



Department
of Health



EI-Hub
EARLY INTERVENTION SOLUTION

Early Intervention Coordinating Council

December 14, 2023



Agenda

- Training opportunities
- EI-Hub system testing
- Provider Claims Loader Testing

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

The Bureau of Early Intervention has committed to providing approximately two months' advance notice prior to the official launch date.



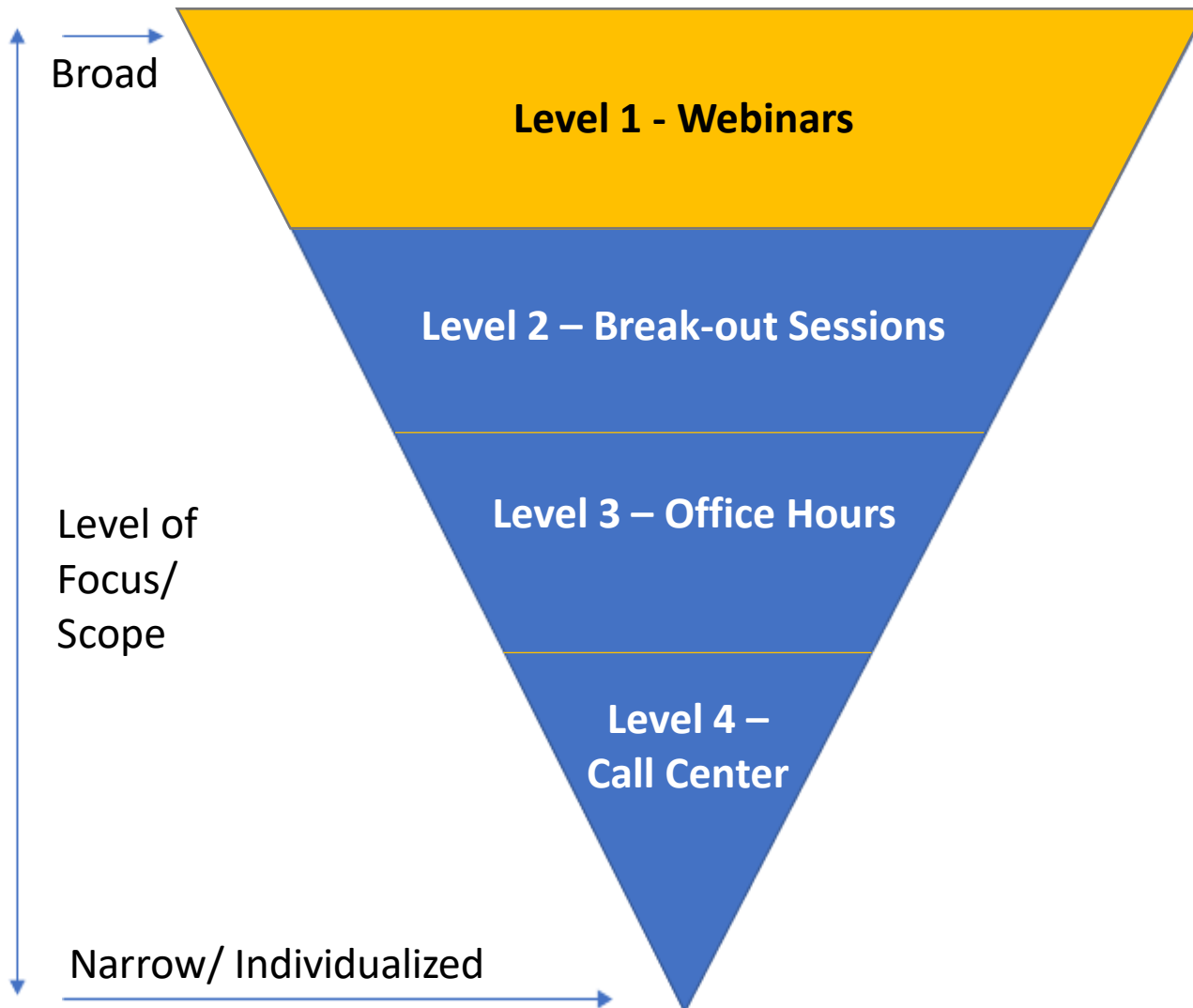
EI-Hub Bootcamp Training Program

In response to feedback from stakeholders throughout New York State, the Bureau and Public Consulting Group are pleased to offer a new training experience for the EI-Hub, called the EI-Hub Bootcamp. The bootcamp training program is planned for a total of 6 weeks of direct engagement taking place over a three-month period. Training opportunities include:

- Topical (live and recorded) webinar sessions
- Virtual in-depth breakout sessions
- Office hours with Public Consulting Group trainers
- Continued support through the Public Consulting Group Call Center

The program will offer practical guidance on navigating a child through the Early Intervention Program stages using the EI-Hub.

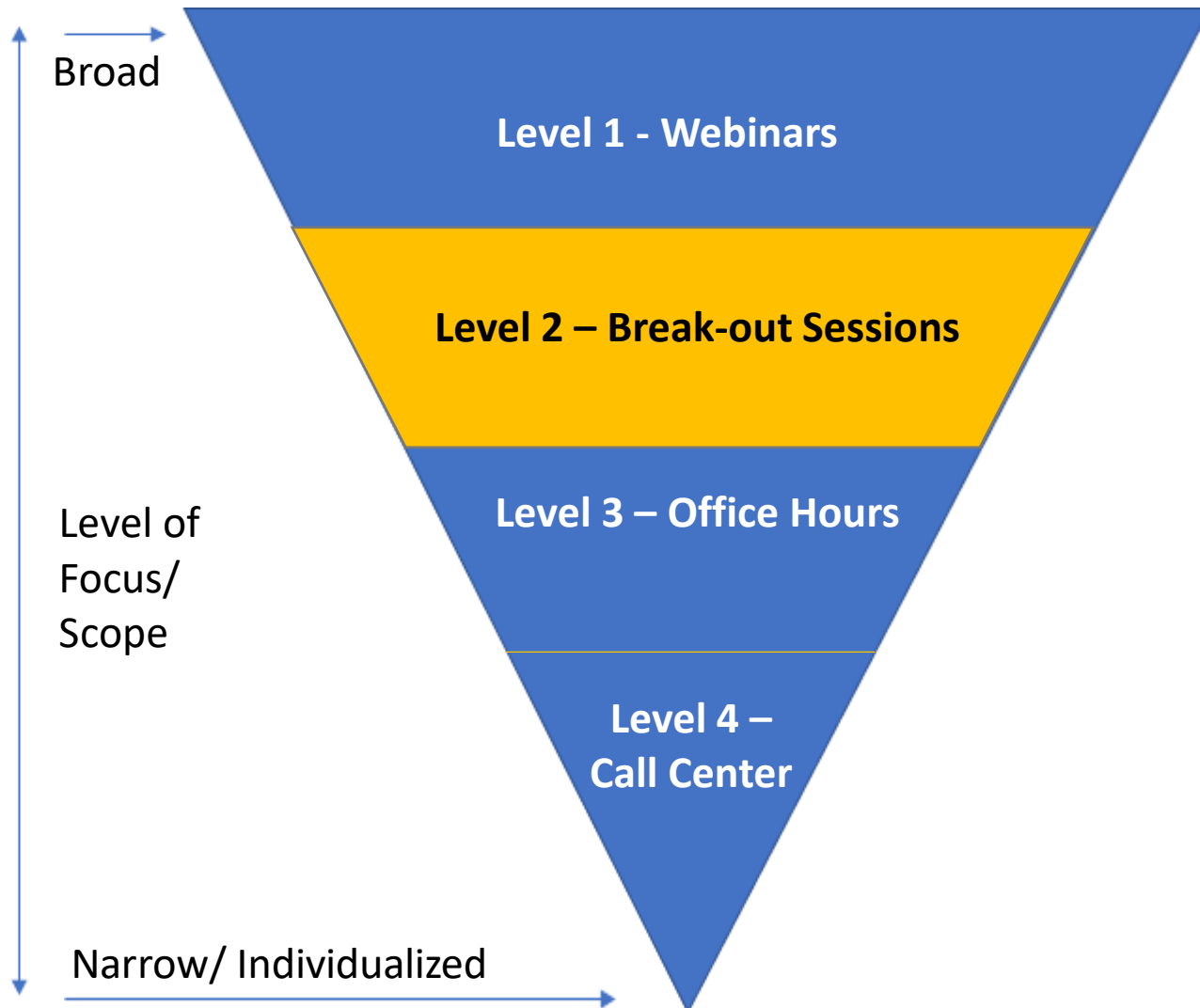
Webinars



Webinars will provide guidance through system demonstration on how to move a child through the stages of the Early Intervention Program using the EI-Hub. Webinars are hosted by Public Consulting Group subject matter experts with direct experience in the Early Intervention Program.

- Webinars will be recorded and made available on the Learning Management System.
- Post-webinar evaluation surveys
- A calendar of events is available on the Learning Management System highlighting targeted user roles and process steps for each webinar.

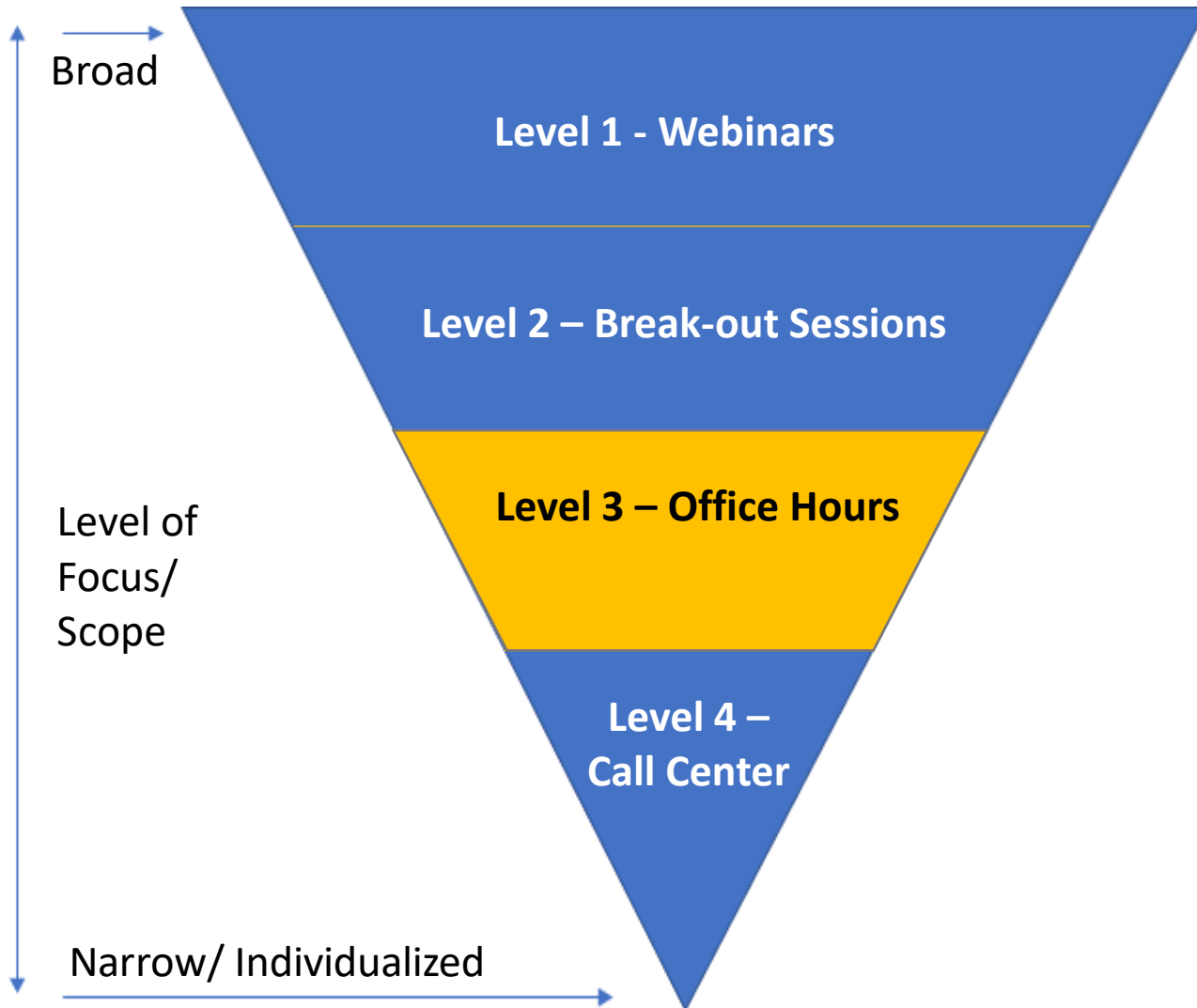
Break-out Sessions



Break-out sessions will provide additional instruction, in a small group setting, concentrating on difficult and deeper training needs identified during webinars.

- Optional, as-needed sessions
- Work-along sessions, allowing more opportunity experiential learning
- Health Commerce System account is required to participate in break-out sessions.

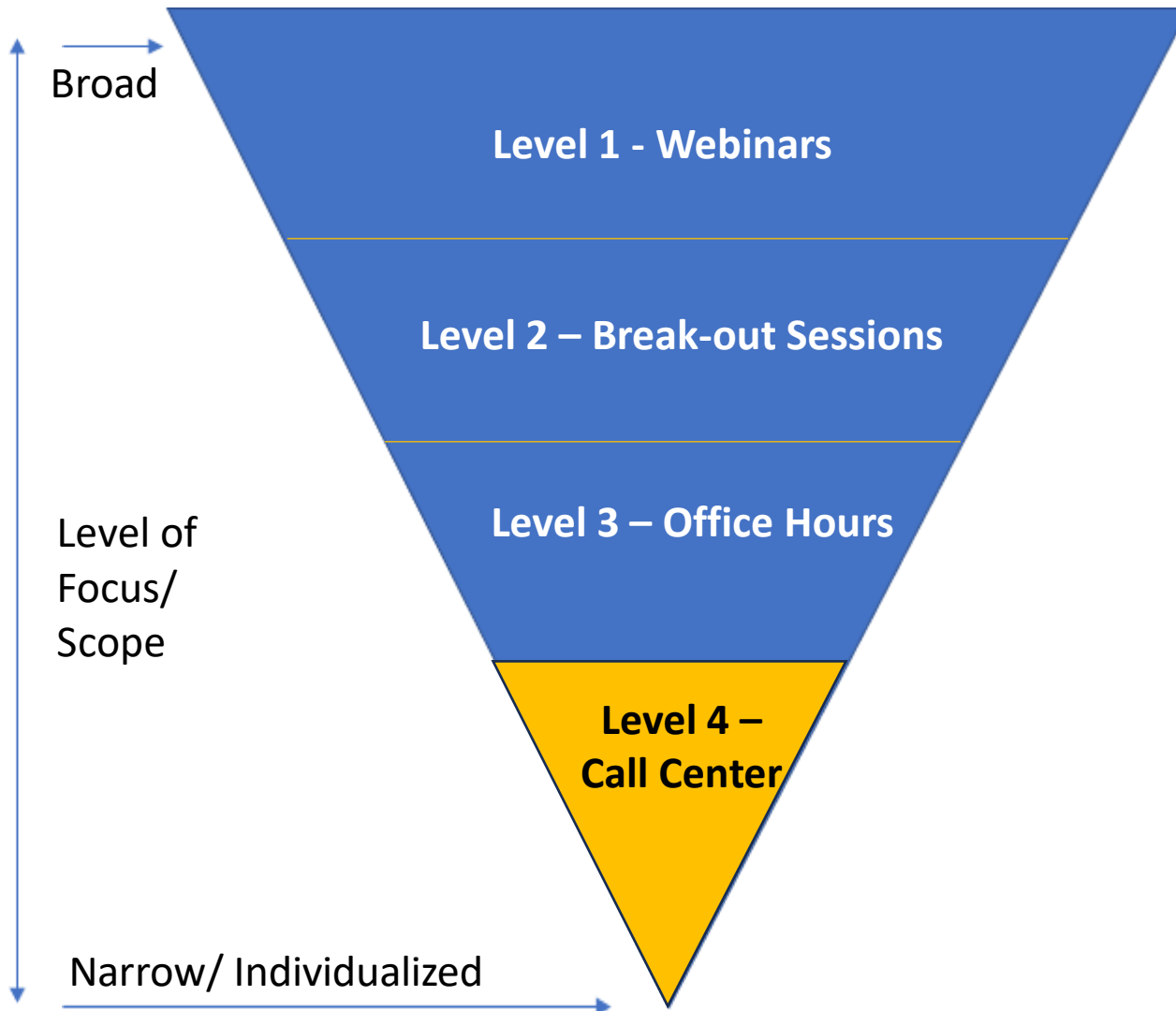
Office Hours



Office Hours are designed for individuals seeking additional assistance or with specific questions related to topics covered in the weekly webinar.

- Meet one-on-one with a Public Consulting Group trainer virtually through Microsoft Teams.
- View your screen and provide guidance in the EI-Hub Sandbox environment.
- Health Commerce System account is required to book an appointment time.

Call Center

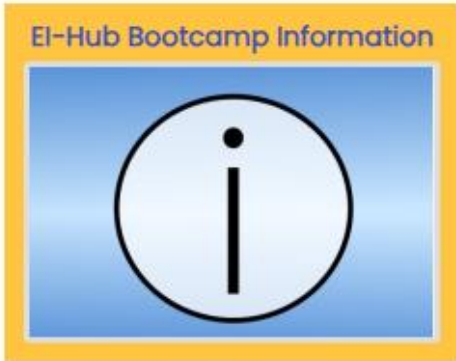


Call Center is available to address specific case needs and provide on-demand support.

- Contact by phone or email
- Trained call center agents to provide Tier 1 support
 - First point resolution or triage / escalate
- Available pre and post go-live, Monday – Friday, 7am – 7pm.

EI-Hub Bootcamp LMS Resource Page

- Home
- NY EI-Hub Resource Library
- EI-Hub Bootcamp**
- Knowledge Base
- NYS EIP Templates
- My Courses
- My Records
- Course Catalog



Schedule & Registration Links



Recorded Webinars & Resour...



Frequently Asked Questions



Break-out Sessions



Office Hours



Additional Training Resources



Link to EI-Hub Sandbox



Dec 4 Webinar Registration Link

Topic: Evaluation and Eligibility

- Requesting / Approving an evaluation
- Assigning / Accepting an evaluation assignment
- Entering evaluation results
- Submitting / Approving an eligibility determination

Event open to all; recommended Audience: Service Coordinator, EIO/D, Municipal Data Entry Staff, Agency Administrator, Independent Provider, Provider Data Entry Staff, Evaluators

Monday, 4 December, 12:00 PM

Go to calendar...

CALENDAR

November 2023

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|-----|-----|-----|-----|-----|-----|-----|
| | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | | | |

Topical Areas

- ✓ **11/13:** User Roles, Role Administrators, and Provider Management (provider re-approvals and amendments)
- ✓ **11/27:** Referrals, Intake, Assigning Early Intervention Officers/Designees and Initial Service Coordinators, Initial Service Coordination
- ✓ **12/04:** Evaluations and Eligibility
- **12/18:** Creating and Submitting Individualized Family Service Plans
- **01/08:** Billing and Claiming for Early Intervention Services
- **01/16:** Transition, Exit, Close and Transfer

The EI-Hub Bootcamp training program **does not cover billing and claiming using third-party systems**. Testing of 837P files within the EI-Hub is scheduled to take place as part of the **Provider Claims Loader Testing** phase.

El-Hub System Testing

Starting early 2024, the Bureau of Early Intervention/Public Consulting Group/New York State Technology Enterprise Corporation will start User Acceptance Testing with a small group of municipal and provider users. Testers will use migrated data from New York Early Intervention System and navigate a child through the Early Intervention Program stages to ensure the system is functioning as expected.

Insights gained from this testing phase will also benefit subsequent testers during statewide User Acceptance Testing.

Provider Claims Loader Testing

This testing is designed for providers/municipalities using **third-party billing systems**. Participants will test 837P file submission into the EI-Hub using real child data and receive 999 and 277 responses files indicating if their claims were accepted or rejected.

Testing is scheduled to begin **early 2024** and will continue for several weeks until all participants have had an opportunity to complete their test.

The Public Consultant Group has completed preliminary testing with third-party vendors to help ensure file format compatibility.

Open Question & Answer (Q&A)

