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

Message from the Bureau

At the Early Intervention Coordinating Council meeting on March 3, the Bureau announced that the ***launch of the EI-Hub is being delayed***, and that the new system will no longer go-live in May of 2022. The project team is considering several factors in determining the new go-live date of the EI-Hub including stakeholder feedback on timing and functionality as well as ensuring ample time with training materials, end user access to a sandbox training environment and stability of NYEIS. The Bureau will make an announcement once the new EI-Hub go-live date has been identified.

We understand that the implementation of the EI-Hub may result in the need to change some municipal and provider business processes. Our hope is that this delay will help to ease those transitions and that, over time, these changes will streamline the administrative efforts of managing the Early Intervention Program allowing you more time to provide life changing services to the children and families of New York State.

The date of the EI-Hub is moving but the new system will be here soon! The current schedule of Bureau and PCG hosted EI-Hub Live Session Demonstrations and Transition Series Webinars continues through May 4, and we hope to see many of you participating. The information presented in these webinars will be useful in preparing for and making the shift to the new system. Sessions to date have intentionally been at a high-level to provide end-users an introduction to the functionality in the EI-Hub. With the delay in go-live, we will be releasing an extended schedule of live sessions that will include more detailed and role-based demonstrations. Keep your eyes on the LMS as new items will be posted frequently between now and the EI-Hub launch. All EI-Hub Live Session Demonstration and Transition Series recordings are currently available, as are the first couple of batches of live session Frequently Asked Questions. To access the LMS to view live session recordings and see all the training materials available to date, click here.

In addition to the webinars, the Bureau and PCG have been out in the community speaking to Local Early Intervention Coordinating Councils (LEICCs) and other stakeholder groups. These presentations have ranged from high-level discussions on progress and system functionality to answering specific questions and addressing areas of concern raised by those participating. We are eager to speak to more members of our EI community, and as the new Bureau Director, I welcome the opportunity to meet more of you virtually and in-person. If you are interested in having the project team attend, present, or participate in any way in an upcoming stakeholder meeting, please email EIHub@health.ny.gov.

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 with your questions.

Featured Feature:

User Role Assignment:

At go-live, all NYEIS users will be migrated to the EI-Hub. Each user will retain their municipal and provider associations, so long as they are an active provider/user on that organization's roster in NYEIS. Each user will have a single EI-Hub role migrated to the EI-Hub based on their NYEIS role and as determined by the EI-Hub User Role Crosswalk. Once provider and municipal administrative users have system access, they will be able to assign additional roles for users or change user roles for individuals associated with their organization.

User Role Management:

The EI-Hub will streamline the process for assigning user roles by expanding the ability to assign user roles and system access to agency administrative users in addition to municipal users. The new process will allow agencies more autonomy in establishing access to the EI-Hub for their employees and contractors. Municipalities will continue to be responsible for establishing system access for municipal employees.

User Role Flexibility:

The EI-Hub will allow users to have multiple roles, agencies, and municipality affiliations. Users will be able to toggle between their various roles in the EI-Hub to access the cases and data associated with that role. A person may also have multiple roles with multiple agencies. An independent provider will have a specific role with access associated with their independent provision of services as a provider of record and may also have additional roles with more limited access based on their position as a contractor or employee at an agency or municipality. This flexibility will allow all end users to have the appropriate access in the EI-Hub based on their affiliations, qualifications, and job duties.

User Roles Across EI-Hub Components:

Agency and municipal administrators will assign case management user roles in the EI-Hub and have the discretion to grant access to the Service Logging and EI-Billing components as appropriate. Access to Service Logging and EI-Billing components is granted separately from the case management access, however, if granted, the access within these components will be based on the assigned case management role. The Service Logging component is made up of several portals and what portals an end user sees is determined by their assigned EI-Hub case management user role(s).

Frequently Asked Questions (FAQs)

When will the EI-Hub go-live?

The **EI-Hub will not be launching in May of 2022**. The EI-Hub project team is working to assess the new go-live date. The team is considering stakeholder feedback, training needs, and transition preparations as the new date is determined. The Bureau anticipates announcing the new date in the coming weeks.

Live sessions and transition series webinars have been at a very high-level, when will more detailed training be available?

Be on the look-out for an extended live session schedule which will include some more detailed system demonstrations globally and by role. These sessions are not intended to be comprehensive training, but the project team understands the eagerness to see the details of how things will work in the EI-Hub.

In addition to these demonstrations, system users will also have access to a sandbox environment to gain more hands-on experience in working through the system as we get

closer to go-live. This sandbox is in addition to written training documentation, eLearning modules, and videos currently under development. Instructor lead, role-based trainings will be hosted closer to the EI-Hub go-live.

When will the User Role Crosswalk and more information on user roles be available?

Additional user role resources including the crosswalk, user role guide, and guidance for individuals responsible for assigning roles will be made available as soon as possible. The project team is working to ensure that the roles in the system are configured in a way that will best meet the needs of the EI-Hub system users and the efficient administration of the EI program.

Will more than one person at an agency or municipality be able to assign or change user roles?

Yes, agencies and municipalities will be able to have more than one person with the access to assign and manage roles and rosters. An individual with the administrative role and responsibility to assign user roles in the EI-Hub can assign additional administrative users without involving PCG or BEI.

What provider data will be migrated from NYEIS into the EI-Hub?

Provider data will be migrated into the EI-Hub. This includes provider profile information, agreement details, and any agency or municipal affiliations or relationships. Agencies and municipalities would benefit from reviewing and updating their provider and employee rosters to ensure individuals who are no longer associated with the organization do not get migrated onto their EI-Hub provider roster.

Will the project team consider end-user feedback for future development or changes to the EI-Hub?

The EI-Hub launch will be the first iteration of the system. Development of the EI-Hub will continue based on regulatory changes and evolving program needs. Feedback received as part of the live sessions, user acceptance testing, training, and post-launch will be considered for future system enhancements.

Upcoming Events

- **EI-Hub Live Sessions** (Last session on April 27, extended schedule TBA)
- **EI-Hub Transition Series** (Last scheduled session on May 4)
- **EICC Meeting** – June 16, 2022

Key Transition Dates

- **Last day to submit new provider paper-based applications** – New Date TBA
- **Last day to submit amendments until after EI-Hub launch** – New Date TBA
- **Transition of NYEIS to Read-Only** – Two weeks prior to EI-Hub go-live
- **NYEIS Decommissioning** – 2-3 months after EI-Hub go-live
- **EI-Hub Go-Live** – New Date TBA

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