

## **Rendering Provider and Service Coordinator User Account Creation Frequently Asked Questions**

- 1. Can a rendering provider who delivers EI general services (such as Physical Therapy) also be a service coordinator in NYEIS?**

Response:

Yes. Rendering providers who deliver EI general services (such as Physical Therapy) **can** also be service coordinators in NYEIS with the correct type of provider user account created.

- 2. When creating or changing a NYEIS User Account for an individual that will provide both service coordination and services as a rendering provider in NYEIS, what User Role, User Type and Provider Name association must be assigned?**

Response:

A user must be assigned a User Role of PROV\_ServiceCoordinator, have a User Type of Service Coordinator and have the Provider Name field associated with their own name in order to provide both service coordination and render services as a provider.

- 3. What must be done if a User is in the role of Rendering Provider so that they can also provide Service Coordination?**

Response:

When changing the Rendering Provider's User Account, the User Role must be changed from **PROV\_RenderProvStaff** to the User Role of **PROV\_ServiceCoordinator**, the individual's User Type must be changed from **Provider** to **Service Coordinator** and the individual's name must be selected in the **Provider Name** field.

- 4. What must be done if a User is in the role of Service Coordinator so that they can also provide EI general services as a Rendering Provider?**

Response:

For individuals already in the **Service Coordinator** User Role, there is no need to change the existing User Account set-up. However, the individual must have their associated License and Professional Discipline/Qualified Personnel information recorded on their provider home page and must also be registered on the Provider Employees/Contractors page of each agency that the individual will provide Service Coordination and/or render services for.

- 5. Can an individual be a rendering provider and service coordinator for more than one agency?**

Response:

Yes. An individual can be a rendering provider and a service coordinator for more than one agency. Their NYEIS User Account must be set up as indication in Response #2 above and the individual must also be registered on the Employee/Contractor page of each agency that the individual will provide Service Coordination and/or render services for.

- 6. Can an evaluation provider with the NYEIS role of PROV\_Eval also be a service coordinator in NYEIS?**

Response:

No. The PROV\_Eval user role must access work queues and utilize agency user home page short cut links to perform their job responsibilities. These work queues and short cut links pertain to the provider agency that the user is associated with in their User Account. NYEIS User Accounts only allow one agency to be selected during creation.