Early Intervention Coordinating Council (EICC)

December 15, 2022

Agenda

- System Access Requirements
- Preparing for the Transition to the EI-Hub
  - Billing Transition Update
  - Data Migration
  - Provider Enrollment and Management (PEM) Update
  - Transition Resource
- Training Resources
- Sandbox Update

An official launch date for the EI-Hub has **not been** announced

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BEI and the EI-Hub Project Team will provide approximately two months' notice before the launch date

Health Commerce System (HCS)

The Health Commerce System (HCS) is a web portal accessed by approximately 400,000 health care related professionals. These users work in physician's practices, pharmacies, schools, hospitals, clinics, state and local health departments, etc. These users access the over 250+ health related applications protected by the HCS. HCS users and applications access health data 24/7.

- Case Management
- Service Logging
- Learning Management System (LMS)
- EI Billing

- If you currently have a HCS account, you will continue to use the same username and password to access the EI-Hub

- If you are unsure whether you have an account, or if you need to establish a HCS account, please contact your HCS Coordinator / HCS Director (Instructions)

December 2022

Web Browser Requirements

The EI-Hub is a web-based product that was designed to align with HCS's standards on browser compatibility. In preparation for the launch of the EI-Hub, it is recommended that all users verify they have access to one of the compatible web browsers listed below.
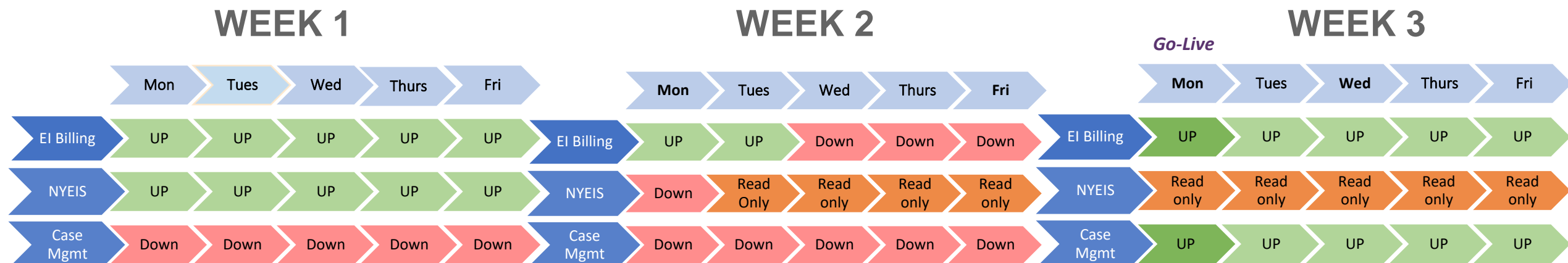
- Microsoft Edge
- Google Chrome
- Apple Safari
- Mozilla Firefox (limited support)

If you have questions about whether your browser meets the minimum requirements for the EI-Hub, please reference the following page: https://hcsauth.health.ny.gov/public/system_requirements.html

Billing Transition Period

Leading up to the transition to the EI-Hub, billing providers should be aware of the below impacts to the billing and claiming process.

WEEK 1

	Mon	Tues	Wed	Thurs	Fri
EI Billing	UP	UP	UP	UP	UP
NYEIS	UP	UP	UP	UP	UP
Case Mgmt	Down	Down	Down	Down	Down

WEEK 2

	Mon	Tues	Wed	Thurs	Fri
EI Billing	UP	UP	Down	Down	Down
NYEIS	Down	Read Only	Read only	Read only	Read only
Case Mgmt	Down	Down	Down	Down	Down

Go-Live

WEEK 3

	Mon	Tues	Wed	Thurs	Fri
EI Billing	UP	UP	UP	UP	UP
NYEIS	Read only	Read only	Read only	Read only	Read only
Case Mgmt	UP	UP	UP	UP	UP

This is the last week prior to the start of the transition from NYEIS to the EI-Hub	**NYEIS will be down, then transition to read-only status. No child information or claims can be added**	**EI-Hub goes live and NYEIS continues in read-only format until being decommissioned**
Last week to get new child information and claims into NYEIS	EI Billing will create final payments for claims from the last NYEIS file	EI-Hub's Case Management and Service Logging components will accept child and claims data
Last week to work claims in EI Billing until go-live	Payments will go out following a normal schedule from EI Billing	EI Billing will allow claims to be worked and send files to Payers on a normal schedule

NEW YORK STATE | Department of Health

Provider Claims Loader Testing

77% of claims in NYEIS go through the 837P-file upload process

Provider claims loader testing gives billing providers the opportunity to test the submission of claims from their third-party systems/ clearinghouses through the 837P-file upload process.

Testing of this functionality will be conducted in a phased approach with all agencies and providers who currently utilize third-party systems having an opportunity to test the process prior to the launch of the EI-Hub.

Data Migration

Historical provider and child case management data currently in NYEIS will be converted and migrated to EI-Hub, so users won't lose any information relevant to your work.

- To support a smooth transition, NYEIS users are encouraged to review and reconcile their existing data, making necessary updates to ensure information is current and accurate.

- Recommended to close old cases where children are no longer participating in the EIP.

- Submit any Data Change Requests as part of the clean-up process; e.g. referral dates where there was a data entry error

Attachments that were previously uploaded to NYEIS will not be migrated to the EI-Hub.

- Records must be retained by municipalities and providers of record for the children and families they serve in accordance with Medicaid requirements and with applicable professional practice acts.

Although NYEIS will be available as read only for a period after the EI-Hub launch, **once NYEIS is fully decommissioned,** users will no longer be able to access NYEIS, NYEIS data, and/or attachments.

User Role Migration

At the launch of the EI-Hub, user roles will be pre-assigned for the Case Management and Service Logging components based on a user's equivalent account status in NYEIS.

Case Management module

- Each user will be assigned the corresponding user role (**1 role**) to their previous NYEIS user role.
- If a user needs an additional user role(s), the Role Administrator will be responsible for updating the user's account.

Service Logging module

- If your entity used **manual claims submission** in NYEIS for billing and claiming, you will have access to the EI-Hub's Service Logging component at the launch of the EI-Hub.
- If your entity used a **third-party system or clearinghouse** for billing and claims, you would not have access to the EI-Hub's Service Logging component.

Billing Module

- EI Billing user roles will **not be migrated** at the launch of the EI-Hub. Role Administrators will need to configure user accounts that should have access to the EI Billing module.

User Role Training Resources

A user role defines which module(s) an individual has access to within the EI-Hub and what information they can view and/or edit within each module. The EI-Hub is designed to allow users to have multiple roles. This feature will allow users to navigate between different roles and different agencies with one Health Commerce System (HCS) account.

To learn more about the different user roles, please reference the materials below (also available in the EI Hub Learning Management System):

- Case Management User Roles job aid (step-by-step guide to configure user roles)

- User Role Configuration Infographic (high level overview to configure user roles)

- User Role Crosswalk (NYEIS to EI-Hub user role equivalents)

- User Management Admin Guide (comprehensive overview of user roles)

At the launch of the EI-Hub, will current providers (therapists) under my agency be transferred from NYEIS to the EI-Hub?

- At the launch of the EI-Hub, Therapists (with active status) information will be migrated from NYEIS to the EI-Hub. This includes Service Coordinators, EIO/Ds and Rendering Providers.

  At the launch of the system, Role Administrators will not need to add active Therapists in Case Management as this information is included in the data migration process.

  If a county/agency needs to add or update a Therapist's record following the launch of the EI-Hub, they will follow the same process as performed in the Sandbox.

- *Please note: Although your active therapists will be migrated into the EI-Hub, user role administrators will need to configure their access to Service Logging and EI-Billing components (please see slide 10).*

Is there any consideration to allow the same person to hold both the County Role Administrator and Agency Role Administrator account types?

- Currently in the EI-Hub Sandbox, County Role Administrators can only assign municipal user roles, resulting in counties needing both a County Role Administrator and an Agency Role Administrator. When the EI-Hub launches, County User Role Administrators will have the ability to assign all needed user roles for their municipal staff.

  Specific instructions on municipal user role set up will be made available ahead of the EI-Hub system launch.

Provider Enrollment and Management (PEM)

As part of the transition to the EI-Hub, the New York State Early Intervention Program is transitioning to a web-based provider application process.

The Provider Application Screening Tool (PAST) and Provider Application Tool (PAT) will replace the current paper-based process and allow for a more streamlined application experience for new independent and agency providers seeking a basic or appendix one agreement with the Bureau of Early Intervention (BEI).

Provider Re-approvals and Amendments

Following the launch of the EI-Hub, providers will be able to submit their re-approval requests directly through the EI-Hub.

All approved providers will use the EI-Hub to update their provider information and submit amendment or re-approval requests to the PAU.

Transition Preparation Checklists

The Bureau of Early Intervention (BEI) is developing checklists to prepare entities for the transition from NYEIS to the EI-Hub.

Checklists are adapted for:

- Municipalities
- Agencies
- Independent Providers

Learning Management System (LMS)

Prior to the launch of the EI-Hub, including during the Sandbox:

- The LMS will be accessible through a self-registration process
- New training resources will continue to be added to the LMS ahead of and after the EI-Hub launch.

At the launch of the EI-Hub:

- The LMS will be accessible through single sign-on (SSO)

LMS Item Index

The Learning Management System (LMS) is your resource for system onboarding, training, and references for the EI-Hub solution.

An Item Index was recently added to the LMS. The Item Index provides a direct path to individual training resource items allowing users to find resources more quickly.

Sandbox Update

On September 28, 2022 a live session webinar was hosted for Role Administrators on configuring user roles and adding therapists in the Case Management module. (Recording / Presentation)

The *Sandbox Experience* section of the Learning Management System (LMS) has resources targeted specifically at supporting users in the Sandbox. This includes:

- Sandbox Facilitation Guide
- EI-Hub Process Chart
- EI-Hub User Admin Guide

Sandbox Metrics

Municipalities Participating in the Sandbox

55 / 58

Configured Role Administrators

435

Total Sandbox Users

885

(450 General Users +
435 Role Administrators)

Sandbox Feedback

Sandbox participants can share feedback about their experience via a survey available on the EI-Hub Landing Page. The survey provides open text-fields for participants to write about a particular component of the system, training materials, or their overall experience.

Prior to go-live, a more detailed user experience survey will be distributed to all EI-Hub Sandbox participants. The survey will focus on:

- Overall experience
- Quality of training materials
- EI-Hub system usability

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.

View all links

Additional Training Resources

Two weeks prior to go-live, Public Consulting Group (PCG) will host role-based live session webinars.

- Users would join webinar sessions based on their primary user role type

- The webinars will focus on how an individual with a particular user role would interact with the EI-Hub and perform the basic functions in the lifecycle of a child in the Early Intervention Program (the backwards 's')

- Webinars will be recorded and available for review on the Learning Management System (LMS)

User Guides for the Case Management and Service Logging components will also be made available to users at go-live.

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Open Question & Answer (Q&A)