



Department
of Health



EI-Hub
EARLY INTERVENTION SOLUTION

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

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](#))

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.

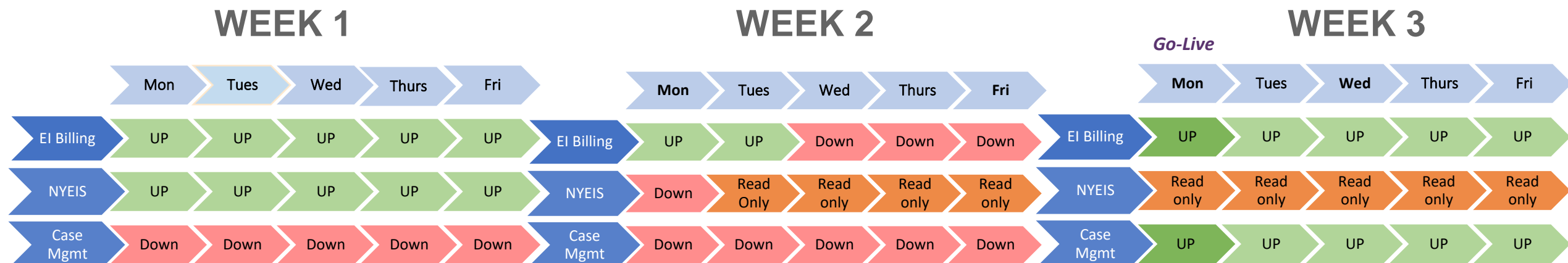
- Microsoft Edge
- Google Chrome
- Apple Safari
- Mozilla Firefox (limited support)

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.



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

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



The "Nitty Gritty" of the Transition to the EI-Hub: Key Steps to Prepare for Agencies

<input type="checkbox"/>	General Items to Consider
<input type="checkbox"/>	Do you and your Agency have a solid process for moving your attachments from NYEIS and into a permanent record retention location and have you started this process? <i>Attachments or documents uploaded in NYEIS will NOT be migrated into the EI-Hub. Attachments can be downloaded from NYEIS while it is in read-only status for approximately 2-months following the launch of the EI-Hub. As discussed on the April 20, 2020 Webinar, providers are required to comply with the record retention policies associated with their profession and should maintain the official child record in a secure location outside of the Early Intervention case management system (paper record storage, secure servers, etc.)</i>
<input type="checkbox"/>	System users are encouraged to review child data and provider profile information to ensure the accuracy of information being migrated to the EI-Hub. Have you established a process to ensure that your provider profile information and data regarding children you provide services to is accurate in NYEIS? <i>Data entered in the NYEIS data fields for active and closed cases will be migrated into the EI-Hub (excluding case data from the legacy system KIDS). The EI-Hub uses connections between different pages in the system to reduce the amount of manual data entry by system end-users and includes features to support the prevention of duplicate child or provider records, making sure that the data that is migrated from NYEIS is accurate will ease the transition and maintain the integrity of the data in the EI-Hub.</i>
<input type="checkbox"/>	Have you assessed and planned for the increase in data entry immediately following the launch of the EI-Hub? <i>There will be a period of nine calendar days where neither NYEIS nor EI-Hub will be available for data entry. During this time, there may still be incoming referrals, IFSP meetings and evaluations being placed, and services rendered. This may result in the need to "catch up" on data entry when EI-Hub launches.</i>
<input type="checkbox"/>	Do you have a plan for keeping track of documents received during the system transition period that will need to be uploaded once the EI-Hub launches? Things like prescriptions for services, immunization records, discharge notes, and other required supporting documents. <i>You may receive various documents from sources within or outside of the EIFP during the 9-calendar day period where NYEIS and the EI-Hub are both down. Making sure you have a clear plan for tracking and maintaining these documents until they can be uploaded to the EI-Hub is an important piece of maintaining the child's EIFP case when the EI-Hub goes live.</i>
<input type="checkbox"/>	Have all individuals that need access to the EI-Hub obtained their HCS ID? <i>When EI-Hub launches, EI-Billing will be moved behind the HCS data security system. All agency and municipal staff accessing the EI-Hub including IFSPing will need an HCS ID and an EI-Hub user role. Please see the HCS instructions on the EI-Hub LMS for more information on obtaining HCS credentials.</i>

The "Nitty Gritty" of the Transition to the EI-Hub: Key Steps to Prepare for Municipalities

<input type="checkbox"/>	General Items to Consider
<input type="checkbox"/>	Do you and your municipality have a solid process for moving your attachments from NYEIS and into a permanent record retention location and have you started this process? <i>Attachments or documents uploaded in NYEIS will NOT be migrated into the EI-Hub. Attachments can be downloaded from NYEIS while it is in read-only status for approximately 2-months following the launch of the EI-Hub. As discussed on the April 20, 2020 Webinar, providers are required to comply with the record retention policies associated with their profession and should maintain the official child record in a secure location outside of the Early Intervention case management system (paper record storage, secure servers, etc.)</i>
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The "Nitty Gritty" of the Transition to the EI-Hub: Key Steps to Prepare for Independent Providers

<input type="checkbox"/>	General Items to Consider
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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.



NOW AVAILABLE
LEARNING MANAGEMENT SYSTEM (LMS)

ITEM INDEX

LOOKING FOR A RESOURCE?

The Learning Management System (LMS) Item Index allows users to find resources quickly, saving users time. Select/Click a hyperlink for a direct path to a specific resource item.

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.

Open Question & Answer (Q&A)

