and actions to take once the EI-Hub launches. This series will kick off on Wednesday, February 9, 2022, at 12pm.

The complete schedule and registration information for both the EI-Hub Live Session Demonstrations and the EI-Hub Transition series are available in Addendum A and Addendum B.

The registration includes the opportunity to enter questions to the Project Team. We encourage you to utilize this option so that the Project Team can tailor the presentation to your needs and be prepared to address your questions during the event.

We look forward to hearing from you at an upcoming Live Session or Transition event!

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## Frequently Asked Questions (FAQs)

### **How do I know which user role to assign myself when registering for the EI-Hub Learning Management System (LMS)?**

When setting up a profile, there are the following options available: Agency Fiscal Staff, Individual Service Provider, Initial and Ongoing Service Coordinators, Municipality Staff, or Rendering Providers. These categories are very broad by intent; please choose the one that most closely approximates the role you currently have in NYEIS. Further information can be found in the LMS Self Registration Instructions in Appendix B.

### **I heard all EI-Hub users will need to have an HCS account. How do I know if I have an HCS account?**

All EI-Hub users will need to have an HCS account. HCS accounts will be required for the EI-Hub case management system, service logging component, provider management component, and for EI-Billing. If you currently have access to NYEIS, your HCS account information will remain the same for the EI-Hub.

If you are unsure of whether you have an account or need to establish an HCS account reach out to your HCS Coordinator or HCS Director to look up your account information using the HCS Role Look Up tool, or if needed, to set you up with an account. If you are:

*An employee or contractor with an agency:*

Please contact your agency's HCS Coordinator or HCS Director.

*An appendix (independent) provider:*

Please contact the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 and select option 2.

*A municipal employee:* Please contact your municipality/county HCS Coordinator or HCS Director.

*If there is not an HCS Coordinator or HCS Director or you don't know who it is:*

Please contact the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 and select option 2.

### **Where do I get more information on User Roles?**

The Project Team will be releasing more detailed information on User Roles in the coming weeks. This will include information on what roles will be available in the EI-Hub, how user roles will be assigned, and who will be able to manage agency and municipal roles in the EI-Hub. User Role Job Aids, infographics, and an EI-Hub Live Session dedicated to User Roles will be forthcoming.

### **Will all my file attachments in NYEIS be migrated into the EI-Hub?**

Documents uploaded in NYEIS as attachments will not be migrated to the EI-Hub. NYEIS will be accessible in a read-only status for a limited period after go-live during which time users will be able to continue to download attachments for record retention purposes. Once NYEIS is fully decommissioned, attachments in NYEIS will no longer be accessible. We encourage users to review attachments in NYEIS and begin downloading required attachments now as there will be a limited amount of time to do this once the EI-Hub launches. Please review the recorded [April 20, 2020 Webinar](#) for more information.

## **Upcoming Events**

The EI-Hub Project Team is happy to announce the EI-Hub Live Sessions and EI-Hub Transition Series. Hosted on WebEx, these sessions will cover a myriad of priority functional topics and demonstrations. The tentative schedules are attached in Addendums A and B. All sessions will be recorded and posted to the EI-Hub LMS.

- **EI-Hub Live Sessions (see Appendix A)**
- **EI-Hub Transition Series (see Appendix B)**
- **EICC Meeting** – March 3, 2022

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## **Key Transition Dates**

- **Transition of NYEIS to Read-Only** – Two weeks prior to EI-Hub go-live
- **EI-Hub Go-Live** – May 2022



# EI-Hub Live Session Demonstration Schedule

All demonstrations will be recorded and posted to the EI-Hub Learning Management System (LMS). Topics for each session may be subject to change



January 19, 2022  
12:00pm - 1:00pm

## EI-Hub Learning Management System (LMS)

Become familiar with the LMS and how to navigate through the system. Highlight the structure/content of a standard e-learning module. Learn how to find resources in the Resource Library.

## EI-Hub System Navigation

See an overview of the EI-Hub System & the five (5) components of the EI-Hub. View the EI-Hub landing page & learn how to navigate through the system.

### Link to Webinar Recording:

<https://nyeihub.pcghuslms.com/mod/video/file/view.php?id=2128>

Registration for EI-Hub LMS is required to access the recording. Instructions to register for access to the LMS are linked below.

[EI-Hub LMS Registration Instructions](#)



February 2, 2022  
12:00pm - 1:00pm

## Child Referrals (EIP and At Risk)

See how to enter a referral for new or existing children, look-up a child in the EI-Hub and create a new child entry. This session covers referrals to the EIP and referrals for children at risk for developmental delay.

## Evaluations

See how to enter family & child information, initiate a service authorization & how to assign an evaluator. See how to document completed assessments or external evaluations & indicate a child's eligibility determination.

### Webinar Registration:

<https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r891ff541319d2119e9890c2f3ea10405>

Webinar Dial In: 1-855-282-6330

Meeting/Access Number: 2344 985 3986

Webinar Password: EIHUB (34482 from phones)



February 16, 2022  
12:00pm - 1:00pm

## NYEIS vs. EI-Hub Interface

Understand key differences between the NYEIS & EI-Hub systems. See enhancements & new capabilities available through the EI-Hub.

## EI-Hub Dashboards and Reports

Become familiar with the EI-Hub dashboards and Reports tools. Showcase how tasks flow into dashboards and learn how to track which items are outstanding, coming due, or past due. Learn how to create, run, & export reports.

### Webinar Registration:

<https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r7c85aec7af828eeda5e0061fc11b90a0>

Webinar Dial In: 1-855-282-6330

Meeting /Access Number: 2335 229 2441

Webinar Password: EIHUB (34482 from phones)



March 2, 2022  
12:00pm - 1:00pm

## IFSPs and IFSP Amendments in the EI-Hub

Become familiar with initiating an IFSP in the EI-Hub. See how services are assigned & outcome measures are attached to services.

## Waiver Process

Become familiar with the waiver process in the EI-Hub. See how to enter a waiver request & learn about waiver requests.

### Webinar Registration:

<https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r4bcfd230566b426e586134971e02fee4>

Webinar Dial In: 1-855-282-6330

Meeting/Access Number: 2348 936 9843

Webinar Password: EIHUB (34482 from phones)

Have questions?  
Email us at: [EIHub@Health.ny.gov](mailto:EIHub@Health.ny.gov)



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# EI-Hub Live Session Demonstration Schedule

All demonstrations will be recorded and posted to the EI-Hub Learning Management System (LMS). Topics for each session may be subject to change



March 16, 2022  
12:00pm - 1:00pm

## EI-Hub User Roles & Role Assignment

Become familiar with the user roles available in the EI-Hub. Learn how to manage user roles and about the capabilities of different user roles & the ability to have multiple user roles in the EI-Hub.

### Webinar Registration:

<https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r4183041dd9ef8556d56a7e9019ecbece>

**Webinar Dial In:** 1-855-282-6330

**Meeting/Access Number:** 2337 515 6838

**Webinar Password:** EIHUB (34482 from phones)



March 30, 2022  
12:00pm - 1:00pm

## Provider Management & Rosters

Understand how billing providers, municipalities, & independent providers will maintain provider information records, including updating professional credentials, demographic information, & contact information.

## Provider Re-Approvals & Amendments

Understand how providers will create & submit requests for re-approval & amendments to their agreements.

### Webinar Registration:

<https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r5c168d8e2ccf5e731c2b7aee1a1abf24>

**Webinar Dial In:** 1-855-282-6330

**Meeting/Access Number:** 2337 038 5785

**Webinar Password:** EIHUB (34482 from phones)



April 13, 2022  
12:00pm - 1:00pm

## Service Logging

See how rendering providers will enter, track, & bill for services rendered in the field or in the office. Learn about the digital visit scheduling feature.

## Rendering Provider Substitutions

Learn how to update an existing service with a substitute rendering provider.

### Webinar Registration:

<https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r2d1ce9effe6a0a0277b1a0e4a0219971>

**Webinar Dial In:** 1-855-282-6330

**Meeting /Access Number:** 2337 725 0969

**Webinar Password:** EIHUB (34482 from phones)



April 27, 2022  
12:00pm - 1:00pm

## Billing & Claiming

Understand the functionality within the EI-Billing component for the EI-Hub, learn more about new EI-Billing features to process vendor services for respite and transportation.

### Webinar Registration:

<https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r61258ea46122903ef872a07edda4b27b>

**Webinar Dial In:** 1-855-282-6330

**Meeting/Access Number:** 2338 019 6877

**Webinar Password:** EIHUB (34482 from phones)

Have questions?  
Email us at: [EIHub@Health.ny.gov](mailto:EIHub@Health.ny.gov)



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# EI-Hub Transition Series

This webinar series will provide the Bureau of Early Intervention (BEI) and PCG an opportunity to talk to providers and municipalities about how they can best prepare for the transition to the EI-Hub. This series will walk through steps to take ahead of the transition, best practices for managing the two-week downtime between NYEIS and the EI-Hub, and how to most efficiently get up to speed in the EI-Hub at go-live. Participants will have an opportunity to enter questions ahead of each session through the registration form and questions from stakeholders during sessions will continue to inform the content of upcoming webinars and other resources to assist users in managing the transition to the EI-Hub. This is a forum for discussing the transition beyond the system functionality, for the Bureau to understand and address questions and concerns about how this transition may impact your business processes and to work together to identify the best practices and approaches to minimize the challenges this transition may cause municipalities and providers.

<b>February</b> <b>09</b>	<b>Webinar Registration:</b> <a href="https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r83e64cbf46f0fa79c7b3e8ce70e68011">https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r83e64cbf46f0fa79c7b3e8ce70e68011</a> <b>Webinar Dial In:</b> 1-855-282-6330 <b>Meeting/Access Number:</b> 2339 873 5147 <b>Webinar Password:</b> EIHUB (34482 from phones)
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<b>March</b> <b>09</b>	<b>Webinar Registration:</b> <a href="https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=rf45ba4b610af1ecfe1ed013712bb703e">https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=rf45ba4b610af1ecfe1ed013712bb703e</a> <b>Webinar Dial In:</b> 1-855-282-6330 <b>Meeting/Access Number:</b> 2341 996 4749 <b>Webinar Password:</b> EIHUB (34482 from phones)
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<b>April</b> <b>06</b>	<b>Webinar Registration:</b> <a href="https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r9c7ec2528ea7b351b7e0b8227792e488">https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r9c7ec2528ea7b351b7e0b8227792e488</a> <b>Webinar Dial In:</b> 1-855-282-6330 <b>Meeting/Access Number:</b> 2347 258 8012 <b>Webinar Password:</b> EIHUB (34482 from phones)
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<b>April</b> <b>20</b>	<b>Webinar Registration:</b> <a href="https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=rc4fcfec7d1f2f451d690bb7f110985c3">https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=rc4fcfec7d1f2f451d690bb7f110985c3</a> <b>Webinar Dial In:</b> 1-855-282-6330 <b>Meeting/Access Number:</b> 2335 057 3856 <b>Webinar Password:</b> EIHUB (34482 from phones)
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<b>May</b> <b>04</b>	<b>Webinar Registration:</b> <a href="https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=rf1e02ca215a806237d195f598e325bec">https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=rf1e02ca215a806237d195f598e325bec</a> <b>Webinar Dial In:</b> 1-855-282-6330 <b>Meeting/Access Number:</b> 2347 551 4184 <b>Webinar Password:</b> EIHUB (34482 from phones)
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