Unit 10: Municipal Administration

Version 4.6



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Document Revision History

Date	Version	Description
6/14/2016	4.6	• Added new important note to 'Closing an Integrated Case', relating to management of non-essential system-generated tasks that can influence case closure
2/26/2016	4.5.1	 Updated Closing an Integrated Case and Closing an Integrated Case and Referring Child to At-Risk sections with new content for required case closure reason. Updated Closing an Integrated Case and Closing an Integrated Case and Referring Child to At-Risk sections: Added new info on case closure confirmation pages
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6/5/2012	1.6	 Edited the Contracts topic to add information about automatic contract cancellation and new screen shots of revised Modify Service Contract page Added Contract Status History subtopic. Removed Municipality Actions a Task to Terminate a Contract subtopic. Updated the Modifying and Deactivating a user Account topic to state that the MUNI_ProgramUserAdmin user role can conduct the same NYEIS Case Management actions as the child's EIOD Added Generating Subrogation Letter Section Added Viewing and Printing Subrogation Letter Section.
10/7/2011	1.5	 Updated Alternative IDs from the Child Homepage subtopic Updated Registering Vendors topic Updated Contracts topic Added Banks topic
6/23/2011	1.4	 Added User Account Administration topic. Added Performing a User Search subtopic Added Creating a Municipal or State DOH User Account subtopic Added Creating a Provider User Account subtopic Added Creating a NYC-Citywide Municipal User Account

		 subtopic Added Provider User Role Guide Updated Restrictions subtopic. Updated Closing an Integrated Case subtopic. Added Closing a Case and Referring a Child to At Risk subtopic. Added Re-opening a Closed Case subtopic. Added Aborting a System-Initiated Close Integrated Case Task subtopic. Updated Supervisor Metrics page screen shots. Updated Registering Vendors subtopic.
3/31/2011	1.3	 Added a note regarding State Central Register (SCR) number in Creating a Contracts subtopic. Added information about the new MedicaidCIN work queue in the Creating Child Medicaid Coverage subtopic.
1/31/2011	1.2	 Added Task Management subtopic. Edited Alternate ID's from the Child Home Page subtopic. Edited information regarding Reference Number field and Child Social Security Number. Added End Dating a Contract section.
12/18/2010	1.1	 Added Code 35 Management section. Modified Creating Child Commercial Insurance Coverage section regarding Plan Regulated by NYS and Parental Consent to Bill.
12/18/2010 10/1/2010	1.0	 Added Contracts section. October 2010 NYEIS launch.

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Municipal Administration

Unit Overview

These Municipal Administration functions are the responsibility of the Municipality. It is important to record data for these functions in NYEIS. NYEIS functions in this Unit, in some instances, may be accessed from the Navigation Bar (e.g., Child Home Page, Child's Integrated Case Home Page, and Provider Home Page) by Users with appropriate access rights. This page intentionally left blank.

USER ACCOUNT ADMINISTRATION

Every person who will access NYEIS must have a NYEIS User Account. The State Administrator will be responsible for creating and managing all State User Accounts. The Municipality Administrator (i.e., MUNI_ProgramUserAdmin or MUNI_IT_SystemAdmin) will be responsible for creating and managing:

- All Municipal User Accounts
- Provider's User Accounts for providers that are Approved to deliver services within their Municipality

There are several conditions that must be met prior to a NYEIS account being created:

- The individual must have a Health Commerce System (HCS) user account. The user name created for the NYEIS user account will be identical to the individual's HCS user name.
- The appropriate User Role must be determined for the individual.
- The name and State ID of the agency will be needed if the individual will
 - \circ 1) serve in an administrative / fiscal / data entry role for an agency, or
 - 2) render services for <u>one</u> agency if the individual is a provider.
- See Unit 1 Getting Started, *Conducting a Search* for further information about performing a provider agency search to determine their State ID.
- Confirmation that the individual appears on the agency's Employee / Contractor page if the individual will render Early Intervention services for an agency. Individuals who serve in only an administrative / fiscal / data entry role for an agency and will not render EI services do not need to be listed on the agency's Employee / Contractor page.

See Unit 9 Provider Management, *Employees and Contractors* for further information

- Confirmation that the individual has been approved as an Independent provider with a basic agreement by SDOH Bureau of Early Intervention Provider Approval Unit and is registered in the NYEIS database if
 - o 1) the individual will provide services as an Independent provider, or
 - o 2) if the individual will be <u>contracted</u> by multiple provider agencies.
- See Unit 1 Getting Started, *Conducting a Search* for further information about performing a provider search to confirm that an individual is registered as an approved provider.

After the Users account is created and added to NYEIS, the system automatically assigns the User a Home Page, access rights based on the User Role and subscribes the User to the work queues appropriate for their User Role. *See* **Appendix I – NYEIS Work Queues by User Role** for information regarding User Roles and work queue subscriptions.

User Account administrators also have the ability to subscribe a User to additional work queues. See Subscribing a User to Additional Work Queues for further information. Subscribing a User to additional work queues should be discussed with SDOH prior to completion. Work queues should be added only when appropriate and in exceptional circumstances.

Please contact the NYEIS Help Desk if you have additional questions or require assistance.

Performing a User Search

Conduct a User search to determine if an individual currently has a NYEIS User Account, or to find a User Account record to modify.

- 1. Display User Home page.
- 2. Click <u>User</u> link from Search section. User Search page displays.

User Search						2
Search Criteria						
	User Name:					
	First Name:			Last Name	:	
	User Role:		S. 5	Municipality	:	~
Di	splay Deleted Users:			Provider Name	:	
			Search	Reset		
Search Results						
Action <u>Name</u>	Position	User Role	M	unicipality Pro	vider	Status

- 3. Enter / select desired search criteria in Search Criteria section.
 - a. At least one search criteria is required.
 - b. If the User Name is known, enter that. No other criteria are needed. <u>User</u> <u>Name is case sensitive</u>; make sure the case is correct.
 - c. State Users who conduct a User Search have access to all User Accounts in the system. The search results can be filtered by User Role, by Municipality, by Provider Name, or all three.
 - d. Municipal Users who conduct a User search have access to Municipal User Accounts for their municipality and all Provider User Accounts. The

search results can be filtered by User Role, by Provider Name, or both.

4. Click **Search** button. Records matching display in **Search Results** section. *To search again, click Reset button.*

🕉 Use	r Search						
Search	Criteria						
	User I	Name:					
	First	Name:			Last Name:		
	Use	r Role: MUNI_ProgramUserAd	min 🔍 🙀		Municipality:		
	Display Deleted	Users:			Provider Name:		
Pearch	Results (Number of Iter	nc· 70)	Search	Reset			
ction	Name	Position	User Role		Municipality	Provider	Status
/iew	Blues Berryish	EIO/D	MUNI_Program	JserAdmin	NYC - Citywide		Active
/iew	Blues Berryish	Muni Supervisor	MUNI_Program	JserAdmin	NYC - Citywide		Active
/iew	Blues Berryish	Service Coordinator	MUNI_Program	JserAdmin	NYC - Citywide		Active
/iew	John Test	EIO/D	MUNI_Program	JserAdmin	Albany		Active
/iew	John Test	Muni Supervisor	MUNI_Program	JserAdmin	Albany		Active
/iew	John Test	Service Coordinator	MUNI_Program	JserAdmin	Albany		Active
/iew	Muni Proguseradmin	EIO/D	MUNI_Program	JserAdmin	NYC - Citywide		Active
View	Muni Proguseradmin	Muni Supervisor	MUNI Program	JserAdmin	NYC - Citywide		Active

5. Click <u>View</u> link under Action column to display User. User Home page displays.

ntact Details			
User Name:	BBerry	Business Email:	8
Location:	The State	Personal Phone:	
Business Phone:		Personal Email:	
Business Phone Extension:		Municipality:	NYC - Citywide
Business Fax:		Geographic Area:	
Business Mobile:		User Type:	Municipality
Business Pager:		Provider Name:	
rther Details			
Default Printer:	[Change]	Account Expiry Date:	
Creation Date:	7/1/2011	Redirect Tasks To:	
Role :	MUNI ProgramUserAdmin	Login Failures:	0
Login Restrictions:	No	Account Enabled:	Yes Enable Disable
Sensitivity:	1	Password Expires:	
Status:	Active	Call Center User:	No
User Homepage:	EIS_Application_municipalityProgramUserAdminHo	ne	
nguages Spoken			

Creating a Municipal or State DOH User Account

Select State DOH users, MUNI_ProgramUserAdmin and MUNI_IT_SystemAdmin users have the security access required to create User Accounts.

State DOH users can create or modify both State and Municipal accounts. MUNI_ProgramUserAdmin and MUNI_IT_SystemAdmin users cannot create a State DOH account; they are limited to creating accounts for individuals that are employed by their county or for Providers approved to deliver services in their county. In some instances Municipal employees render services directly to children in addition to administering the EI program. User Accounts for Municipal employees who perform Evaluations or render services such as Physical Therapy should be set up following the guidelines in the **Creating a Provider User Account** section.

Important Information

The county EI office must be approved and in agreement with the SDOH Bureau of Early Intervention in order to render services.

Please contact the NYEIS Help Desk if you have additional questions or require assistance after reviewing this section.

- 1. Display User Home page.
- 2. Confirm that individual currently does not have a User Account by performing a User Search. See Performing a User Search for instructions.

User Search				
Search Criteria				
	User Name:			
	First Name:		Last Name:	
	User Role:	<u> </u>	Municipality:	
Di	splay Deleted Users:]	Provider Name:	
Search Results		Search	Reset	
Action <u>Name</u>	Position	User Role	Municipality Prov	ider <u>Status</u>

Important Information

It is important to first conduct a User Account search prior to creating a new user account in order to confirm that one does not already exist for the individual. If an account already exists, review the settings and determine if they need to be modified. Keep in mind that changing the User Role has an effect on the user's security access. See Modifying a User Account for instructions.

3. If the individual does not have a User Account, click <u>Create User</u> link from **My Shortcuts** section of the User Home page. Create User page displays.

Details					
	Title:		First Name:		
Mi	ddle Name;		Last Name:		
	Location:	e , e	Sensitivity :	1 -	
M	unicipality:		Geographic Area:		
Prov Longuages English Cambodian	ider Name:	କ୍ଟ କ	User Type:		

- 4. Use the **Tab** key to navigate from field-to-field to enter information in the **Details** section. Follow the guidelines below for the specified field.
 - First Name use individual's full first name.
 - Last Name use individual's full last name.
 - Location click Search \leq icon and select 'The State'. This is the default option.
 - **Municipality** for a Municipal User Account, select the municipality that employs the individual. For a State DOH User Account, select the 'Statewide' option. NYC User Account administrators should also review **Creating a NYC Citywide Municipal User Account**.
 - User Type for a Municipal User Account, select the 'Municipality' option. For a State DOH User Account, select the 'State' option.
 - **Provider Name** for a Municipal User Account where the individual will provide Service Coordination services, search and select the individual's name. Leave blank for all other Municipal and State User Accounts.

The following table summarizes the data that should be entered based upon the type of User being added.

User Type	User Type	Municipality	Provider Name
Municipality	Municipality	User's	Leave blank
User		Municipality	
Municipality	Municipality	User's	Service Coordinator's
Service		Municipality	Name (selected using
Coordinator			search)
User			
State User	State	Statewide	Leave blank

- **Languages** select one or more languages. To select multiple languages, press the Ctrl (Control) key and select each language.
- **Contact** at a minimum, record the individual's Business Phone Number.
- User Name record the individual's Health Commerce System (HCS) user name. <u>The spelling and character case must match exactly.</u> For example, 'HCS222', 'hcs222' and 'Hcs222' are each interpreted differently by the system. If the NYEIS User Name does not match exactly the HCS username, the individual will be prevented from logging in to NYEIS.
- **Role Name** select the User Role by clicking the **Search** \leq icon. The User Roles pop-up page displays.
- Password and Confirm Password the Password and Confirm Password fields are required to complete the User Account creation process. However the user is not required to enter a password when logging into NYEIS. <u>Do not record the individual's HCS password</u>! Use the default word 'password' in each field.
- Click Save button. The User Account is created. User Home page displays. To cancel operation and return to previous page, click Cancel button on Create User page.

Creating a NYC - Citywide Municipal User Account

In order to enable New York City Early Intervention program officials the ability to centralize their program administration and some case processing functions, a special 'NYC – Citywide' Municipality option has been established.

For each User Role listed below, the NYC User Account can be designated as 'NYC – Citywide' by selecting the option in the Municipality field drop down. This designation enables the NYC user the ability to search for, view, and manage cases of children whose Municipality of Residence is in any one of the five boroughs: Brooklyn, Bronx, Manhattan, Queens or Staten Island.

NYC User Account administrators have the option of designating the user roles below as 'NYC – Citywide' or borough-specific (e.g., Bronx). If the account is set up as borough-specific, the user will not have the ability to search, view, and manage cases 'citywide'. Their access will be limited to the borough designated in their user account.

NYC–Citywide Enabled User Roles:

• MUNI_EIO

- MUNI_EIOD
- MUNI_AllProgram
- MUNI_ProgramUserAdmin
- MUNI_QA
- MUNI_Contracting
- MUNI_AtRisk
- MUNI_AllFiscal
- MUNI_FiscalAdmin
- MUNI_FiscalMgr
- MUNI_FiscalDataEntry

Creating a Provider User Account

Select State DOH users, MUNI_ProgramUserAdmin and MUNI_IT_SystemAdmin users have the security access required to create Provider User Accounts.

There are two Provider user roles that can be utilized for individuals that are employed or contracted by and render services for more than one agency. The roles, PROV_ServiceCoordinator and PROV_RenderProvStaff, can be used when the individual renders Service Coordination services or non-Service Coordination services (such as Physical Therapy services).

Important Information

- NYEIS <u>does not</u> accommodate Provider users who 1) work for more than one agency in an administrative, fiscal, or data entry capacity, or 2) work for more than one agency and is assigned the PROV_Eval User Role, or 3) work for more than one agency and performs a different job function for each agency. The administrative, fiscal, or data entry user roles and PROV_Eval user role must access work queues and utilize **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. The NYEIS User Account does not permit multiple agencies to be selected.
- Some higher-level Provider user roles can perform functions associated with lower-level user roles. Utilize this capability if the user performs different job functions for <u>one</u> agency. For example, PROV_All can perform all activities associated with fiscal responsibilities as well as render services (except for Service Coordination). The PROV_EVAL user role will enable an individual to perform all activities associated with managing Evaluations and rendering services (except for Service Coordination).
- Provider Service Coordinator users are limited to one user role, the PROV_ServiceCoordinator. Individuals given the PROV_ServiceCoordinator user role can also render services such as Physical Therapy as long as they have the required licensure.

If an individual is an approved Independent provider they should be given the PROV_All user role and the Provider Name field should be associated with themselves 1) if they will render services for one or more municipalities or agencies, and 2) if they will be recorded as Provider of Record on Service Authorizations that they are selected to render services for.

However, they should be given the PROV_RenderProvStaff user role and the Provider Name field should be associated with an agency 1) if they will render services on behalf of a <u>single</u> agency, and 2) if the <u>agency</u> will be recorded as the Provider of Record on Service Authorizations that they are selected to render services for.

See Appendix M – NYEIS Provider User Account Creation for user account creation examples.

Please contact the NYEIS Help Desk if you have additional questions or require assistance after reviewing this section.

- 1. Display User Home page.
- If the individual will serve as a Service Coordinator or render services such as Physical Therapy, determine if they are a registered Provider. Click the Service Providers link in the Search cluster of the User Home page. See Unit 1 Getting Started, *Conducting a Search* for further information about performing a provider search.

Important Information

Individuals who will not render services such as those with administrative, fiscal, or data entry responsibilities are not registered in the Provider database.

3. Confirm that individual currently does not have a User Account by performing a User Search. See Performing a User Search for instructions.

Buser Search			?
Search Criteria			
User Name:			
First Name:		Last Name:	
User Role:	Q_	Municipality:	v
Display Deleted Users:		Provider Name:	
	Search	Reset	
Search Results			
Action Name Position	User Role M	unicipality Provid	er Status
Position		Provid	Status

Important Information

Because all User Account administrators, regardless of municipality, can create a Provider account, it is important to first conduct a User Account search prior to creating a Provider account in order to confirm that one does not already exist. If an account already exists, review the settings and determine if they need to be modified. <u>Keep in mind that changing the User Role has an effect on the user's security access.</u> *See* Modifying a User Account for instructions.

4. If the individual does not have a User Account, click <u>Create User</u> link from **My Shortcuts** section of the User Home page. Create User page displays.

	Save Cancel	0	
etails		-	
Title:		First Name:	
Middle Name:		Last Name:	
Location:	୍ୱ ଳ	Sensitivity :	1 -
Municipality:	•	Geographic Area:	
Provider Name:	e , p	User Type:	
anguages inglish Jambodian Vietnamese Japanese			

- 5. Use the **Tab** key to navigate from field-to-field to enter information in the **Details** section. Follow the guidelines below for the specified field.
 - **First Name** use individual's full first name.
 - Last Name use individual's full last name.
 - Location click Search ♀ icon and select 'The State'. This is the default option.
 - **Municipality** select the 'Statewide' option.
 - User Type for an individual who will be assigned the PROV_ServiceCoordinator user role, select the 'Service Coordinator' option. For all other user roles, select the 'Provider' option.
 - **Provider Name** for an individual who will be assigned the PROV_ServiceCoordinator or PROV_RenderProvStaff user role, search and select the individual's name. For all other user roles, refer to the **Provider User Account Guide** below.

The following table summarizes the data that should be entered based upon the type of User being added.

User Being				
Added	User Type	Municipality	Provider Name	User Role
Provider	Provider	Statewide	Refer to the	Refer to the
User			Provider User Role	Provider User
			Guide below	Role Guide below
Provider	Service	Statewide	Service	PROV_
Service	Coordinator		Coordinator's name	Service
Coordinator			(selected using	Coordinator
User			search)	
Rendering	Provider	Statewide	Rendering Providers	PROV_
Provider			name (selected	Render ProvStaff
User			using search)	

- **Languages** select one or more languages. To select multiple languages, press the Ctrl (Control) key and select each language.
- **Contact** at a minimum, record the individual's Business Phone Number.
- User Name record the individual's Health Commerce System (HCS) user name. <u>The spelling and character case must match exactly</u>. For example, 'HCS222', 'hcs222', and 'Hcs222' are each interpreted differently by the system. If the NYEIS User Name does not match the HCS username exactly, the individual will be prevented from logging in to NYEIS.
- **Role Name** select the User Role by clicking the **Search** \leq icon. The User Roles pop-up page displays.
- Password and Confirm Password the Password and Confirm Password fields are required to complete the User Account creation process. However the user is not required to enter a password when logging into NYEIS. Do not record the individual's HCS password! Use the default word 'password' in each field.
- 6. Click **Save** button. The User Account is created. **User Home** page displays. To cancel operation and return to previous page, click **Cancel** button on **Create User** page.

Provider User Role Guide

User Role	Usod miles .	Usagunda and and and and and and and and and	Utilities Drowing an Inc.	Ullites In. Confider spacific Inc.	Utilities Child Charles Charles Charles Childres Child Childres Child Childres Child	Carl Dorr Carlo Ca	Can hose ages.	Usar Acouilas a Panadaris	User Acon. Park and Contact an	un Provisor Namo and Control
prov_a11		Yes	Yes		Yes	Yes	Yes	Yes	Yes	
PROV_AllProgram		-	Yes	-	Yes		Yes	Yes		
PROV_ServiceDirector		-	Yes		Yes		Yes	Yes	-	
PROV_ServiceMngr		-	Yes		Yes		Yes	Yes		
PROV_EVAL		-	Yes		-		Yes	Yes	-	
PROV_RenderProvStaff	Yes	-			Yes		Yes		Yes	
PROV_ServiceCoordinator	Yes	-	-	Yes	Yes		Yes		Yes	
PROV_ProgramDataEntry		-	Yes		Yes		Yes	Yes		
PROV_AllFiscal	-	-	Yes	-	Yes	Yes	-	Yes	-	
PROV_FiscalAdmin	-	-	Yes	-	Yes	Yes	-	Yes	-	
PROV_FiscalManager	-	-	Yes	-	Yes	Yes	-	Yes	-	
PROV_QA	-	-	Yes	-	Yes	Yes	-	Yes	-	

Modifying and Deactivating a User Account

A User Account may need to be modified to reflect a change in the user's role, provider associations, or security access to the system.

Important Information

<u>Modifying the User Account may result in a change in the user's security</u> <u>access.</u> For example, if a user is associated with an agency and a change in User Role from PROV_RenderProvStaff to PROV_All is made, it will enable the user to see data that they were previously prevented from accessing. Carefully consider the impact of the modification. Please contact the NYEIS Help Desk if you have additional questions or require assistance.

User Account administrators will follow these steps to <u>deactivate</u> a NYEIS User Account. Inactivating a User Account will prevent the individual from accessing

any of the system features. However, the individual will continue to have access to the Health Commerce System.

Please contact the NYEIS Help Desk if you have additional questions or require assistance after reviewing this section.

- 1. Search for User Account. See Performing a User Search for information about User Account search steps.
- 2. Click <u>View</u> link under Action column in the Search Results cluster next to the name of the User Account to be modified. User Home page displays.

User Home: Cindy Smith			9
	E dit Dele	te Reactivate	
Contact Details			
User Name:	cindy	Business Email:	
Location:	The State	Personal Phone:	
Business Phone:		Personal Email:	
Business Phone Extension:		Municipality:	Statewide
Business Fax:		Geographic Area:	
Business Mobile:		User Type:	Service Coordinator
Business Pager:		Provider Name:	smith, cindy
Further Details			
Default Printer:	[Change]	Account Expiry Date:	
Creation Date:	3/24/2011	Redirect Tasks To:	
Role :	PROV ServiceCoordinator	Login Failures:	0
Login Restrictions:	No	Account Enabled:	Yes Enable Disable
Sensitivity:	1	Password Expires:	
Status:	Active	Call Center User:	No
User Homepage:	EIS_Application_providerServiceCoordina	torHome	
Languages Spoken			
	E dit Dele	te Reactivate	

3. Click **Edit** button. **Modify User** page displays.

			Save	Cancel				
etails								
Creation Date:	3/24/2011				Title:			
First Name:	Cindy				Middle Name:			
Last Name:	Smith				Location:	The Sta	ite	
Sensitivity:	1 ~				Redirect Tasks To:			٩,
Municipality:	Statewide		~		Geographic Area:			
*User Type:	Service Coordin	ator	~		Provider:	smith, o	indy	٩,
Add Language(s)								
anguages Spoken								
Add Language(s)								
ontact								
Business								
Personal	Phone:							
Busines	s Email:							
Persona	al Email:							
	Fax:							
	Mobile:							
	Pager:							
ecurity								
Use	r Name: cindy				Role	Name:	PROV_ServiceCoordinator	Q
New Pa	ssword:				Confirm Pas	sword:		
Password Expires					Password Expires (L		0	
Account Exp					Call Cente			
	inabled: Yes Ena	able Disable			Con Conte			
ccess Periods								
Set Access F	Periods:				5	Sunday:		
	Ionday:					lesday:		

4. Apply necessary changes based on the following scenarios:

Deactivate a User Account

- a. Click the Search icon next to the **Role Name** field.
- b. Select '**INACTIVE**' option from the list of User Roles on the popup Security Roles page.
- c. Click the **Save** button.

Change the Municipality

The Municipality field will change if the User

- Was a Provider that became a Municipal employee
- Was a Municipal employee that became a Provider
- Is a Municipal employee who will begin working for a different municipality

Important Information

A Municipal User Account administrator *cannot* change a Provider user to a Municipal User or a Municipal User's **Municipality** field to a different municipality or 'Statewide'. Contact the NYEIS Help Desk for assistance in changing the Municipal employee's User Account **Municipality** field.

- a. Select the appropriate municipality option from the **Municipality** field drop down. If a Municipal employee, select municipality. If a Provider, select 'Statewide' option from the drop down.
- b. If the User was formerly a Provider and now a Municipal employee, also
 - i. Select 'Municipal' option in the User Type field
 - ii. Clear the name in the **Provider Name** field except if the person will serve as a municipal Service Coordinator. If they will serve as a SC, add the person's name in the Provider Name field.
 - iii. Select the appropriate Municipal User Role in the UserRole field by clicking the Search ♀ icon.
- c. If the User was formerly a Municipal employee and now a Provider, also
 - i. Select the 'Service Coordinator' option in the **User Type** field if the individual will serve as a Service Coordinator, or the 'Provider' option if not a Service Coordinator.
 - ii. Add the name of the individual in the Provider Name field if the person will serve as a Provider Service Coordinator or have the User Role of PROV_RenderProvStaff. Otherwise, add the name of the agency that the individual will work for.
 - iii. Select the appropriate Provider User Role in the User Role field by clicking the **Search** \leq icon.

Change User Role

The User Role field will change when the User's responsibilities and / or security access changes. A See the **Provider User Role Guide** in the **Creating a Provider User Account** topic for guidance when modifying Provider user roles.

- a. Select the appropriate User Role option by clicking the **Search** \leq icon next to the **User Role** field.
- b. Refer to the 'Change the Municipality' instructions above if the User changes from a Municipal employee User to a Provider User, or vice versa.
- c. If the Municipal employee User Role is to be changed to MUNI_ServiceCoordinator, the **Provider Name** field must display the individual's name.
- d. If the Provider User Role is to be changed to PROV_ServiceCoordinator or PROV_RenderProvStaff, the Provider Name field must display the individual's name.
- e. If the Provider User Role is to be changed from PROV_ServiceCoordinator or PROV_RenderProvStaff to a different Provider User Role, the **Provider Name** field should in most cases display the agency name that the individual works for.

One exception is when a provider becomes approved as an Independent provider (i.e., is no longer an employee of one or more agencies). The User Role should be set to 'PROV_All' and the Provider Name field should display the individual's name.

Important Information

Case management functions performed in NYEIS are normally carried out by the child's assigned EIOD or Service Coordinator. However, any municipal user assigned the MUNI_ProgramUserAdmin user role has the ability to perform the same case management functions as the child's EIOD.

 Changing the User Role automatically assigns the User to the appropriate Homepage and Work Queues for the role. The original Homepage and Work Queues will no longer be accessible (unless the new Work Queues are also used by the changed Role Name.

Important Information

A User who has reserved tasks from their original **Work Queues** will keep these tasks even though their role **User Role** and associated **Work Queue** subscriptions have been changed. A User who has assigned tasks from their original **User Role** will keep these tasks even though their **User Role** has changed.

6. Click Save button. User Account is updated. User Home page displays

<u>Note</u>:

To cancel operation and return to previous page, click **Cancel** button on **Modify User** page.

Subscribing a User to Additional Work Queues

NYEIS automatically assigns a set of **Work Queues** based on the Users Role assigned. See Appendix I – Work Queues by User Role for further information. User Account administrators also have the ability to subscribe a User to additional work queues. Subscribing a User to additional work queues should be discussed with SDOH prior to completion. Work queues should be added only when appropriate and in exceptional circumstances.

Important Information

Contact the NYEIS Help Desk if a User needs to be unsubscribed form a **Work Queue**.

1. Display User Home page.

and wind to	New Task New Activity	O Home O Intern O My Calendar O My Cases O Search O About O Log Out
navigation O Home O Inbox	Municipality Admin Welcome to the New York Early Intervention System My Shortcuts	9 Search
My Cases My Calendar Search Registration	Create User Code Tables Rate Tables Banks Work Oueues	User
recent items	My Tasks Task Subject De	My Calendar Idine Start Date Subject

2. Click <u>Work Queues</u> link from My Shortcuts section. Work Queues page displays.



3. To add a User to a Municipality Work Queue, click <u>Find a Municipality</u> <u>Work Queue</u> link. <u>Municipality Work Queues</u> page displays.

Municipality Work Que	eues
	Close
Action	Work Queue Name
View Edit	Albany_AtRiskFollowUp
View Edit	Albany_ChildChangeRequest
View Edit	Albany_ContractExpire
View Edit	Albany_EIOD
View Edit	Albany_FailedHearing
View Edit	Albany_FiscalManager
View Edit	Albany_FiscalStaff
View Edit	Albany_LateInvoiceWaivers
View Edit	Albany_MonitorInvoiceAging
View Edit	Albany_NewAtRisk
View Edit	Albany_NewCase
View Edit	Albany_ProviderFlag
View Edit	Albany_ProviderRestriction
View Edit	Albany_Referral
View Edit	Albany_ReviewVoucher
	Close

To add a User to a Provider Work Queue, click **<u>Find a Provider Work</u>** <u>**Queue**</u> link. **Provider Work Queues** page displays.

a carly looment of the			O Home O Takes O My Calendar O My Cases O Search O Abou	
navigation	Provider Worl	k Queues		
			Close	
	Search Criter	ia		
recent items		Provider Name:	NYS Provider ID:	
			Search Reset	
	Search Resul	ls		
	Action	Provider Name	Work Oueue Name	
			Close	

Search for a provider using the **Provider Name** or **NYS Provider ID.** Click the **Search** button and a result set of **Providers.**

4. Click the <u>View</u> link from Action column for the Work Queue. View Work Queue page displays.

navigation 💽	View Work Queue: Albany_EIOD Edit Delete
Subscriptions	Details
	Name: Albany_EIOD
	Subscription
recent items	User Subscription Allowed: Yes Administrator: ADMINISTRATION USE Sensitivity: 1
	Comments
	Initial Load
	E dit Delete

5. Click **Subscriptions** from Navigation Bar. **Work Queue Subscriptions** page displays. To assign a User to the Work Queue, click **New** button. **Add Work Queue Subscription** page displays.

Add Work Queue Subscription	on: Albany_EIOD
Details	
*User:	<u></u> Q \u03c
	Save Save & New Cancel

6. Click **Search** icon in **User** field to select a User for the Work Queue. **User Search** page displays.

🖥 User Search			2
Search Criteria			
First Name:		Last Name:	
Organization Unit:		Job:	<mark>%</mark> ç
Display Deleted Users: 📃		Provider Name:	
	Search Res	set Cancel	
Search Results			
Action First Name Last Name	e <u>User Name</u>	Position Organia	zation Unit <u>Provider</u> Status

- 7. Type known data in Search Criteria section.
- 8. Click **Search** button. Records matching display in **Search Results** section. *To search again, click Reset button.* Click <u>Select</u> link under Action column to display User. Add Work Queue Subscription page displays.
- 9. Click Save button. Work Queue Subscriptions page displays.

Or

Click **Save & New** button to save current User to Work Queue and add additional Users to a Work Queue.

TASK MANAGEMENT

Designated Municipal user roles (MUNI_EIO, MUNI_AllProgram, Muni_ProgramUserAdmin) are enabled to view and manage Tasks assigned to or reserved by staff, or Tasks that are waiting in a Work Queue to be acted on. Task Management functionality is particularly useful for a number of reasons including task workload management, and reassigning tasks due to staff vacation or leave of absences.

Manage Tasks by User

1. Display User Home page.

Welcome to the New York Early Interver	tion System		
My Shortcuts		Search	
Create Referral		Child	
Registration		Service Authorizat	tions
Reports		Service Providers	
Print Provider Profiles		Referral Sources	
Print Vendor Profiles		Third Party Insura	nce
Generate Mailing Labels		Vendors	
Supervisor Metrics		<u>At Risk Surveilland</u>	20
My Tasks		My Calendar	
Task Subject	Deadline	Start Date	Subject

2. Click **Supervisor Metrics** in the **My Shortcuts** cluster. **Supervisor Metrics** page displays.

Tasks by Work Queue	e								
TOTAL			# of Tasks						
			463						
/ork Queue			<u># of Tasks</u>						
Albany Contract			234						
Albany FailedHearing			91						
Albany ReviewVoucher	<u>r</u>	31							
Albany MonitorInvoice	Aging		27						
Albany ChildChangeRe	equest		20						
Albany EIOD			19						
Albany NewAtRisk			11 9 8 6 3 3 1						
Albany FiscalStaff									
Albany NewCase			11 9 8 6 3 3 1 0 0 0						
Albany LateInvoiceWa	aivers		3						
Albany Referral			-						
Albany FiscalManager									
Albany ProviderFlag			-						
Albany MedicaidCIN									
Albany ProviderRestric	ction		-						
Albany IFSPReview									
	2		0						
Albany AtRiskFollowUp	asks hv lleer								
	-		Number of Children by E	IO/D and SC					
asks by User	# of Tasks Assigned	# of Tasks Reserved	Number of Children by E	IO/D and SC Caseload as EIO/D	Caseload as SC				
asks by User	# of Tasks Assigned	# of Tasks Reserved 85			Caseload as SC 29				
asks by User TOTAL	531	85	TOTAL	Caseload as EIO/D 302	29				
asks by User TOTAL Jser	531 <u># of Tasks Assigned</u>	85 <u># of Tasks Reserved</u>	TOTAL	Caseload as EIO/D 302 Caseload as EIO/D	29 <u>Caseload as SC</u>				
Tasks by User TOTAL Jser Andrea Juris	531 <u># of Tasks Assigned</u> <u>4</u>	85 <u># of Tasks Reserved</u> Q	TOTAL User John Bobeck	Caseload as EIO/D 302 Caseload as EIO/D 65	29 <u>Caseload as SC</u> 6				
Tasks by User TOTAL Jser Andrea Juris Ansel Adams	531 # of Tasks Assigned 4 0	85 ≢ of Tasks Reserved Ω Ω	TOTAL User John Bobeck Michael Iorio	Caseload as EIO/D 302 Caseload as EIO/D 65 40	29 <u>Caseload as SC</u> 6 0				
Tasks by User TOTAL Jser Andrea Juris Ansel Adams Bruce Schiller	531 # of Tasks Assigned 4 0 0	85 ≠ of Tasks Reserved 0 0 0 0	TOTAL User John Bobeck Michael Iorio Muni Training	Caseload as EIO/D 302 Caseload as EIO/D 65 40 30	29 <u>Caseload as SC</u> 6 0 0				
Fasks by User TOTAL Jser Andrea Juris Ansel Adams Bruce Schiller Chip Barnes	531	85 ≢ of Tasks Reserved 0 0 10	TOTAL User John Bobeck Michael Iorio Muni Training Chip Barnes	Caseload as EIO/D 302 Caseload as EIO/D 65 40 30 21	29 <u>Caseload as SC</u> 6 0				
asks by User TOTAL Jser Andrea Juris Ansel Adams Bruce Schiller Chip Barnes Chris Fredete	531 # of Tasks Assigned 4 0 0 4 2 2 0 0 4 2 0 0 0 4 2 0 0 0 0 0	85 ≠ of Tasks Reserved 0 0 0 10 0	TOTAL User John Bobeck Michael Iorio Muni Training Chip Barnes Laurel Vay	Caseload as EIO/D 302 Caseload as EIO/D 65 40 30	29 <u>Caseload as SC</u> 6 0 0 0				
asks by User TOTAL Jser Andrea Juris Ansel Adams Bruce Schiller Chip Branes Chris Fredete Chris O'Connor	531 # of Tasks Assigned 4 0 0 42 0 10	85 ≠ of Tasks Reserved 0 0 0 10 0 0 0	TOTAL User John Bobeck Michael Iorio Muni Training Chip Barnes	Caseload as EIO/D 302 Caseload as EIO/D 65 40 30 21 15	29 <u>Caseload as SC</u> 6 0 0 0 0				
ToTAL Jser Andrea Juris Ansel Adams Bruce Schiller Chip Barnes Chris Fredete Chris Connor Data Entry	531 # of Tasks Assigned 4 0 0 4 2 2 0 0 4 2 0 0 0 4 2 0 0 0 0 0	85 ≠ of Tasks Reserved 0 0 0 10 0	TOTAL User John Bobeck Michael Iorio Muni Training Chip Barnes Laurel Vay frank redden	Caseload as EIO/D 302 Caseload as EIO/D 65 40 30 21 15 11	29 <u>Caseload as SC</u> 6 0 0 0 0 0 0 0				
ToTAL User Andrea Juris Ansel Adams Bruce Schiller Chip Barnes Chris O'Connor Data Entry Dawn Maynus	531 ≠ of Tasks Assigned 4 0 0 42 0 10 0 0	85 ≠ of Tasks Reserved 0 0 0 10 0 0 0 0 0 0	TOTAL John Bobeck Michael Iorio Muni Training Chip Barnes Laurel Vay frank reden Rob Williams	Caseload as EIO/D 302 Caseload as EIO/D 65 40 30 21 15 11 9	29 <u>Caseload as SC</u> 6 0 0 0 0 0 0 0 0 0 0				
Tasks by User TOTAL Jser Andrea Juris Ansel Adams Bruce Schiller Chris Adams Chris Fredete Chris O'Connor Data Entry Data Entry Dawn Maynus Dee Roman	531 # of Tasks Assigned 4 0 42 0 10 0 4 4 4 4 4 4 4 4	85 ≠ of Tasks Reserved 0 0 10 0 0 0 1 1	TOTAL User John Bobeck Michael Iorio Muni Training Chip Barnes Laurel Vay frank redden Rob Williams Shannon Proper	Caseload as EIO/D 302 65 40 30 21 15 11 9 8	29 <u>Caseload as SC</u> 6 0 0 0 0 0 0 0 0 0 0				
ToTAL Jser Andrea Juris Ansel Adams Bruce Schiller Chip Barnes Chris Fredete Chris redete Chris ro'Connor Data Entry Dawn Maynus Dee Roman Due Process	531 # of Tasks Assigned 4 0 0 4 2 0 1 1 0 1 1 0 4 4 0 1 0 4 0 0 4 0 0 0 0	85 ≠ of Tasks Reserved 0 0 0 10 0 0 0 1 0 0 1 0 0 1 0	User John Bobeck Michael Iorio Muni Training Chip Barnes Laurel Vay frank redden Rob Williams Shannon Proper Mun2 Training	Caseload as EIO/D 302 Caseload as EIO/D 65 40 30 21 15 11 9 8 8 7	29 <u>Caseload as SC</u> 6 0 0 0 0 0 0 0 0 0 0 0 0 0				
ToTAL User Andrea Juris Ansel Adams Bruce Schiller Chip Brames Chris Fredete Chris Fredete Chris Connor Data Entry Dawn Maynus Dee Roman Due Process Harry Bosch	531	85 ≠ of Tasks Reserved 0 0 0 10 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0	TOTAL User John Bobeck Michael Jorio Muni Training Chip Barnes Laurel Vay frank redden Rob Williams Shannon Proper Mun2 Training Mun6 Training	Caseload as EIO/D 302 65 40 30 21 15 11 9 8 7 7	29 <u>Caseload as SC</u> 6 0 0 0 0 0 0 0 0 0 0 0 0 0				
Albany AtRiskFollowUp Tasks by User TOTAL User Andrea Juris Ansel Adams Bruce Schiller Chris Adams Chris Fredete Chris O'Connor Data Entry Dawn Maynus Dear Roman Due Process Harry Bosch Heather Admin Jerome Kesler	531 <i>≠</i> of Tasks Assigned 4 0 0 42 0 10 0 4 0 0 0 0 0 0 0	85 ≠ of Tasks Reserved 0 0 0 10 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0	TOTAL User John Bobeck Michael Iorio Muni Training Chip Barnes Laurel Vay frank reden Rob Williams Shannon Proper Muno Training Muno Training Muno Training Melissa Morrehead	Caseload as EIO/D 302 Caseload as EIO/D 65 40 30 21 15 11 9 8 7 6	29 <u>Caseload as SC</u> 6 0 0 0 0 0 0 0 0 0 0 1				

3. The page displays three clusters labeled **Tasks by Work Queue, Tasks by User,** and **Number of Children by EIO/D and SC**.

Tasks by User provides a summary of the total number of system and user created tasks **Assigned** or **Reserved** by each staff person. Click the number in the **# of Tasks Assigned** (or the **# of Tasks Reserved**) column next to a User's name. The **Assigned Tasks (or Reserved Tasks**) page for the User displays.

Assigned Ta	asks: Chip Barr	ies			2
Action	TaskID	Subject	<u>Priority</u>	Assigned	Deadline
Reserve	4365	test	Medium	5/19/2010 12:46	
Reserve	31768	Review Billing Waiver Request for Claim Claim1010L		11/5/2010 12:04	
Reserve	23810	The CIN results have been received for Test OTDA		9/24/2010 13:41	
Reserve	<u>6914</u>	The CIN results have been received for John RichardOstrander		6/18/2010 00:16	
Reserve	7947	The CIN results have been received for Kelly Klondike		6/23/2010 00:15	
Reserve	<u>9481</u>	The CIN results have been received for Jim Joynes		7/2/2010 00:16	
Reserve	<u>12037</u>	The CIN results have been received for Daniel DerreckOsgood		7/16/2010 00:17	
Reserve	<u>12039</u>	The CIN results have been received for Damian DanielOgelby		7/16/2010 00:17	
Reserve	<u>13312</u>	The CIN results have been received for Kelly Klondike		7/23/2010 00:16	
Reserve	<u>34331</u>	Assign Initial Service Coordinator for Child: Kevin Popp	Medium	11/18/2010 17:07	
<u>Reserve</u>	<u>37391</u>	A Multidisciplinary Evaluation has been assigned to Dennin's Darlings for Little Johnny Foo		12/3/2010 15:17	

4. Click the number displayed in the **Task ID** column to view the Task details.

Task Home: ProviderEIODIn	Fask Home: ProviderEIODInvoiceWaiverApproval - 31768					
Manage						
🖨 <u>Add Comment</u>	🔓 <u>Reserve</u>	Forward	🖹 <u>Restart</u>			
∎ ^X <u>Close</u>	🔹 <u>Un-Reserve</u>	Defer				
Subject						
Review Billing Waiver Request f	or Claim Claim1010L					
Details						
Task ID:	31768	Status:	Open			
Priority:		Deadline:				
Reserved By:		Last Assigned:	11/5/2010 12:04			
Time Worked:	00:00 [Change]					
Primary Action		Supporting Information				
Review Billing Violations		Provider Claim Home				

Click the **Forward** option in the **Manage** cluster. **Forward task** page displays. Click the search icon next to the **Forward To** field and search for the user to assign the task to. Click **Save** button and the **Task Home** page displays again. The Task has been forwarded and is now assigned to the User you selected. Click **Home** button on the Menu Bar to return to your **Home** page. \square *See* **Unit 1: Getting Started** for more information about Forwarding tasks.

Manage Tasks by Work Queue

1. Display User Home page.

Velcome to the New York Early Intervention	on System		
My Shortcuts		Search	
Create Referral		Child	
Registration		Service Authoriz	ations
Reports		Service Provider	<u>s</u>
Print Provider Profiles		Referral Sources	
Print Vendor Profiles		Third Party Insu	rance
Cenerate Mailing Labels		Vendors	
Supervisor Metrics		At Risk Surveilla	nce
My Tasks		My Calendar	
Task Subject	Deadline	Start Date	Subject

2. Click **Supervisor Metrics** in the My Shortcuts cluster. Supervisor Metrics page displays.

· · · · · · · · · · · · · · · · · · ·	Melissa Morrehead						
ັasks by Work Queເ	ie .						
TOTAL	,		# of Tasks				
			463				
/ork Queue			# of Tasks				
Albany Contract			234				
Albany FailedHearing			91				
Albany ReviewVouch	<u>er</u>		31				
Albany MonitorInvoid	eAging		27				
Albany ChildChangeR	lequest		20				
Albany EIOD			19				
Albany NewAtRisk			11				
Albany FiscalStaff			9				
Albany NewCase			8				
Albany LateInvoiceW	/aivers		6 3 3 1				
Albany Referral			3				
Albany FiscalManage	<u>ir</u>		3				
Albany ProviderFlag			1				
Albany MedicaidCIN			0				
Albany ProviderRestr	iction		0				
Albany IFSPReview			0				
Albany AtRiskFollowL	<u>lp</u>		0				
Fasks by User			Number of Children by EIO/D and SC				
TOTAL	# of Tasks Assigned	# of Tasks Reserved	TOTAL	Caseload as EIO/D	Caseload as SC		
	531	85		302	29		
Jser	# of Tasks Assigned	# of Tasks Reserved	User	Caseload as EIO/D	Caseload as SC		
Andrea Juris	4	0	John Bobeck	65	6		
Ansel Adams	<u>0</u>	<u>0</u>	Michael Iorio	40	0		
Bruce Schiller	<u>0</u>	<u>0</u>	Muni Training	30	0		
Chip Barnes	<u>42</u>	<u>10</u>	Chip Barnes	21	0		
	<u>0</u>	0	Laurel Vay	15	0		
	<u>10</u>	0	frank redden	11	0		
Chris O'Connor		0	Rob Williams	9	0		
Chris O'Connor Data Entry	<u>0</u>	-	Shannon Proper	8	0		
Chris O'Connor Data Entry Dawn Maynus	4	1		_			
Chris O'Connor Data Entry Dawn Maynus Dee Roman	4 0	 1 0	Mun2 Training	7	0		
Chris O'Connor Data Entry Dawn Maynus Dee Roman Due Process	4 0 0	<u>1</u> <u>0</u> <u>0</u>	Mun2 Training Mun6 Training	7	0 0		
Chris O'Connor Data Entry Dawn Maynus Dee Roman Due Process Harry Bosch	4 0 0 0	1 0 0 0	Mun2 Training Mun6 Training Melissa Morrehead	7 6	0 0 1		
Chris O'Connor Data Entry Dawn Maynus Dee Roman Due Process Harry Bosch Heather Admin	4 0 0 0 0	1 0 0 0	Mun2 Training Mun6 Training Melissa Morrehead Mun21 Training	7 6 6	0 0 1 0		
Chris Fredete Chris O'Connor Data Entry Dawn Maynus Dee Roman Due Process Harry Bosch Heather Admin Jerome Kesler John Bobeck	4 0 0 0	1 0 0 0	Mun2 Training Mun6 Training Melissa Morrehead	7 6	0 0 1		

3. The page displays three clusters labeled **Tasks by Work Queue, Tasks by User,** and **Number of Children by EIO/D and SC**.

Tasks by Work Queue provides a summary of the total number of system-created tasks currently waiting to be acted on in a specific work queue. Click the work queue name in the **Work Queue** column. The **Work Queue** page displays.

Action	Task ID	Subject	Priority	Status	Deadline
Reserve	42018	The Child Jonathan Sampleton has an At-Risk status and requires a follow-up based on his Date of Birth: 2010-09-29		Open	
Reserve	90632	The Child Jane faux Doe has an At-Risk status and requires a follow-up based on their Date of Birth: 2010-07-06		Open	
Reserve	135683	The Child Rick Test has an At-Risk status and requires a follow-up based on their Date of Birth: 2011-02-27		Open	
Reserve	137984	The Child Rick Test has an At-Risk status and requires a follow-up based on their Date of Birth: 2011-02-27		Open	
<u>Reserve</u>	175360	The Child Seamus McIrish has an At- Risk status and requires a follow-up based on their Date of Birth: 2009-03-26		Open	
Reserve	181767	The Child Jonathan Sampleton has an At-Risk status and requires a follow-up based on their Date of Birth: 2010-09-29		Open	
<u>Reserve</u>	217480	The Child Jennifer Doe has an At-Risk status and requires a follow-up based on their Date of Birth: 2010-04-19		Open	
Reserve	335617	The Child Timothy Nice has an At-Risk status and requires a follow-up based on their Date of Birth: 2009-06-10		Open	

4. Click the number displayed in the **Task ID** column to view the Task details.

Manage				
Add Comment	Ma Reserve	Forward	Restart	
X Close	M Un-Reserve	Defer		
ubject				
he Child Jonathan Sampleto	n has an At-Risk status and re	quires a follow-up based on his Date o	f Birth: 2010-09-29	
Details				
Task ID: 4	2018	Status:	Open	
Priority:		Deadline:		
Reserved By:		Last Assigned:	3/30/2011 23:15	
Reserved By:				
Reserved By: Time Worked: 0	0:00 [Change]			
	0:00 [Change]	Supporting Information		

Click the **Forward** option in the **Manage** cluster. **Forward task** page displays. Click the search icon next to the **Forward To** field and search for the user to assign the task to. Click **Save** button and the **Task Home** page displays again. The Task has been assigned to the User you selected. Click **Home** button on the Menu Bar to return to your Home page. \square *See* **Unit 1: Getting Started** for more information about Forwarding tasks.

View Caseload Metrics

1. Display User Home page.

Welcome to the New York Early Interv	ention System		
My Shortcuts		Search	
Create Referral		Child	
<u>Registration</u>		Service Authorizati	ions
Reports		Service Providers	
Print Provider Profiles		Referral Sources	
Print Vendor Profiles		Third Party Insuran	<u>nce</u>
Generate Mailing Labels		<u>Vendors</u>	
Supervisor Metrics		At Risk Surveillance	2
My Tasks		My Calendar	
Task Subject	Deadline	Start Date	Subject

2. Click **Supervisor Metrics** in the My Shortcuts cluster. Supervisor Metrics page displays.

Supervisor Metrics: Melissa Morrehead		
Tasks by Work Queue		
TOTAL	# of Tasks	
	463	
Work Oueue	# of Tasks	
Albany Contract	234	
Albany FailedHearing	91	
Albany ReviewVoucher	31	
Albany MonitorInvoiceAging	27	
Albany ChildChangeRequest	20	
Albany EIOD	19	
Albany NewAtRisk	11	
Albany FiscalStaff	9	
Albany NewCase	8	
Albany LateInvoiceWaivers	6	
Albany Referral	3	
Albany FiscalManager	3	
Albany ProviderFlag	1	
Albany MedicaidCIN	0	
Albany ProviderRestriction	0	
Albany IFSPReview	0	
Albany AtRiskFollowUp	0	
Tasks by User	Number of Children by EIO/D and SC	

TOTAL	# of Tasks Assigned	# of Tasks Reserved	TOTAL	Caseload as EIO/D	Caseload as SC
	531	85		302	29
User	# of Tasks Assigned	# of Tasks Reserved	<u>User</u>	Caseload as EIO/D	Caseload as SC
Andrea Juris	<u>4</u>	<u>0</u>	John Bobeck	65	6
Ansel Adams	<u>0</u>	<u>0</u>	Michael Iorio	40	0
Bruce Schiller	<u>0</u>	<u>0</u>	Muni Training	30	0
Chip Barnes	<u>42</u>	<u>10</u>	Chip Barnes	21	0
Chris Fredete	<u>0</u>	<u>0</u>	Laurel Vay	15	0
Chris O'Connor	<u>10</u>	<u>0</u>	frank redden	11	0
Data Entry	<u>0</u>	<u>0</u>	Rob Williams	9	0
Dawn Maynus	4	<u>1</u>	Shannon Proper	8	0
Dee Roman	<u>0</u>	<u>0</u>	Mun2 Training	7	0
Due Process	<u>0</u>	<u>0</u>	Mun6 Training	7	0
Harry Bosch	<u>0</u>	<u>0</u>	Melissa Morrehead	6	1
Heather Admin	<u>0</u>	<u>0</u>	Mun21 Training	6	0
Jerome Kesler	<u>0</u>	<u>0</u>	Chris O'Connor	5	0
John Bobeck	88	8	Mun1 Training	5	0

3. The page displays three clusters labeled **Tasks by Work Queue, Tasks by User,** and **Number of Children by EIO/D and SC**.

The **Number of Children by EIO/D and SC** cluster provides a summary of the total number of cases that a person is assigned as an EIO/D and as a Service Coordinator.

BANKS

This is typically a Municipal Administrator function and is provided for those with *sufficient* privileges to perform the activities. This section covers a circumstance where an additional Bank has to be added when a Provider's bank is not available in the System.

Important Information

An Administrator *must* also add a Bank Branch for a new bank. See **Bank Branch** for further information.

- 1. Display Administration Home page.
- 2. Click <u>Banks</u> link from My Shortcuts section. Banks page displays with a list of Banks.

Banks		
New		
Action	Name	Status
View Edit	Citizens Bank	Active
View Edit	Downtown Bank	Canceled
View Edit	Evergreen Bank	Canceled
View Edit	First Mortgage	Canceled
View Edit	First National Bank	Active
View Edit	Midway Savings Bank	Active
View Edit	Midway Trustee Bank	Active

3. Click New button. Create Bank page displays.

Create Bank						
		Save	Save 8	New Cancel		
Bank Details						
*Name:				Website:		
*Start Date:	4/14/2009	$\langle \rangle$		End Date:		
Save Save & New Cancel						

Navigate from field-to-field using the **Tab** key to enter information. *Required fields are marked with an asterisk. A field can also be required based on logic that will not have an asterisk.*

4. Click Save button to save current bank and return to Banks page.

Or

Click **Save & New** button to save current bank and add additional banks.

Notes:

- To view Bank information, click <u>View</u> link under Action column from the **Banks** page. **Bank Home** page displays. Click **Delete** button to remove bank and set **Status** to **Canceled**.
- To edit Bank information, click <u>Edit</u> link under Action column from the **Banks** page.

Creating a Bank Branch

This is typically a Municipal Administrator function and is provided for those with *sufficient* privileges to perform the activities. This section covers a circumstance where an additional Bank Branch needs to be added in order for a Provider to have their Bank account assigned to the correct Bank/Bank branch.

Important Information

This section can occur after a new Bank has been added. The User would then add the Bank Branches.

- 1. Display Administration Home page.
- 2. Click **Banks** link from My Shortcuts section. Banks page displays.

Banks		
New		
Action	Name	Status
View Edit	Citizens Bank	Active
<u>View</u> <u>Edit</u>	Downtown Bank	Canceled
View Edit	Evergreen Bank	Canceled
View Edit	First Mortgage	Canceled
View Edit	First National Bank	Active
<u>View</u> <u>Edit</u>	Midway Savings Bank	Active
View Edit	Midway Trustee Bank	Active

3. Click <u>View</u> link under Action column next to the Bank to add a Bank Branch. Bank Home page is displayed.

navigation (2) • Home • Bank Branches	Bank Home: MK Bank of Albany Edit Delete				
	Bank Details				
	Name:	MK Bank of Albany	Website:		
	Start Date:	10/19/2009	End Date:		
	Bank Status:	Open	Status:	Active	
O Albany First Bank		Edit	Delete		

4. Click **Bank Branches** from the Navigation Bar. **Bank Branches** page displays.

Bank Branches: MK Bank of USA					
New					
Action	Name	Sort Code	Status		

5. Click New button. Create Bank Branch page displays.

Create Bank Branch				
		Save Save 8	& New Cancel	
Details				
Bank Name:	MK Bank of USA		*Branch Name:	
*Start Date:	4/14/2009		End Date:	
*Sort Code:				
Address				
Apt/Suite:			Address Line 2:	
Address Line 3:			City:	
State:		•	County:	-
Zip:			Census Tract:	
Phone Number				
Country Code:			Area Code:	
Number:			Ext:	
Fax Number				
Country Code:			Area Code:	
Number:				
Comments				
				-
		Save Save 8	& New Cancel	

6. Navigate from field-to-field using the **Tab** key to enter information. *Required fields are marked with an asterisk. A field can also be required based on logic that will not have an asterisk.*



Address for the Bank Branch *must* be entered.

7. Click **Save** button to save current Bank Branch and return to **Bank Branches** page.

Or

Click **Save & New** button to save current Bank Branch and add additional Bank Branches.

Notes:

- To view Bank Branch information, click <u>View</u> link under Action column from the **Bank Branches** page. **Bank Branch** page displays. Click **Delete** button to remove Bank Branch and set **Status** to **Canceled**.
- To edit Bank Branch information, click <u>Edit</u> link under Action column from the **Bank Branches** page.

REFERRAL SOURCES

A Referral Source is considered the individual or agency that initiated the child's referral into the Early Intervention program. When a provider agency employee creates a referral in NYEIS, the agency is identified as the **Primary Referral Source** on the referral form. When a provider Service Coordinator creates the referral, they are listed as the Primary Referral Source.

When the Municipal user creates a referral, they are required to identify the primary referral source. The referral source must be registered in the system as a referral source in order for the individual or agency to be selectable in a search.

It is recommended that Municipal users who create referrals first search NYEIS to determine if the individual or agency is listed as a referral source. If the individual or agency is not listed in the search results, they then need to be registered following the guidelines in this section

Registering Referral Sources

1. Display User Home Page.

a Clearing House?

a Vendor?

2. Click **Registration** link under the **My Shortcuts** section. **Registration** page displays.

Registration Register a new participant with the organization Participant Registration: a Referral Source? an Organizational Contact? an Insurance Company?

3. Click <u>a Referral Source?</u> link under Participant Registration section. Previous Registration Check page displays.



4. Click <u>The referral source has not been registered before</u> link. Confirm **Referral Source Not Already Registered** page displays.

Important Information The option <u>The referral source has previously been registered as a</u> <u>provider</u> should not be selected because every Provider who is approved in the system is automatically registered as a referral source.

 Confirm Referral Source Not Already Registered

 This page will allow you to enter search criteria to help you determine if the referral source has been registered before.

 Search Criteria

 Reference Number:

 Address Line 1:

 City:
 Agency/Facility Name:

 Search Results

 Reference Number:
 Search Criteria

 Search Results

 Reference Number:
 Address Line 1

 Search Results

 Reference Number:
 Name

 Search Reset
 Continue

 Cancel
 Search Results

- 5. Type all known information in the Search Criteria section.
- 6. Click Search button. Records matching display in Search Results section.

If a Referral Source is found, that means this Participant (Referral source) is already registered in NYEIS. Click **Cancel** button to exit the registration process.

If a Referral Source was not found, proceed to Step 7.

7. Click **Continue** button. **Register Referral Source** page displays.

Register Referral Source				2
	Register	Cancel		
Details				
Leaving the Reference Number field blank will	cause the system to generate a unique ident	ifier automatically.		
Reference Number:]		
*Name:		Registration Date:	3/25/2009	
Agency/Facility Name:		Preferred Language:		~
*Type:	~	E-Mail Address:		
Preferred Communication:	·			
Mailing Address				
*Address:			~ ~~	
Phone Number				
Туре:	~			
Phone Number:				
Comments				
				8
	Register	Cancel		

- 8. Use the **Tab** key to move from field-to-field to fill in all known information in **Details**, **Mailing Address**, **Phone Number** and **Comments** sections. *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk.*
- 9. Click **Register** button. **Referral Source Registration Completed** page displays. *Note the Referral Source's reference number*.

Referral Source Registration Completed

The referral source registration process has been successfully completed. The referral source's reference number is 70000027

<u>Click here to open the referral source home page.</u> <u>Click here to register another referral source.</u>

10. Select <u>Click here to open the referral source home page</u> link. Referral Source Home page displays.

Home			
			Edit
Addresses Nam			
Administrators	8	and the second	
Alternative IDs	Name:	Tina Mitchell	Agency/Facility Name:
Bank Accounts	Type:	Community Program	Preferred Communication:
Communications	Registration Date:	3/25/2009	Preferred Language: Englis
Communication Exceptions	E-Mail Address:		N
Contacts Cont	act		
Email Addresses		10 State Street	
Financials	Address:	Albany (Albany)	Phone Number:
Interactions		New York 12203	
Notes	ments		
Phone Numbers			

The following Navigation Bar displays when the **Referral Source Home** page is active:



Note:

See Unit 9: Provider Management for common steps on creating or editing the items in the **Referral** Source Home Page Navigation Bar.

Searching/Viewing Referral Sources

- 1. Display User Home Page.
- 2. Click **Search** from Menu Bar. **Child Search** page displays.
- 3. Click **Referral Source** from the Navigation Bar. **Referral Source Search** page displays. Type all known information in **Search Criteria** section.

🕅 Referral Source Search				2
Search Criteria				
Reference Numbe	r:			
Name	::		City:	
Address Line 1	:		Agency/Facility Name:	
		Search	Reset	
Search Results				
Reference Number	Name	Address Line 1	City	Agency/Facility Name

4. Click **Search** button. Records matching display in **Search Results** section. *To search again, click Reset button.*

Referral Source Search				4
Search Criteria				
Reference Number:				
Name:	a		City:	
Address Line 1:			Agency/Facility Name:	
		Search Res	et	
Search Results (Number of I	(tems: 9)			
Reference Number	Name	Address Line 1	City	Agency/Facility Name
100	Albany Medical Center	One New Scotland Av	e Albany	Albany Medical Center
108	Mary Homebody		Albany	
113	All Families First	1234 Wolf Road	Colonie	
211	Albany County EI	123	Albany	
212	Jane Jones		Albany	Helping Hands
222	James Johnson	12 Johnstown Road	Albany	
223	Ann Berry	458 Linda Road	Colonie	
225	Test Referral Source	One State STreet	Albany	
315	Linda Martin		Albany	

5. Click <u>Reference Number</u> link for correct Referral Source name. Referral Source Home page displays the sections: Name, Contact and Comments.

Referral Source Home: Linda Martin - 315			
	Ed	it	
Name			
Name:	Linda Martin	Agency/Facility Name:	
Type:	Community Program	Preferred Communication:	
Registration Date:	10/19/2009	Preferred Language:	English
E-Mail Address:			
Contact			
Address:	900 Main St Albany (Albany) New York 12201	Phone Number:	
Comments			
	Ed	it	

Note:

A parent who is registered in NYEIS as a Referral Source will only be listed in the search results for users with appropriate access rights and in the Municipality in which they were registered.

Editing Referral Sources

- 1. Search for the Referral Source using the NYEIS search functionality. See **Unit 1: Getting Started**, *Searching* for search instructions and tips.
- 2. Records matching display in **Search Results** section. *To search again, click Reset button.*

		Search Reset		
Search Results (Numbe	er of Items: 7)			
Reference Number	Name	Address Line 1	City	Agency/Facility Name
100	Albany Medical Center	One New Scotland Ave	Albany	Albany Medical Center
108	Mary Homebody		Albany	
211	Albany County EI	123	Albany	
212	Jane Jones		Albany	Helping Hands
222	James Johnson	12 Johnstown Road	Albany	
225	Test Referral Source	One State STreet	Albany	
315	Linda Martin		Albany	

3. Click <u>Reference Number</u> link for correct Referral Source. Referral Source Home Page displays the sections: Name, Contact and Comments.

lame				
Name:	Albany Medical Center	Agency/Facility Name:	Albany Medical Center	
Type:	Hospital	Preferred Communication:	Email	
Registration Date:	4/16/2009	Preferred Language:	English	
E-Mail Address:	amc.com			
Contact				
Address:	One New Scotland Ave Albany (Albany) New York 12207	Phone Number:	518 427 1181	
Comments				

4. Click Edit button. Modify Referral Source page displays.

İs			e	
*Name	Albany Medical Center	*Registration Date:	4/16/2009	0
Agency/Facility Name	Albany Medical Center	Preferred Language:	English 💌	
*туре	Hospital	E-Mail Address:	amc.com	
Preferred Communication	Email 👻			

- 5. Apply necessary changes.
- 6. Click Save button. Referral Source Home page displays.

The following Navigation Bar displays when the **Referral Source Home** page is active:

Note:

See Unit 9: Provider Management for common steps on creating or editing the items in the Referral Source Home Page Navigation Bar.



ORGANIZATIONAL CONTACTS

This functionality is limited to SDOH.

INSURANCE PROVIDERS

Registering Insurance Providers

To register an Insurance Provider, submit a Data Change Request form to the Bureau of Early Intervention. These requests must be submitted using the process outlined on the NYEIS webpage (<u>http://cma.com/Solutions/NYEIS/About.php</u>). Click on the "NYEIS Help Desk Support" link to download the applicable form and submission instructions.

Searching/Viewing an Insurance Provider

Important Information

If your search for an Insurance Provider does not produce any results, or if information about an existing insurance provider (address, phone number, etc.) has changed or is incorrect, please contact the NYEIS Help Desk to submit a request to register/modify the insurance provider.

- 1. Search for the Insurance Provider using the NYEIS search functionality. See Unit 1: Getting Started, Searching for search instructions and tips.
- 2. Records matching display in **Search Results** section. *To search again, click Reset button.*

		Search Reset		
Search Results (Numbe	er of Items: 20)			
NAIC Number	Insurance Provider Name	Address Line 1	City	Insurance Type
<u>15032</u>	Allegany-Cattaraugus Schools Medical Health Plan	1825 Windfall Road	Olean	Private
<u>15033</u>	Alliance Assurance Company of America	One Chase Plaza	New York	Private
<u>15034</u>	Allianz Global Risks US Insurance Company	2350 Empire Avenue	Burbank	Private
<u>15035</u>	Allianz Life Insurance Company of New York	75 Wall Street	New York	Private
<u>15036</u>	Allianz Underwriters Insurance Company	3400 Riverside Drive	Burbank	Private
<u>15037</u>	Allied World Assurance Company (U.S.) Inc.	2711 Centerville Road	Wilmington	Private
<u>15038</u>	Allstate Fire and Casualty Insurance Company	2775 Sanders Road	Northbrook	Private
<u>15039</u>	Allstate Indemnity Company	Allstate Plaza	Northbrook	Private
<u>15040</u>	Allstate Insurance Company	Allstate Plaza	Northbrook	Private

3. Click <u>Reference Number</u> link for correct Insurance Provider. Insurance Provider Home page displays the sections: Provider Name Details, Contact and Comments.

Insurance Provider Home: Allstate	Insurance Company		?
	Ed	it	
Provider Name Details			
Provider Name:	Allstate Insurance Company	Registered Name:	Allstate Insurance Company
Provider Type:	Insurance Company	Insurance Type:	Private
Preferred Communication:		Registration Date:	1/24/2009
Subject To NYS Law:	No	Preferred Language:	
Contact			
Address:	Allstate Plaza Northbrook (Illinois) 60062	Phone Number:	
Comments			
Initial data conversion.			
	Ed	it	

Editing an Insurance Provider

If information about an existing insurance provider (address, phone number, etc.) has changed or is incorrect, please contact the NYEIS Help Desk to submit a request to modify the insurance provider.

CLEARINGHOUSES

Clearinghouse functionality is limited to SDOH.

VENDORS

Registering Vendors

Vendors provide services such as Transportation, Assistive Technology Devices (ATD) and Respite. Vendors are managed separately and differently than Providers in the System. State Level approval is not required for Vendors unless the Vendor is also an approved EI Provider.

Vendors do not have access to NYEIS.

Important Information

Family members who provide Vendor services such as transportation (also known as Family Providers) must be registered in NYEIS in order to be searchable to add to SAs for family reimbursed transportation and respite services. Vendor's who are classified as the 'Family Member' **Vendor Type** will only display in searches conducted by Municipal staff in the county which the family resides and do not display for searches conducted by another Municipality.

- 1. Display User Home Page.
- 2. Click **Registration** from the Navigation Bar. **Registration** page displays.

2



3. Click <u>a Vendor?</u> link. Previous Registration Check page displays.

```
Previous Registration Check
Please indicate if the vendor has previously been registered with the organization as a different type of participant.
The vendor has not been registered before.
The vendor has previously been registered as a product provider.
Click here to exit the registration process.
```

The User has two options:

- <u>The vendor has not been registered before</u> used when it is known that the Vendor is not currently registered in the system. Go to Step 4.
- <u>The vendor has previously been registered as a product provider</u> used when the User knows that the organization has already been registered into NYEIS as a Provider. Using this option the User will create a Vendor record for the organization, and the system will link the organization's vendor record and provider record together. Go to Step 6.

Important Information

- An organization registered as both a Provider and Vendor has two separate records in NYEIS, one for their Provider role and the other for their Vendor role. When a Provider search is conducted, the organization's Provider record will be returned in the search results. When a Vendor search is conducted, the organization's Vendor record will be returned in the search results.
- An organization registered as both a Provider and Vendor will have a distinct Provider reference number and a distinct Vendor reference number.
- 4. Click <u>The vendor has not been registered before</u> link. Vendor Search page displays the sections: Search Criteria and Search Results. The search is used to confirm that the Vendor does not already exist.

arch Criteria					
Reference Number:					
Vendor Name:		Vendor Type:			
Address Line 1:		Municipality:			
City:	-	Vendor Vehicle Needs:			
Vendor Transport Method:	City	-			
	Search (Reset Continue Cancel			
rch Results			10		1
arence ober Vendor Name	Vendor Type	Address Line 1	City	Municipality	

5. Use the **Tab** key to move from field-to-field to fill in all known information. Click **Search** button. **Search Results** section provides a list of matching Vendors. *To search again, click Reset button*.

If a match is found, click <u>Reference Number</u> link for correct Vendor. Vendor Home Page displays the sections: Vendor Details, Vendor Type (s), Vendor Address and Phone, Vendor Transport Method and Vendor Vehicle Needs.

If the Vendor is already registered in the System, registration does not need to occur. *If the wrong Vendor was selected, click* **Back** icon in upper left corner of Internet Browser to return to Vendor Search page.

If there are no matching Vendor records, click **Continue** button. **Register Vendor** page displays. Skip to **Step 10**.

Register Vendor			?
	(Register) C	ancel	
Vendor Details			
Leaving the Reference Number field blank will cause the system	to generate a unique identifier au	itomatically.	
Reference Number:			
*Vendor Name:		*Registered Name:	
Preferred Communication:	~	Preferred Language:	~
*Registration Date: 7/26/2011	<i>(</i>)	E-Mail Address:	
Vendor Type(s)			
Vendor Type			
ATD ATD			
Family Member			
Respite			
Transportation			

 Click <u>The vendor has previously been registered as a product provider</u> link. Previous Provider Registration Check page displays the sections: Search Criteria and Search Results. The search is used to determine if the Vendor is already registered as a Provider.

	a second a second second second		1		
enter searc	h criteria to determine if this ve	endor has previously been registere	ed as a product provider.		
Search Cri	itoria				
Search Ch					
	Reference Number:				
	Name: C	h	Registe	ered Name:	
	Address Line 1:			City:	
		Search	Reset Cancel		
Search Re	sults (Number of Items: 25)				
Action	Reference Number	Name	Registered Name	Address Line 1	City
Select	12544	Child Medical Services	Child Medical Services	100 Main Street	Albany
Select	13568	Regression, Chris	Regression, Chris	100 Madison Ave.	Albany
Select	14852	Maine, Christopher	Maine, Christopher	6780, Riverville Rd	New York
Select	2560	Tess Schmidt	Tess Schmidt	75 Callahan Lane	Albany

7. Use the **Tab** key to move from field-to-field to fill in all known information. Click **Search** button. **Search Results** section provides a list of registered Providers. *To search again, click Reset button.*

If a match is found, click **<u>Reference Number</u>** link to view the Provider record. **Provider Home Page** displays.

- 8. Click the <u>Select</u> link in the Action column next to the Provider you want to also register as a Vendor. Vendor Search page displays. The search is used to determine if the Provider is already registered as a Vendor.
- 9. If a match is found, click <u>Reference Number</u> link to view the Vendor record and confirm it is the same vendor you intended to register. If yes, click the **Cancel** button on the **Vendor Search** page to cancel the registration process.

Vendor Search				?
Search Criteria				
Reference Number:				
Vendor Name:	Child	Vendor Type:		*
Address Line 1:		Municipality:		*
City:		Vendor Vehicle Needs:		*
Vendor Transport Method:	· · · · · · · · · · · · · · · · · · ·			
	Search Reset	Continue Cancel		
Search Results (Number of Item	าร: 1)			
Reference Number	Vendor Type	Address Line 1	City	Municipality
700019 Child Medical Services	Respite, Transportation	238 Ocean Dr	Albany	Albany

If a match is not found, click the **Continue** button. The **Register Vendor** pages displays. Proceed to Step 10.

Registe	er Vendor			?
		Register	Cancel	
Vendor	r Details			
Leaving t	he Reference Number field blank will	cause the system to generate a unique identif	ier automatically.	
	Reference Number:			
	*Vendor Name:		*Registered Name:	
	Preferred Communication:	~	Preferred Language:	~
	*Registration Date:	7/26/2011	E-Mail Address:	
Vendor	r Type(s)			
	Vendor Type			
	ATD			
	Family Member			
	Respite			
	Tana and a share time.			

10. Use the **Tab** key to move from field-to-field to fill in all known information in **Vendor Details** section. *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk.*

Important Information

- Vendor Name and Registered Name should be recorded as the <u>same</u> name.
- Vendor data, except for Vender Type 'Family Member', is shared across all Municipalities and are *not* unique to any one Municipality.
- When adding a Vendor, only the **Full Legal Name** of the Vendor should be entered. *Short names*, nick names or other naming conventions should not be used.
- 11. Select Vendor Type(s). Multiple Vendor Types can be selected.

Important Information

- When registering a family member as a **Vendor**, only select the **Family Member** option in the **Vendor(s) Type** cluster. Do not select any of the other Vendor Type options. To add additional **Vendor Types** to the record <u>after</u> it has been registered, open the Vendor Home Page and click the **Add Vendor Type(s)** button.
- When a **Family Member** type is selected, the registered individual will be searchable for Respite Care when 'Parent Will Arrange for Respite' Respite Type option is selected when creating the Respite Care SA. If the user selects 'Respite Provider' Respite Type, the Family Member will only be searchable if their Vendor record includes the **Vendor Type** 'Respite'
- When a **Family Member** type is selected, the registered individual will be searchable for Transportation when the 'Parent/Caregiver' Transportation Type option is selected when creating the Transportation SA. If the user selects 'Transportation Vendor' Transportation Type, the

Family Member will only be searchable if their Vendor record includes **Vendor Type** 'Transportation'.

- Vendor's who are classified as the **Family Member** type will only display in searches conducted by Municipal staff <u>in the county which the family resides</u> and do not display for searches conducted by another Municipality.
- 12. Use the **Tab** key to move from field-to-field to fill in all known information in **Address & Phone Details**, **Payment Details** and **Contact Details** sections.
- 13. If appropriate, select Vendor Transport Method(s) and Vendor Vehicle Needs. Multiple items can be selected. Selecting Vendor Transport Method or Vendor Vehicle Needs selects all items in section.

Important Information

If the Vendor record pertains solely to type **Family Member**, neither Vendor Transportation Method(s) nor Vendor Vehicle Needs should be completed.

ndor Transport Method(s)	Vendor Vehicle Needs
Vendor Transport Method	Vendor Vehicle Needs
School Bus	Infant Seat
Car Service	Toddler Seat
Taxi	Ambulatory
	Non-Ambulatory
	Wheelchair vehicle
	Needs special safety seat
	Other - please specify medical or other equipment

14. Click **Register** button. **Vendor Registration Completed** page displays with message *The vendor registration process has been successfully completed. The vendor's reference number is ###.* Note Vendor's reference number.

Vendor Registration Completed

The vendor registration process has been successfully completed. The vendor's reference number is 168

<u>Click here to open the vendor home page.</u> <u>Click here to register another vendor.</u>

15. Select <u>Click here to open the vendor home page</u> link. Vendor Home Page displays.

navigation	Vendor Home Pa	ige: MK Test - 316			
Home Addresses			Ed	it	
• Alternate IDs	Vendor Details				
• Phone Numbers		Reference Number:	316		
• Bank Accounts		Vendor Name:	MK Test	Registered Name:	MK Test
• Roles	Prefe	erred Communication:		Preferred Language:	
 EMail Addresses Contacts 		Registration Date:	10/19/2009	E-Mail Address:	
• Contacts • Vendor Configuration		Method of Payment:			
	Add Vendor Type	e(s)			
	Vendor Type(s)				
	Action	Vendor Type			
recent items	Remove	ATD			
	Vendor Address	and Phone			
	900 Main St			Туре:	
	Albany (Albany)			Phone Number:	
	New York 12202				

The following Navigation Bar displays when the **Vendor Home Page** is active:



See Unit 9: Provider Management for common steps on creating or editing the items in the Vendor Home Page Navigation Bar.

Notes:

- To add additional Vendor types, click **Add Vendor Type(s)** button. **Create Vendor Type** page displays. Select **Available Vendor Type(s)**. Click **Save** button. **Vendor Home Page** displays.
- To add additional Vendor Transport Methods, click Add Vendor Transport Method(s) button. Create Vendor Transport Method page displays. Select Available Vendor Transport Method(s). Click Save button. Vendor Home Page displays.

• To add additional Vendor Vehicle Needs, click Add Vendor Vehicle Needs button. Create Vendor Vehicle Needs page displays. Select Available Vendor Vehicle Needs. Click Save button. Vendor Home Page displays.

Important Information

Except for Family Provider data, **Vendor** data is shared across all Municipalities and are *not* unique to any one Municipality. A User can not delete a **Vendor**.

- To delete a Vendor Type, click <u>Remove</u> link under Action column for the specific Vendor Type on Vendor Home Page. Remove Vendor Type page displays with message *Are you sure you want to remove this Vendor Type?* Click Yes button.
- To delete a Vendor Transport Method, click <u>Remove</u> link under Action column for the specific Vendor Transport Method on Vendor Home Page. Remove Vendor Transport Method page displays with message *Are you sure you want to delete this Transport?* Click Yes button.
- To delete a Vendor Vehicle Needs, click <u>Remove</u> link under Action column for the specific Vendor Vehicle Needs on Vendor Home Page. Remove Vendor Vehicle Needs page displays with message *Are you sure you want to delete this Vendor's Vehicle Need?* Click Yes button.

Searching/Viewing a Vendor

- 1. Search for the Vendor using the NYEIS search functionality. See Unit 1: Getting Started, *Searching* for search instructions and tips.
- 2. Records matching display in **Search Results** section. *To search again, click Reset button.*

sults (Number of Items: 10)				
Vendor Name	Vendor Type	Address Line 1	<u>City</u>	<u>Municipality</u>
Respite For All	Respite,		Albany	Albany
Advanced Audiology Services	ATD,	Troy Medical Plaza	Troy	Rensselaer
Garrett Medical and Home Health Care	ATD,		Albany	Albany
Happy Transport	Transportation,	10 state street	albany	
Sam's Taxi	Transportation, Family Provider, ATD, Respite	54 State Street	Albany	Albany
Ben's Taxi	Transportation,	12 State Street	Albany	Albany
	/endor Name Respite For All Advanced Audiology Services Garrett Medical and Home Health Care Happy Transport Sam's Taxi	Vendor Name Vendor Type Respite For All Respite, Advanced Audiology Services ATD, Garrett Medical and Home Health Care ATD, Happy Transport Transportation, Sam's Taxi Transportation, Family Provider, ATD, Respite	Vendor Name Vendor Type Address Line 1 Respite For All Respite, Advanced Audiology Services ATD, Advanced Audiology Services ATD, Troy Medical Plaza Garrett Medical and Home Health Care ATD, Happy Transport Happy Transport Transportation, Family Provider, ATD, Respite 54 State Street	Vendor Name Vendor Type Address Line 1 City Respite For All Respite, Albany Advanced Audiology Services ATD, Troy Medical Plaza Garrett Medical and Home Health Care ATD, Albany Happy Transport Transportation, Family Provider, ATD, Respite 54 State Street Albany

Search Reset

3. Click <u>Reference Number</u> link for correct Vendor name. Vendor Home Page displays the sections: Vendor Details, Vendor Type(s), Vendor Address and Phone, Vendor Transport Method and Vendor Vehicle Needs.

Vendor Home Page: MK Test - 168	
(Edit
Vendor Details	
Reference Number: 168	
Vendor Name: MK Test Preferred Communication: Registration Date: 4/21/2009 Method of Payment: Check	Registered Name: MK Test Preferred Language: English E-Mail Address:
Add Vendor Type(s)	
Vendor Type(s)	
Action Vendor Type Remove ATD	
Vendor Address and Phone	
10 Main St Albany New York	Type: Phone Number:
The following details are only applicable to transportation vendors. Add Vendor Transport Method(s) Output	Add Vendor Vehicle Needs
Vendor Transport Method	Vendor Vehicle Needs
Action Vendor Transport Method	Action Vendor Vehicle Needs
C	Edit

Editing a Vendor

Vendor information in NYEIS is accessible to and used by *all* Municipalities. The **Full Legal Name** of the Vendor should be maintained in NYEIS.

Important Information

Vendor records are accessed by multiple municipalities and caution should be used when editing vendor information.

- 1. Search for the Vendor using the NYEIS search functionality. See Unit 1: Getting Started, *Searching* for search instructions and tips.
- 2. Records matching display in **Search Results** section. *To search again, click Reset button.*

		Search Reset			
Search Re	sults (Number of Items: 10)				
<u>Reference</u> <u>Number</u>	Vendor Name	Vendor Type	Address Line 1	<u>City</u>	Municipality
166	Respite For All	Respite,		Albany	Albany
<u>100</u>	Advanced Audiology Services	ATD,	Troy Medical Plaza	Troy	Rensselaer
<u>102</u>	Garrett Medical and Home Health Care	ATD,		Albany	Albany
<u>139</u>	Happy Transport	Transportation,	10 state street	albany	
<u>107</u>	Sam's Taxi	Transportation, Family Provider, ATD, Respite	54 State Street	Albany	Albany
164	Ben's Taxi	Transportation,	12 State Street	Albany	Albany
110	Susan Smith	Family Provider,	One Comely Lane	Latham	Albany
103	Duffy's Taxi	Transportation, ATD		Albany	Albany
<u>142</u>	Albany Services	ATD, Family Provider, Respite, Transportation	11 State Street	Albany	Albany
<u>137</u>	Day to Day Transport	Transportation,	1 Main St	Albany	Albany

 Click <u>Reference Number</u> link for correct Vendor name. Vendor Home Page displays the sections: Vendor Details, Vendor Type(s), Vendor Address and Phone, Vendor Transport Method and Vendor Vehicle Needs.

Vendor Home Page: MK Test - 168			?
	E	dit	
Vendor Details			
Reference Number:	168		
Vendor Name:	MK Test	Registered Name:	MK Test
Preferred Communication:		Preferred Language:	English
Registration Date:	4/21/2009	E-Mail Address:	
Method of Payment:	Check		
Add Vendor Type(s)			
Vendor Type(s)			
Action Vendor Type			
Remove ATD			
Vendor Address and Phone			
10 Main St		Type:	
Albany New York		Phone Number:	
New York			
The following details are only applicable to tra	ansportation vendors.		
Add Vendor Transport Method(s)		Add Vendor Vehicle Needs	
Vendor Transport Method		Vendor Vehicle Needs	
Action Vendor Transport Method		Action Vendor Vehicle Needs	
	E	dit	

4. To change **Vendor Details**, click **Edit** button. **Modify Vendor** page displays. After making changes, click **Save** button. **Vendor Home Page** displays.

See Unit 9: Provider Management for common steps on creating or editing the items in the Vendor Home Page Navigation Bar.

Notes:

- To add additional Vendor types, click **Add Vendor Types** button. **Create Vendor Type** page displays. Select **Available Vendor Type(s)**. Click **Save** button. **Vendor Home Page** displays.
- To add additional Vendor Transport Methods, click Add Vendor Transport Method(s) button. Create Vendor Transport Method page displays. Select Available Vendor Transport Method(s). Click Save button. Vendor Home Page displays.
- To add additional Vendor Vehicle Needs, click Add Vendor Vehicle Needs button. Create Vendor Vehicle Needs page displays. Select Available Vendor Vehicle Needs. Click Save button. Vendor Home Page displays.
- To delete a Vendor Type, click <u>Remove</u> link under Action column for the specific Vendor Type on Vendor Home Page. Remove Vendor Type page displays with message *Are you sure you want to*

remove this Vendor Type? Click Yes button.

- To delete a Vendor Transport Method, click <u>Remove</u> link under Action column for the specific Vendor Transport Method on Vendor Home Page. Remove Vendor Transport Method page displays with message *Are you sure you want to delete this Transport Method?* Click Yes button.
- To delete a Vendor Vehicle Needs, click <u>Remove</u> link under Action column for the specific Vendor Vehicle Needs on Vendor Home Page. Remove Vendor Vehicle Needs page displays with message *Are you sure you want to delete this Vendor's Vehicle Need?* Click Yes button.

Important Information

Except for Family Provider data, **Vendor** data is shared across all Municipalities and are *not* unique to any one Municipality. A User cannot delete a **Vendor**.

INSURANCE COVERAGE

A User can add or edit the Child's Commercial Insurance information by accessing the Insurance Coverage option on the Child Home page Navigation menu.

Creating Child Commercial Insurance Coverage

Important Information

While Municipal Staff maintain the ability to add and/or modify Insurance Coverage for enrolled children within their Municipality, this information is required to be managed by the child's Service Coordinator. As such, the information below can also be found in *Unit 4 – Case Management*, page 98.

If the Child's plan is Medicaid Managed Care, this information still must be captured in NYEIS by adding the Managed Care as Commercial Insurance Coverage and selecting **Yes** in the field **Plan Medicaid Managed Care?** However, the User must first enter the Child's Medicaid information either by processing the CIN Results Task or by manually entering this information.

- 1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, *Searching* for search instructions and tips.
- 2. Click <u>Reference Number</u> link in the Search Results for appropriate Child. Child Homepage displays.

navigation	Child Homepage: Lila Rouse - 132			
• tione	100 March 100 Ma	E	dit Register Sibling	
Addresses	proprieta de la companya de la compa			
Alternative 10s	Child Name			
Alternative Names	First Name:	Lila	Middle Name:	
Cases	Last Name:	Rouse	Suffix:	
Communication Exceptions	Contact			- 8
• Financials		123 Main St		
Notes	Address:	Albany (Albany)	Phone Number:	518 333 4456
Phone Numbers		New York 12205		
Relationships	Child Information			
Tasks	Child's Referral Date:	2/14/2012	Child's Case Status:	
At-Risk Follow-Up	Date of lieth:	8/15/2010	Gender:	Female
Audit Log	Calculated Age of Child:		Birth Last Name:	
Referrals		Not Hispanic or Latino	Child's Dominant Language:	
Change History	Child's Living Arrangement:		Municipality of Residence:	Albany
	Child's School District:		Caregiver's Name (If other than parent):	
Insurance Coverage O. Serveys	Caregiver's Relationship:		Date of Death:	

3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

	0	New Commercial Coverage	New Medicaid Coverage Chec	k Medicaid Eligibility		
Coverage List						
Actions	Insurance Company	Policy Number	Effective From Date	Effective To Date	3rd Party Sequence	
View Edit Prior Auth	Empire BCBS	483753894	1/1/2011	12/31/2011	1	
Code 35 Information				10		
Municipality	Muni. of Fiscal Responsibility	2	Medicaid CIN	Placement Date	Removal Date	
Subrogation Letter						
Actions Date Generate	d	Document Name				
View 2/28/2012		SubrogationLetter_Alban	v_02-28-2012.pdf			

Click New Commercial Coverage button. Search Insurance Provider page displays. Enter search criteria for desired Insurance Company and click Search button. See Unit 1: Getting Started, Searching for search instructions and tips.

NAIC Number;		
Insurance Provider Name:	Insurance Provider Registered Name:	
City:	Address Line 1:	
Include Inactive Records?:		

Click the **Select** link in the **Action** column of the Insurance Company to be added.

- 5. Create Commercial Insurance Coverage page displays. The following sections display: Commercial Insurance Details, Policy Holder Details, Policy Holder Address, Employer Details, Comments and Prior Authorization Notes. Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk.
- 6. Navigate from field-to-field in **Create Commercial Insurance Coverage** page using **Tab** key to enter information. *Date fields must be formatted as mm/dd/yyyy format*.

Create Commercial Insurance Coverage: Lila	Rouse - 132		3
	Save Save	& New Cancel	
Commercial Insurance Details			
	Insurance Company Name:	BCBS	
	*Insurance Company Address:		<mark>କୁ</mark> ନ୍ଦ
	Insurance Plan Name:	BCBS	
	Insurance Sequence Number:		
	Is Plan Regulated by NYS Law?:	~	
If not regulated by NYS Law or	self funded, does parent give consent to bill?:	×	
	*Is Plan Child Health Plus?:	· · · · · · · · · · · · · · · · · · ·	
	*Is Plan Medicaid Managed Care?:	×	
	Subrogation Notice Date Sent:		
	Create Subrogation Notice?:		
Policy Holder Details			
Policy Holder Name:		Policy Number for Billing:	
Group Number;		Policyholder Relationship to Child:	M
Child's ID Number:		Primary Care Provider Name:	
*Effective From Date:	0	Effective To Date:	0
Policy Holder Date of Birth:	٥	Policy Holder Gender:	×
Policy Holder Phone Number :]	

Commercial Insurance Details section:

- To select an Insurance Company Address, click Search Sicon.
 Address List page displays all addresses associated with the company.
 Click Select link under Action column next to the correct address.
 Insurance Company address displays.
- Insurance Sequence Number is captured to direct NYEIS in which order claiming is to occur. For example, if a Child has two Commercial Insurance policies, one policy *must* be claimed to (primary or 1) before the other (secondary or 2). Commercial Insurance *must* always be claimed to first. When editing Third Party Insurance, it is important to remember to change the sequence as needed to ensure appropriate claiming.
- Plan Regulated by New York State field –select Yes if the Insurance Plan is regulated by NYS Law. If No is selected, Claims will not be sent unless the Parental Consent to Bill field is Yes.
- If the plan is not regulated by NYS law, and the parent has given consent to bill (they have been advised that payments for services could be applied towards annual and lifetime caps), select Yes in the If not regulated by NYS Law or self funded, does parent give consent to bill? field. Parental consent only applies if Plan is not regulated by NYS.
- Is Plan Child Health Plus? and Is Plan Medicaid Managed Care? fields *are required and defaulted to No*.

.

Policy Holder Details section:

- Policy Number for Billing, Group Number, Relationship to Policy Holder, and Effective Date From *must* always be entered.
- If Relationship to Policy Holder is not "Self", then the Policyholder's Name, Child's ID Number, Policy Holder Date of Birth, Policy Holder Gender, and Policy Holder Address *must* be entered.

Policy Holder Address section:

• Address *must* be entered when the If Relationship to Policy Holder field is not "Self".

Employer Details section:

If the insurance policy is through an employer, Employer Name,
 Employer Phone Number and Employer Address *must* be entered.

Comments section:

• Additional details can be captured on a Child's insurance coverage.

Prior Authorization Notes section:

- Notes on any known information regarding Prior Authorization (if it's needed, when it was requested, if it was approved or denied) can be entered. Prior Authorization Details are also captured for Child's Insurance Coverage in the Prior Authorization/Referral pages.
- 7. Click Search \leq icon to enter Policy Holder Address and Employer Address. Address Validation page displays.

Address	Validation			2
Validate a	in entered address	with USPS		
		Submit	Cancel	
	Address Line 1:		Address Line 2:	
	*City:		*State:	×
	*County:	×	*Zip:	
	Census Tract:			
		Submit	Cancel	
Action	Formatted Addre	<u>ss Value</u>		

Use the **Tab** key to navigate from field-to-field to fill in information. *City*, *State*, *County* and *Zip* are required fields. *Census Tract* field will not be used at this time. Click **Submit** button. Validation of address takes place

immediately upon submission. Lower section of page provides a list of available addresses. The first address listed in the results is the address that was manually entered. Select this address if the other addresses do not match from validation process. Click <u>Select</u> link under Action column. Address displays.

8. Click Save button. View Commercial Insurance Coverage page displays.



Or

Click Save & New button to add additional coverage.

Creating Child Medicaid Coverage

- 1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, *Searching* for search instructions and tips.
- 2. Click <u>Reference Number</u> link in the Search Results for appropriate Child. Child Homepage displays.

		Edit	Register Sibling	
D Addresses	hild Information			
Alternative tos				
D Alternative Names	First Name:	and the second se	Middle Name:	
D Cases	Last Name:	Bondman	Suffix:	
Communication Contract Contrac	ontact	S.		
D Financials		ewr ert		
0 Notes	Address:	Albany (Albany)	Phone Number:	518 333-0000
Phone Numbers		New York 10001		
D Relationships Cl	hild Information			
D Tasks	Child's Referral Date:	12/6/2010	Child's Case Status:	
D At Risk Follow Up	Date of Birth:	12/1/2010	Gender:	Male
D Audit Log	Calculated Age of Child:	0 Years, 0 Months	Birth Last Name:	
Referrals		Not Hispanic or Latino	Child's Dominant Language:	
Change History	Child's Living Arrangement:		Municipality of Residence:	Albany
0 Insurance Coverage 0 Surveys	Child's School District:		Caregiver's Name (If other than parent):	
	Caregiver's Relationship:		Date of Death:	
L.	100			
A	merican Indian or Alaskan Native			
recent items	amily Information			
D Kevin Bondman -	Mother's First Name:	Juli	Mother's Last Name:	

3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

	New Commerci	al Coverage New	/ Medicaid Coverage Che	ck Medicaid Eligibility	
Coverage List					
Actions	Insurance Company	Policy Number	Effective From Date	Effective To Date	3rd Party Sequence
View Edit Prior Auth	Aetna Health	59494943	10/1/2010		1
Code 35 Informatio	n				
Municipality	Muni. of Fiscal Responsibility		Medicaid CIN	Placement Date	Removal Date

4. Click **New Medicaid Coverage** button. **Create Medicaid Coverage** page displays with the following sections: **Medicaid Coverage Details** and **Comments**.

	S	ave Save & New Cano	cel	
dicaid Coverage Details				
*Medicaid CIN:		Does the Child Have Other Insurance?:		
*Effective From Date:	<i>(</i>)	Medicaid Type:		
Effective To Date:	۵	Spend Down Date:	Ø	
Recertification Date:	<i>(</i>)			
mments				

- 5. Enter all known information. **Medicaid CIN** and **Effective From Date** and *must* be entered.
- 6. Click Save button. View Medicaid Coverage page displays.

Or

Click Save & New button to add additional coverage.

7. Click Close button. Commercial Insurance Coverage page displays.

Important Information

If a Child has Medicaid Managed Care, the Medicaid information needs to be recorded first as outlined in this section. Next, the Managed Care information MUST still be entered as Commercial Insurance Coverage. *See Creating Child Commercial Insurance Coverage* for further instruction.

Checking Medicaid Eligibility – (Currently inactive)

NYEIS automatically submits a request to Office of Temporary and Disability Assistance (OTDA) when an EIO/D is assigned. For children with Medicaid coverage, a CIN request is sent automatically every 6 months. For children with no Medicaid coverage, a CIN request is sent automatically every month. Users are informed of system-initiated CIN search results via a Task that is created in the <**Municipality>_MedicaidCIN** work queue.

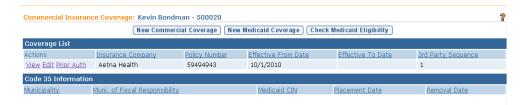
A user can also initiate a check for Medicaid CIN information at any time. Search results are communicated via a Task that is created in the user's **Assigned Tasks** inbox. See *Viewing/Selecting Medicaid Eligibility Request Results* for more information about viewing the search results when the search is user initiated and system initiated.

Check Medicaid Eligibility button generates an electronic request to the NYS Office of Temporary and Disability Assistance (OTDA) to check if the Child has or had Medicaid Coverage. If the Child has or had Medicaid, the request in return provides the Child's Medicaid CIN and effective from/to dates to the initiator of the request.

- 1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, *Searching* for search instructions and tips.
- 2. Click <u>Reference Number</u> link in the Search Results for appropriate Child. Child Homepage displays.

Home		Edit	Register Sibling	
Addresses	ild Information			
Alternative ibs		11-11-1		
Alternative Names	First Name:		Middle Name:	
lases	Last Name:	Bondman	Suffix:	
ommunication sceptions Co	ntact	E		
inancials		ewr ert		
lates	Address:	Albany (Albany)	Phone Number:	518 333-0000
hone Numbers		New York 10001		
Relationships Ch	ild Information			
Fasks	Child's Referral Date:	12/6/2010	Child's Case Status:	
At Risk Follow Up	Date of Birth:	12/1/2010	Gender:	Male
Audit Log	Calculated Age of Child:	D Years, 0 Months	Birth Last Name:	
Referrals	Ethnic Origin:	Not Hispanic or Latino	Child's Dominant Language:	
remographic Data Change History	Child's Living Arrangement:		Municipality of Residence:	Albany
Insurance Coverage Surveys	Child's School District:		Caregiver's Name (If other than parent):	
	Caregiver's Relationship:		Date of Death:	
Rat	20			
An	erican Indian or Alaskan Native			
ent items	mily Information	1		
evin Bondman -	Mother's First Name:	hll	Mother's Last Name:	

3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.



- 4. Click **Check Medicaid Eligibility** button. **Submit Medicaid CIN Request** page displays with the message *Are you sure you want to submit a Medicaid CIN Request*?
- 5. Click **Yes** button. The System creates a request for Medicaid Eligibility to OTDA. **Commercial Insurance Coverage** page displays. The request is sent electronically. The response will not be immediate. OTDA will check if the Child requested has a CIN. If the Child does have a CIN, a response record will be returned. The User that initiated the request will receive a task to validate the eligibility response for the Child.
- 6. Click Home from the Menu Bar. User Home Page displays.

Important Note: This feature has been temporarily disabled and is not currently operational

Viewing/Selecting Medicaid Eligibility Request Results

The system automatically searches the Office of Temporary and Disability Assistance (OTDA) Welfare Management System database when the child's Integrated Case is opened. If Medicaid Coverage is found, a task is created to the Municipality's MedicaidCIN work queue that directs the user (such as the EIOD) to view and select the Medicaid Coverage results, and add it to the Child's Insurance Coverage.

The Medicaid Coverage results will contain the Child's name and Date of Birth. This is to help the user validate that this is the correct Medicaid CIN for the Child. The user will review the results and select if any Medicaid Coverage should be added.

- 1. Log in to NYEIS. User Home Page displays.
- When the Medicaid CIN requests is system initiated: Click Inbox on the Navigation Bar. Click the Work Queues button. The My Work Queues page displays. Select the View link next to the <Municipality>_MedicaidCIN work queue.

OR

When the Medicaid CIN requests is user initiated: Click **Inbox** on the Navigation Bar. Click the **Assigned Tasks Inbox** button.

Navigate to the task *The CIN results have been received for* <child name>.
 Select the <u>Reserve</u> link under the Action column. Click the Reserve & View button to reserve the task. The Task Home page displays.

Task Home: ReviewCINResu	lts - 2112		2
Manage			
Add Comment	Reserve	🚾 Forward	🖹 <u>Restart</u>
Ъ ^X <u>Close</u>	🕍 <u>Un-Reserve</u>	🖹 <u>Defer</u>	
Subject			
The CIN results have been rec	eived for Damarion Dickson		
Details			
Task ID:	2112	Status:	Open
Priority:		Deadline:	
Reserved By:		Last Assigned:	12/10/2009 11:20
Time Worked:	00:00 [Change]		
Primary Action		Supporting Information	
Review OTDA CIN Results			

4. Click <u>Review OTDA CIN Results</u> link under the **Primary Action** Column. **Medicaid Eligibility Results List** page displays. Results of the request are listed in the **Results** section.

			O Home O Inbox	• My Cale	ndar OMy	Cases O Sei	arch O About	Log Out
Medic	caid Eligibility Re	sults List						a
Child	Details							
			Name:	Jack Smith	1			
			Date Of Birth:	7/27/2007	,			
			Medicaid CIN:	EC999U				
Cove	rage List							
Insura	ance Company	Policy Number	Effective From	<u>Date</u>	Effective T	o Date	<u>3rd Party Se</u>	quence
Medio	caid		8/5/2009				95	
Resu	lts							
	First Name	<u>First Name</u>	Date of Birth	Medicaid	d CIN	Eligible From	n <u>Eligib</u>	le To
	Smith	Jack	7/27/2007	EC999U		12/1/2009	2/28	8/2010
		(Register Comp	lete Regis	tration			

5. The user should sort by the **Medicaid CIN** column in the **Results** cluster first as there may be more than one Child returned in the results depending on the search criteria that was entered. Because there may be more than one Medicaid eligibility period, the User should select the checkbox next to each eligibility period <u>that does not already exist</u> for the Child in NYEIS. Click the **Register** button to add the coverage to the Coverage List.

Medicaid Eligibility Results I	List							3
Child Details								
		Name:	Jack Smith					
		Date Of Birth:	7/27/2007					
		Medicaid CIN:	EC999U					
Coverage List								
Insurance Company	Policy Number	Effective From Date	2	Effective To Da	<u>te</u>	3rd Party S	equence	
Medicaid		12/1/2009		2/28/2010		95		
Medicaid		8/5/2009				95		
Results								
Eirst Name	<u>First Name</u>	Date of Birth	Medicaid C	IN	Eligible From		<u>Eligible To</u>	
		Register Com	plete Registrat	ion				

6. Click the **Complete Registration** button to end the task. **Complete OTDA Results Review** page displays. Click **Yes** button to close the task or click the **No** button to continue with the task.



Important Note: Existing CIN results tasks can be used to add/update medicaid policy information, however for new Medicaid CIN results this feature has been

temporarily disabled and is not currently operational.

If when attempting to add CIN results for a child you receive a message that the CIN is already in use, that means another child registered in NYEIS has been assigned the CIN you are trying to add. Please call the NYEIS Help Desk for assistance in identifying and resolving the conflict.

Viewing Child Insurance Coverage

- 1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, *Searching* for search instructions and tips.
- 2. Click <u>Reference Number</u> link in the Search Results for appropriate Child. Child Homepage displays.

 Home Addresses 		E	lit Register Sibling	
Alternative IDs	Child Information			
Alternative Names	First Name:	Kevin	Middle Name:	
O Cases	Last Name:	Bondman	Suffix:	
Communication Exceptions	Contact			
O Financials O Notes O Phone Numbers	Address:	ewr ert Albany (Albany) New York 10001	Phone Number:	518 333-0000
Relationships	Child Information			
• Tasks	Child's Referral Date:	12/6/2010	Child's Case Status:	
O At Risk Follow Up	Date of Birth:		Gender:	Male
Audit Log	Calculated Age of Child:		Birth Last Name:	
Referrals		Not Hispanic or Latino	Child's Dominant Language:	
 Demographic Data change History 	Child's Living Arrangement:		Municipality of Residence:	Albany
Insurance Coverage	Child's School District:		Caregiver's Name (If other than parent):	
	Caregiver's Relationship:		Date of Death:	
	Race American Indian or Alaskan Native			
recent items	Family Information			
O Kevin Bondman	Mother's First Name:	M	Mother's Last Name:	
	Mother's Date Of Birth:		Mother's Dominant Language:	

3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

Commercial Insuran	ommercial Insurance Coverage: Kevin Bondman - 500020 (New Commercial Coverage) (New Medicaid Coverage) (Check Medicaid Eligibility)							
Coverage List								
Actions	Insurance Company	Policy Number	Effective From Date	Effective To Date	3rd Party Sequence			
View Edit Prior Auth	Aetna Health	59494943	10/1/2010		1			
Code 35 Information	1							
<u>Municipality</u>	Muni. of Fiscal Responsibility		Medicaid CIN	Placement Date	<u>Removal Date</u>			

 Click <u>View</u> link under Action column for specific Insurance. If a Commercial Insurance is selected, the View Commercial Insurance Coverage page displays. If Medicaid Coverage is selected, View Medicaid Coverage page displays.

- 5. Click **Close** button when finished viewing information. **Commercial Insurance Coverage** page displays.
- 6. Click Home from the Navigation Bar. Child Homepage displays.

Editing Child Insurance Coverage

- 1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, *Searching* for search instructions and tips.
- 2. Click <u>Reference Number</u> link in the Search Results for appropriate Child. Child Homepage displays.

navigation	Child Homepage: Kevin Bondman -	500020		
• Home		Edit	gister Sibling	
• Addresses	Child Information			
 Alternative IDs 				
 Alternative Names 	First Name:		Middle Name:	
• Cases	Last Name:	Bondman	Suffix:	
 Communication Exceptions 	Contact			
• Financials		ewr ert		
Notes	Address:	Albany (Albany) New York 10001	Phone Number:	518 333-0000
• Phone Numbers		New York 10001		
• Relationships	Child Information			
• Tasks	Child's Referral Date:	12/6/2010	Child's Case Status:	
At-Risk Follow-Up	Date of Birth:	12/1/2010	Gender:	Male
Audit Log	Calculated Age of Child:	0 Years, 0 Months	Birth Last Name:	
• Referrals		Not Hispanic or Latino	Child's Dominant Language:	
Demographic Data Change History	Child's Living Arrangement:		Municipality of Residence:	Albany
• Insurance Coverage	Child's School District:		Caregiver's Name (If other than	
0.9477272			parent):	
	Caregiver's Relationship:		Date of Death:	
	Race			
	American Indian or Alaskan Native			
recent items	Family Information			
O Kevin Bondman -	Mother's First Name:	Jill	Mother's Last Name:	
500020	Mother's Date Of Birth:		Mother's Dominant Language:	

3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

commercial mourai	ce Coverage: Kevin Bondm New Commerci		w Medicaid Coverage Che	ck Medicaid Eligibility		
Coverage List						
Actions	Insurance Company	Policy Number	Effective From Date	Effective To Date	3rd Party Sequence	
View Edit Prior Auth	Aetna Health	59494943	10/1/2010		1	
Code 35 Information	n					
Municipality	Muni. of Fiscal Responsibility		Medicaid CIN	Placement Date	Removal Date	

4. Click Edit link under Action column for specific Insurance to edit.

If Commercial Insurance coverage is selected, the **Modify Child Commercial Insurance Coverage** page displays. Apply necessary changes. Click **Save** button. **Commercial Insurance Coverage** page displays.

Or

If Medicaid Coverage is selected, the **Modify Medicaid Coverage** page displays. Apply necessary changes. Click **Save** button. **Commercial Insurance Coverage** page displays.

5. Click Home from the Navigation Bar. Child Homepage displays.

Important Note:

If claiming to the insurance provider has occurred, it is suggested that the existing insurance record be end dated, and the changes made in a new insurance record for the child.

Deleting Child Insurance Coverage

- 1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, *Searching* for search instructions and tips.
- 2. Click <u>Reference Number</u> link in the Search Results for appropriate Child. Child Homepage displays.

navigation	Child Homepage: Kevin Bondman -	500020		
Home Addresses		E dit Re	egister Sibling	
• Addresses • Alternative IDs	Child Information			
Alternative Names	First Name:	Kevin	Middle Name:	
• Cases	Last Name:	Bondman	Suffix:	
Communication Exceptions	Contact	-		-
Financials		ewr ert		
Notes	Address:	Albany (Albany)	Phone Number:	518 333-0000
Phone Numbers		New York 10001		
Relationships	Child Information			
● Tasks	Child's Referral Date:	12/6/2010	Child's Case Status:	
At-Risk Follow-Up	Date of Birth:	12/1/2010	Gender:	Male
• Audit Log	Calculated Age of Child:	0 Years, 0 Months	Birth Last Name:	
• Referrals		Not Hispanic or Latino	Child's Dominant Language:	
Demographic Data change History	Child's Living Arrangement:		Municipality of Residence:	Albany
• Insurance Coverage	Child's School District:		Caregiver's Name (If other than parent):	
	Caregiver's Relationship:		Date of Death:	
	Race			
	American Indian or Alaskan Native			
recent items	Family Information			
) Kevin Bondman -	Mother's First Name:	Jill	Mother's Last Name:	
	Mother's Date Of Birth:		Mother's Dominant Language:	

3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

Commercial Insuran		?				
Coverage List						
Actions	Insurance Company	Policy Number	Effective From Date	Effective To Date	3rd Party Sequence	
View Edit Prior Auth	Aetna Health	59494943	10/1/2010		1	
Code 35 Informatior	1					
<u>Municipality</u>	Muni. of Fiscal Responsibility		Medicaid CIN	Placement Date	Removal Date	

- Click <u>View</u> link under Action column for specific Insurance. If a Commercial Insurance is selected, the View Commercial Insurance Coverage page displays. If Medicaid Coverage is selected, View Medicaid Coverage page displays.
- Click Delete button. Delete Medicaid / Commercial Insurance Policy page displays the message Are you sure you want to delete this policy and all related information (prior authorizations, service not covered, PCDP Referrals)? Click Yes button. Commercial Insurance Coverage page displays.
- 6. Click Home from the Navigation Bar. Child Homepage displays.

Important Note:

If claiming to the insurance provider has occurred, it is suggested that the existing insurance record be end dated, and the changes made in a new insurance record for the child.

Creating Services Not Covered

Some EI services will not be covered at all by certain insurance companies or only a specific number of visits will be covered before the maximum benefit coverage has been reached. In these cases, a User can create a Service Not Covered in NYEIS. These services will not be claimed for payment to the insurance company.

Commercial Insurance Coverage

1. Click <u>View</u> link under Action column for Commercial Insurance Coverage. View Commercial Insurance Coverage page displays.

navigation O chaurance Coverage O Services Not Covered	View Commercial Insurance Covera	ge: Kevin Bondman - 500020 Edit Del	ete Close	
Authorizations/itererral	Insurance Company Name:	Aetna Health	Insurance Sequence Number:	1
	Insurance Company Address:	500 Broadway Albany (Albany) New York 12200	Insurance Type:	Commercial
	Insurance Plan Name:	Aetna Health	Claim Filing:	Commercial Insurance
recent items	Plan Regulated by New York State:	Yes	Subrogation Notice Date Sent:	12/15/2010
• Kevin Bondman -	Is Plan Child Health Plus?:	No	Is Plan Medicaid Managed Care?:	No
500020	Parental Consent To Bill:			
	Policy Holder Details			
	Policy Holder Name:	June Bondman	Policy Holder ID Number:	

2. Click Services Not Covered from the Navigation Bar. Insurance Services Not Covered page displays.

Insurance Services No	t Covered Kevin Bondman - 500020				2
Aetna Health - 300001					
New					
Action	Service Type	Method	<u>OP</u>	From Date	To Date

3. Click New button. Create Insurance Service Not Covered page displays. Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as mm/dd/yyyy format. Start Date is required.

Create Insurance Service Not	Covered Kevin Bondman - 500020 ?
	Save Save & New Cancel
Service Details	
Service Type:	V
Method:	•
QP:	•
Reason Not Covered:	•
*Start Date:	
End Date:	
	Save Save & New Cancel

- 4. Enter data as appropriate.
- 5. Click Save button. Insurance Services Not Covered page displays.

Or

Click Save & New button to add additional Services Not Covered.

Important Information

- Services Not Covered is corrected by entering the same date in the Effective From and To Date fields.
- The services of Service Coordination, Special Instruction, Respite and Transportation do not need not be entered into NYEIS as "Services Not Covered".

Viewing Services Not Covered

Commercial Insurance Coverage

1. Click <u>View</u> link under Action column for Commercial Insurance Coverage. View Commercial Insurance Coverage page displays.

navigation	View Commercial Insurance Covera	ge: Kevin Bondman - 500020 Edit Del	ete Close	
Prior	commercial Insurance Details			
Authorizationsy Referral	Insurance Company Name:	Aetna Health	Insurance Sequence Number:	1
	Insurance Company Address:	500 Broadway Albany (Albany) New York 12200	Insurance Type:	Commercial
	Insurance Plan Name:	Aetna Health	Claim Filing:	Commercial Insurance
ecent items	Plan Regulated by New York State:	Yes	Subrogation Notice Date Sent:	12/15/2010
	Is Plan Child Health Plus?:	No	Is Plan Medicaid Managed Care?:	No
	Parental Consent To Bill:			
	Policy Holder Details			
	Policy Holder Name:	June Bondman	Policy Holder ID Number:	59494943

2. Click Services Not Covered from the Navigation Bar. Insurance Services Not Covered page displays.

Aetna Health - 3	vices Not Covered Kevin Bondman - 50	0020				?
Aetria meartri	500001					
New						
Action	Service Type	Method	<u>QP</u>	From Date	To Date	
View	Family Counseling			10/1/2010		

3. Click <u>View</u> link under Action column. View Insurance Service Not Covered page displays.

View Insurance Service Not Covered Kevin Bondman - 500020	2
Edit	Close
Service Details	
Service Type: Family Counseling	Method:
QP:	Reason Not Covered: Not a Covered Service
Start Date: 10/1/2010	End Date:
Edit	Close

4. Click Close button. Insurance Services Not Covered page displays.

Editing Services Not Covered

Commercial Insurance Coverage

1. Click <u>View</u> link under Action column for Commercial Insurance Coverage. View Commercial Insurance Coverage page displays.

navigation Orisurance Coverage O Services Not Covered	View Commercial Insurance Covera	ge: Kevin Bondman - 500020 Edit Deli	ete Close	
Peior	commercial Insurance Details			
Authorizations, Referral	Insurance Company Name:	Aetna Health	Insurance Sequence Number:	1
	Insurance Company Address:	500 Broadway Albany (Albany) New York 12200	Insurance Type:	Commercial
	Insurance Plan Name:	Aetna Health	Claim Filing:	Commercial Insurance
recent items	Plan Regulated by New York State:	Yes	Subrogation Notice Date Sent:	12/15/2010
• Kevin Bondman -	Is Plan Child Health Plus?:	No	Is Plan Medicaid Managed Care?:	No
500020	Parental Consent To Bill:			
	Policy Holder Details			
	Policy Holder Name:	June Bondman	Policy Holder ID Number:	

2. Click Services Not Covered from the Navigation Bar. Insurance Services Not Covered page displays.

Aetna Health - (<mark>vices Not Covered Kevin Bondman - 50(</mark> 300001					
New						
Action	Service Type	Method	<u>QP</u>	From Date	To Date	
View	Family Counseling			10/1/2010		

3. Click <u>View</u> link under Action column. View Insurance Service Not Covered page displays.

			Edit	Close			
Service Details							
	Service Type:	Family Counseling			Method:		
	QP:				Reason Not Covered:	Not a Covered Service	
	Start Date:	10/1/2010			End Date:		

4. Click **Edit** button. **Modify Insurance Service Not Covered** page displays. *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk.*

Modify Insurance Service Not	Covered Kevin Bondman - 500020
Service Details	
	Family Counseling
Method:	
QP:	
Reason Not Covered:	Not a Covered Service 💌
*Start Date:	10/1/2010
End Date:	
	Save

- 5. Apply necessary changes.
- 6. Click Save button. View Insurance Service Not Covered page displays.

7. Click Close button. Insurance Services Not Covered page displays.

Creating Prior Authorization/Referrals

The Municipality should enter any information into NYEIS regarding known requirements to ensure coverage of the service (e.g., an insurance company requires prior authorization, and/or a script for a service type or a Referral before agreeing to cover). When this information is entered as required by the insurance company to ensure coverage, in order for NYEIS to begin billing for the service, the required Prior Authorization/Referral and/or Script must be documented as received in NYEIS.

<u>Commercial Insurance Coverage – Prior Authorizations/Referral</u> <u>Required</u>

- 1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, *Searching* for search instructions and tips.
- 2. Click <u>Reference Number</u> link in the Search Results for appropriate Child. Child Homepage displays.

• Home	Child Homepage: Kevin Bondman - 500020 Edit Register Sibling				
• Addresses					
Alternative IDs	Child Information				
Alternative Names	First Name:	Kevin	Middle Name:		
O Cases	Last Name:	Bondman	Suffix:		
 Communication Exceptions 	Contact				
Financials		ewr ert			
Notes	Address:	Albany (Albany)	Phone Number:	518 333-0000	
• Phone Numbers		New York 10001			
Relationships	Child Information				
🖲 Tasks	Child's Referral Date:	12/6/2010	Child's Case Status:		
At-Risk Follow-Up	Date of Birth:	12/1/2010	Gender:	Male	
🖲 Audit Log	Calculated Age of Child:	0 Years, 0 Months	Birth Last Name:		
• Referrals		Not Hispanic or Latino	Child's Dominant Language:		
Demographic Data change History	Child's Living Arrangement:		Municipality of Residence:	Albany	
O Insurance Coverage	Child's School District:		Caregiver's Name (If other than parent):	,	
	Caregiver's Relationship:		Date of Death:		
	Race				
	American Indian or Alaskan Native				
recent items	Family Information				
) Kevin Bondman -	Mother's First Name:	Jill	Mother's Last Name:		
	Mother's Date Of Birth:		Mother's Dominant Language:		

3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

Commercial Insurance Coverage: Kevin Bondman - 500020 (New Commercial Coverage) (New Medicaid Coverage) (Check Medicaid Eligibility)					
Coverage List					
Insurance Company	Policy Number	Effective From Date	Effective To Date	3rd Party Sequence	
Aetna Health	59494943	10/1/2010		1	
Code 35 Information					
Muni. of Fiscal Responsibility		Medicaid CIN	Placement Date	Removal Date	
	New Commercia Insurance Company Aetna Health	(New Commercial Coverage) (New Insurance Company Policy Number Aetna Health 59494943	New Commercial Coverage New Medicaid Coverage Check Insurance Company Policy Number Effective From Date Aetna Health 59494943 10/1/2010	New Commercial Coverage New Medicaid Coverage Check Medicaid Eligibility Insurance Company Policy Number Effective From Date Effective To Date Aetna Health 59494943 10/1/2010 Effective From Date Effective From Date	

4. Click <u>View</u> link under Action column for Commercial Insurance Coverage. View Commercial Insurance Coverage page displays.

navigation • Insurance Coverage • Services Not Covered • Prior	View Commercial Insurance Coverage: Kevin Bondman - 500020 Edit Delete Close			
Authorizations/Referral	Insurance Company Name:	Aetna Health	Insurance Sequence Number:	1
	Insurance Company Address:	500 Broadway Albany (Albany) New York 12200	Insurance Type:	Commercial
	Insurance Plan Name:	Aetna Health	Claim Filing:	Commercial Insurance
recent items	Plan Regulated by New York State:	Yes	Subrogation Notice Date Sent:	12/15/2010
O Kevin Bondman -	Is Plan Child Health Plus?:	No	Is Plan Medicaid Managed Care?:	No
500020	Parental Consent To Bill:			
	Policy Holder Details			
	Policy Holder Name:	June Bondman	Policy Holder ID Number:	

5. Click **Prior Authorizations/Referral** from the Navigation Bar. **Prior Authorizations/Referrals** page displays.

Aetna Healtl	h - 300001				
New					
Service De	tails				
Action	Service 1	<u>Eype</u> <u>Method</u>	OP Prior Authorization Required	PCP Referral Required	Script Required
New Prior #	Authorization Crea	te 278 Request			
Prior Autho	prizations				
Action	PA Number	SA Number	Insurance Company Name	Status PA S	ervice Type
New Primar	y Care Physician Ref	erral			
Primary Ca	are Physician Referr	als			
Action	PCP Referral Num	ber		SA Number	

6. Click **New** button. **Create PA / PCP Referral / Script Required** page displays.

Create PA / PCP Referral / Script Required Kevin Bondman						
Service Details						
Service Type:	×	Method:	~			
QP:	~	Prior Authorization Required:				
Primary Care Physician Referral Required:		Script Required:				
Save Save & New Cancel						

- 7. Enter data as appropriate.
- 8. Click Save button. Prior Authorizations/Referrals page displays.

Or

Click **Save & New** button to enter additional PA / PCP Referral / Script Required.

Commercial Insurance Coverage – Create Prior Authorization

If the need for a Prior Authorization for a service has been entered into NYEIS and a Service Authorization is created that requires a request for Prior Authorization from Commercial Insurance, the EIO/D receives notification through a task to request Prior Authorization for the Child and may forward this task to the service coordinator to document the prior authorization as received.

Important Information

The Prior Authorization workflow task, called Prior Authorization, is directed to the EIO/D.

- Search for the Child using the NYEIS search functionality.
 See Unit 1: Getting Started, Searching for search instructions and tips.
- Click <u>Reference Number</u> link in the Search Results for appropriate Child. Child Homepage displays.

navigation	Child Homepage: Kevin Bondman -	500020		
• Home		Edit Re	egister Sibling	
Addresses	Child Information			
Alternative IDs		Kaula	Middle Name:	
Alternative Names	First Name:			
• Cases	Last Name:	Bondman	Suffix:	
 Communication Exceptions 	Contact			
 Financials 		ewr ert		
• Notes	Address:	Albany (Albany)	Phone Number:	518 333-0000
• Phone Numbers		New York 10001		
 Relationships 	Child Information			
● Tasks	Child's Referral Date:	12/6/2010	Child's Case Status:	
• At-Risk Follow-Up	Date of Birth:		Gender:	Male
Audit Log	Calculated Age of Child:	0 Years, 0 Months	Birth Last Name:	
• Referrals	Ethnic Origin:	Not Hispanic or Latino	Child's Dominant Language:	
Demographic Data Change History	Child's Living Arrangement:		Municipality of Residence:	Albany
Insurance Coverage	Child's School District:		Caregiver's Name (If other than	
0			parent):	
	Caregiver's Relationship:		Date of Death:	
	Race			
	American Indian or Alaskan Native			
recent items	Family Information			
O Kevin Bondman -	Mother's First Name:	Jill	Mother's Last Name:	
500020	Mother's Date Of Birth:		Mother's Dominant Language:	

 Click Insurance Coverage from the Navigation Bar. Commercial Insurance Coverage page displays.

Commercial Insuran	<mark>ce Coverage:</mark> Kevin Bondm New Commerci		Medicaid Coverage Che	ck Medicaid Eligibility		2
Coverage List						
Actions	Insurance Company	Policy Number	Effective From Date	Effective To Date	3rd Party Sequence	
View Edit Prior Auth	Aetna Health	59494943	10/1/2010		1	
Code 35 Information	1					
<u>Municipality</u>	Muni. of Fiscal Responsibility		Medicaid CIN	Placement Date	<u>Removal Date</u>	

Click <u>View</u> link under Action column for Commercial Insurance Coverage.
 View Commercial Insurance Coverage page displays.

navigation • Insurance Coverage • Services Not Covered	View Commercial Insurance Covera	ge: Kevin Bondman - 500020 Edit	Delete Close	
• Prior Authorizations/Referral	Commercial Insurance Details Insurance Company Name:	Aetna Health	Insurance Sequence Number:	1
	Insurance Company Address:	500 Broadway Albany (Albany) New York 12200	Insurance Type:	
	Insurance Plan Name:	Aetna Health	Claim Filing:	Commercial Insurance
recent items	Plan Regulated by New York State:	Yes	Subrogation Notice Date Sent:	12/15/2010
• Kevin Bondman -	Is Plan Child Health Plus?:	No	Is Plan Medicaid Managed Care?:	No
500020	Parental Consent To Bill:			
	Policy Holder Details			
	Policy Holder Name:	June Bondman	Policy Holder ID Number:	

 Click Prior Authorizations/Referral from the Navigation Bar. Prior Authorizations/Referrals page displays.

Aetna Health - C	300001					
New						
Service Details	s					
Action	<u>Service</u> Type	Method		OP Prior Authorization Required	n <u>PCP Referral</u> <u>Required</u>	<u>Script</u> <u>Required</u>
<u>View</u> Edit	ATD	Basic Group Dev less)	velopmental with 1:1 Aide (59 min or	Yes	Yes	Yes
New Prior Auth	orization Create	278 Request				
Prior Authoriza	ations					
Action	PA Number	SA Number	Insurance Company Name	Si	atus PA Servic	е Туре
New Primary Ca	are Physician Refer	ral				
Primary Care I	Physician Referral	s				
Action	PCP Referral Numb	er		SA N	umber	

Click New Prior Authorization button. Create Prior Authorization page displays. Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as mm/dd/yyyy format.

Create Prior Authorization: Kevin Bo	ndman - 500020		?
	Save Save &	New Cancel	
Details			
Prior Authorization Number:		Status:	· · · · · · · · · · · · · · · · · · ·
*Start Date:		*Service Authorization Number:	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
*Prior Authorization Certification Type:	`	*End Date:	Ø
Number of Authorized Visits:	0	Related Prior Authorization Number:	
Service Type:		~	
Delay Reason:			~
Denial Reason:		~	
	Save Save &	New Cancel	

Prior Authorization Number *must* be entered after the request has been made and the Authorization Number is issued. A Municipality may not have this information while initially entering data in this page.

To select a **Service Authorization Number**, click **Search** \leq icon. **Select Service Authorization Number** page displays. Click <u>Select</u> link under Action column for correct Service Authorization

Prior Authorization Certification Type field indicates if the Prior Authorization request is **Initial**, **Renewal** or **Revised**.

Related Prior Authorization Number field captures any previously issued Authorization Number that may be useful when requesting additional authorization.

Number of Authorized Visits field should be used to capture the total number of visits authorized by Commercial Insurance, not the total number of authorized visits on the Service Authorization.

Important Information

- If a prior authorization is submitted and denied, the service should be recorded as a "service not covered".
- User subscribed to the Muni_FiscalManager work queue will receive a Notification when the number of Authorized Visits minus the number of claimed visits reaches 3.

Delay Reason field captures the reason there was a delay in processing by Commercial Insurance.

Denial Reason field captures the denial if the Prior Authorization request is denied.

Important Information

If a Prior Authorization is required and submitted for and then denied, the service should then be entered under 'Services Not Covered''.

Click Save button. Prior Authorizations/Referrals page displays.

Or

Click Save & New button to enter additional Prior Authorizations.

Commercial Insurance Coverage – Create 278 Request

Important Information

This feature has been temporarily disabled and is not currently operational.

<u>Commercial Insurance Coverage – New Primary Care Physician</u> <u>Referral</u>

Once a service has been agreed to as appropriate for a child/family and the resulting Service Authorization is issued, the Municipality should enter any information into NYEIS regarding specific requirements to ensure coverage of services (e.g., an insurance company requires prior authorization or a Referral before they will agree to cover a service).

If the need for a New Primary Care Physician Referral for a service has been entered into NYEIS and a Service Authorization is created that requires a request for a Primary Care Physician Referral, the child's Service Coordinator receives notification through a Task to request PCP Referral for the Child.

Important Information

The Primary Care Physician Referral workflow task, called PCP Referral, is directed to the child's Service Coordinator. *See* Appendix H for further information about the workflow.

- 1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, *Searching* for search instructions and tips.
- 2. Click <u>Reference Number</u> link in the Search Results for appropriate Child. Child Homepage displays.

navigation	Child Homepage: Kevin Bondman -	500020		
 Home Addresses 		E dit Re	egister Sibling	
Addresses Addresses Addresses	Child Information			
• Alternative Names	First Name:	Kevin	Middle Name:	
• Cases	Last Name:	Bondman	Suffix:	
 Communication Exceptions 	Contact			
• Financials		ewr ert		
 Notes 	Address:	Albany (Albany) New York 10001	Phone Number:	518 333-0000
• Phone Numbers		New Fork 10001		
 Relationships 	Child Information			
• Tasks	Child's Referral Date:	12/6/2010	Child's Case Status:	
• At-Risk Follow-Up	Date of Birth:	12/1/2010	Gender:	Male
Audit Log	Calculated Age of Child:	0 Years, 0 Months	Birth Last Name:	
• Referrals	Ethnic Origin:	Not Hispanic or Latino	Child's Dominant Language:	
Demographic Data change History	Child's Living Arrangement:		Municipality of Residence:	Albany
• Insurance Coverage	Child's School District:		Caregiver's Name (If other than parent):	
	Caregiver's Relationship:		Date of Death:	
	Race			
	American Indian or Alaskan Native			
recent items	Family Information			
O Kevin Bondman -	Mother's First Name:	Jill	Mother's Last Name:	
500020	Mother's Date Of Birth:		Mother's Dominant Language:	

3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

o					
Coverage List					
Actions	Insurance Company	Policy Number	Effective From Date	Effective To Date	3rd Party Sequence
View Edit Prior Auth	Community Blue	101018	1/1/2009	12/31/2009	1
View Edit Prior Auth	Medicaid		1/1/2009	12/31/2009	95

4. Click <u>View</u> link under Action column for Commercial Insurance Coverage. View Commercial Insurance Coverage page displays.

navigation Insurance Coverage 	View Commercial Insurance Covera	·		
O Services Not Cover	Commercial Insurance Details	E dit Del	lete Close	
Authorizations/Referr	Insurance Company Name:	Aetna Health	Insurance Sequence Number:	1
	Insurance Company Address:	500 Broadway Albany (Albany) New York 12200	Insurance Type:	Commercial
	Insurance Plan Name:	Aetna Health	Claim Filing:	Commercial Insurance
recent items	Plan Regulated by New York State:	Yes	Subrogation Notice Date Sent:	12/15/2010
• Kevin Bondman -	Is Plan Child Health Plus?:	No	Is Plan Medicaid Managed Care?:	No
500020	Parental Consent To Bill:			
	Policy Holder Details			
	Policy Holder Name:	June Bondman	Policy Holder ID Number:	

5. Click **Prior Authorizations/Referral** from the Navigation Bar. **Prior Authorizations/Referrals** page displays.

BCBS - 30004	4								
New									
Service Det	ails								
Action	Service	Туре Ме	thod	<u>QP</u>	Prior Authorization Required	P	CP Referral F	Required	Script Required
<u>View</u> Edit	Assistiv	ve Technology		Audiologist	Yes	1	٩٥		No
New Prior A	uthorization Cre	ate 278 Request							
Prior Autho	rizations								
Action	PA Number	SA Number	Ins	urance Compan	<u>y Name</u>		Status	PA Service	Туре
<u>View</u> Edit	1018	41472	Em	pire Blue Cross	Blue Shield				
<u>View</u> Edit	1083	274	Em	pire Blue Cross	Blue Shield				
View Edit	101018	1025	Em	pire Blue Cross	Blue Shield				
New Primary	/ Care Physician Re	eferral							
Primary Ca	re Physician Refe	rrals							
Action	PCP Referral Nu	mber				SA N	umber		
Delete	23					1025			

6. Click New Primary Care Physician Referral button. Create Primary Care Physician Referral page displays. SA Number and PCP Referral Number are *required* fields. PCP Referral Number may be the referring physicians NPI number.

Create Primary Care Physician Refer	ral Fatima Smithwick - 30000010		?
Details			
*SA Number:	ज्ञ २	*PCP Referral Number:	
	Save	Cancel	

7. To select an SA Number, click Search S icon. Select Service Authorization Number page displays. Click <u>Select</u> link under Action column for correct Service Authorization Number. Create Primary Care Physician Referral page displays. 8. Click Save button. Prior Authorizations/Referrals page displays.

Viewing Prior Authorization / Referrals

Commercial Insurance Coverage – View Service Details

- 1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, *Searching* for search instructions and tips.
- 2. Click <u>Reference Number</u> link in the Search Results for appropriate Child. Child Homepage displays.

navigation • Home	Child Homepage: Kevin Bondman -		agister Sibling	
• Addresses	Child Information		•	
 Alternative IDs 				
 Alternative Names 	First Name:		Middle Name:	
• Cases	Last Name:	Bondman	Suffix:	
 Communication Exceptions 	Contact			
 Financials 		ewr ert		
Notes	Address:	Albany (Albany)	Phone Number:	518 333-0000
• Phone Numbers		New York 10001		
Relationships	Child Information			
• Tasks	Child's Referral Date:	12/6/2010	Child's Case Status:	
At-Risk Follow-Up	Date of Birth:		Gender:	Male
Audit Log	Calculated Age of Child:		Birth Last Name:	
• Referrals		Not Hispanic or Latino	Child's Dominant Language:	
 Demographic Data Change History 	Child's Living Arrangement:	Not hispanic of Eating	Municipality of Residence:	Albany
 Insurance Coverage 	Child's School District:		Caregiver's Name (If other than	
0	Child's School District:		parent):	
	Caregiver's Relationship:		Date of Death:	
	Race			
	American Indian or Alaskan Native			
recent items	Family Information			
O Kevin Bondman -	Mother's First Name:	llic	Mother's Last Name:	
500020	Mother's Date Of Birth:		Mother's Dominant Language:	

3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

Coverage List					
Actions	Insurance Company	Policy Number	Effective From Date	Effective To Date	3rd Party Sequence
View Edit Prior Auth	Community Blue	101018	1/1/2009	12/31/2009	1
View Edit Prior Auth	Medicaid		1/1/2009	12/31/2009	95

4. Click <u>View</u> link under Action column for Commercial Insurance Coverage. View Commercial Insurance Coverage page displays.

navigation • Insurance Coverage • Services Not Covered	View Commercial Insurance Covera		lete Close	
Prior	Commercial Insurance Details	-		
Authorizations/Referral	Insurance Company Name:	Aetna Health	Insurance Sequence Number:	1
	Insurance Company Address:	500 Broadway Albany (Albany) New York 12200	Insurance Type:	Commercial
	Insurance Plan Name:	Aetna Health	Claim Filing:	Commercial Insurance
recent items	Plan Regulated by New York State:	Yes	Subrogation Notice Date Sent:	12/15/2010
• Kevin Bondman -	Is Plan Child Health Plus?:	No	Is Plan Medicaid Managed Care?:	No
500020	Parental Consent To Bill:			
	Policy Holder Details			
	Policy Holder Name:	June Bondman	Policy Holder ID Number:	59494943
			A POINT AND A POINT AND A APPLIC	

5. Click **Prior Authorizations/Referral** from the Navigation Bar. **Prior Authorizations/Referrals** page displays.

BCBS - 30004	1								
New									
Service Det	ails								
Action	Service '	Туре	<u>Method</u>	<u>QP</u>	Prior Authorization Required	P	CP Referral F	Required	Script Required
View Edit	Assistiv	e Technology		Audiologist	Yes	N	lo		No
New Prior A	uthorization Crea	te 278 Request							
Prior Autho	rizations								
Action	PA Number	SA Number	Ins	urance Compan	<u>y Name</u>		Status	PA Service	<u>е Туре</u>
<u>View</u> Edit	1018	41472	Em	npire Blue Cross	Blue Shield				
<u>View</u> Edit	1083	274	Em	pire Blue Cross	Blue Shield				
View Edit	101018	1025	Em	pire Blue Cross	Blue Shield				
New Primary	/ Care Physician Ret	ferral							
Primary Ca	e Physician Refer	rals							
Action	PCP Referral Nur	nber				SA NI	umber		
	23					1025			

6. Click <u>View</u> link under Action column for Service Details. View PA / PCP Referral / Script Required page displays.

View PA / PCP Referral / Script Requ BCBS - 30004			2
Service Details			
Service Type:	Assistive Technology	Method:	
QP:	Audiologist	Prior Authorization Required:	Yes
Primary Care Physician Referral Required:	No	Script Required:	No
	E dit Dele	te Close	

- 7. Click Close button. Prior Authorizations/Referrals page displays.
- 8. Click Home from the Menu Bar. User Home Page displays.

Commercial Insurance Coverage – View Prior Authorization

- 1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, *Searching* for search instructions and tips.
- 2. Click <u>Reference Number</u> link in the Search Results for appropriate Child. Child Homepage displays.
- 3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

Commercial Insurance Coverage: Tiffany Martin-08 - 0108						
Coverage List						
Actions	Insurance Company	Policy Number	Effective From Date	Effective To Date	3rd Party Sequence	
View Edit Prior Auth	Community Blue	101018	1/1/2009	12/31/2009	1	
View Edit Prior Auth	Medicaid		1/1/2009	12/31/2009	95	

4. Click <u>View</u> link under Action column for Commercial Insurance Coverage. View Commercial Insurance Coverage page displays.

navigation O Insurance Coverage Services Not Lover d	View Commercial Insurance Covera	ge: Kevin Bondman - 500020 Edit Dela	ete Close	
• Prior	Commercial Insurance Details			
Authorizations/Referral	Insurance Company Name:	Aetna Health	Insurance Sequence Number:	1
		500 Broadway Albany (Albany) New York 12200	Insurance Type:	Commercial
	Insurance Plan Name:	Aetna Health	Claim Filing:	Commercial Insurance
recent items	Plan Regulated by New York State:	Yes	Subrogation Notice Date Sent:	12/15/2010
• Kevin Bondman -	Is Plan Child Health Plus?:	No	Is Plan Medicaid Managed Care?:	No
500020	Parental Consent To Bill:			
	Policy Holder Details			
	Policy Holder Name:	June Bondman	Policy Holder ID Number:	

5. Click **Prior Authorizations/Referral** from the Navigation Bar. **Prior Authorizations/Referrals** page displays.

Prior Authori	izations/Refe	rrals: Fatima Smithw	rick - 300	00010					
BCBS - 30004	ŧ								
New									
Service Deta	ails								
Action	Ser	<u>vice Type</u>	Method	<u>QP</u>	Prior Authorization Required	P	CP Referral	Required	Script Required
View Edit	Ass	sistive Technology		Audiologist	Yes	1	No		No
New Prior Au	uthorization	Create 278 Request							
Prior Author	rizations								
Action	PA Number	SA Number	Ins	urance Compan	<u>y Name</u>		Status	PA Servic	<u>е Туре</u>
View Edit	1018	41472	En	npire Blue Cross	Blue Shield				
View Edit	1083	274	En	npire Blue Cross	Blue Shield				
View Edit	101018	1025	En	npire Blue Cross	Blue Shield				
New Primary	Care Physicia	n Referral							
Primary Car	e Physician R	eferrals							
Action	PCP Referra	I Number				SA N	<u>umber</u>		
Delete	23					1025	5		

6. Click <u>View</u> link under Action column for specific Prior Authorizations. View Prior Authorization page displays.

BS - 30004			
	Close	dit Delete	
tails			
Prior Authorization Number:		Service Authorization Number:	41472
Commercial Insurance Company Name:	Empire Blue Cross Blue Shield	Commercial Insurance Policy Number:	201
Start Date:	1/1/2008	End Date:	6/1/2008
ior Authorization Certification Type:	Initial	Related Prior Authorization Number:	
Status:		Delay Reason:	
Denial Reason:		Service Type:	
rvices Used			
Number of Authorized Visits:	11	Number of Authorized Visits Used:	0
Number of Authorized Visits Remaining :	11		

7. Click Close button. Prior Authorizations/Referrals page displays.

Editing Prior Authorization / Referrals

Commercial Insurance Coverage – Edit Service Details

- 1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, *Searching* for search instructions and tips.
- 2. Click <u>Reference Number</u> link in the Search Results for appropriate Child. Child Homepage displays.
- 3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

Coverage List					
Actions	Insurance Company	Policy Number	Effective From Date	Effective To Date	3rd Party Sequence
View Edit Prior Auth	Community Blue	101018	1/1/2009	12/31/2009	1
View Edit Prior Auth	Medicaid		1/1/2009	12/31/2009	95

4. Click <u>View</u> link under Action column for Commercial Insurance Coverage. View Commercial Insurance Coverage page displays.

navigation O Insurance Coverage O Survices Not Covered	View Commercial Insurance Covera	ge: Kevin Bondman - 500020 Edit Del	ete Close	
• Prior	Commercial Insurance Details			
Authorizations/Referral	Insurance Company Name:	Aetna Health	Insurance Sequence Number:	1
	Insurance Company Address:	500 Broadway Albany (Albany) New York 12200	Insurance Type:	Commercial
	Insurance Plan Name:	Aetna Health	Claim Filing:	Commercial Insurance
recent items	Plan Regulated by New York State:	Yes	Subrogation Notice Date Sent:	12/15/2010
O Kevin Bondman -	Is Plan Child Health Plus?:	No	Is Plan Medicaid Managed Care?:	No
	Parental Consent To Bill:			
	Policy Holder Details			
	Policy Holder Name:		Policy Holder ID Number:	
			STREET BELLEVILLE AND ADDREET AND ADDREET	• • • • •

5. Click **Prior Authorizations/Referral** from the Navigation Bar. **Prior Authorizations/Referrals** page displays.

BCBS - 3000	4								
New									
Service Det	ails								
Action	Service	Type	Method	QP	Prior Authorization Required	P	CP Referral	Required	Script Required
<u>View</u> Edit	Assistiv	e Technology		Audiologist	Yes	N	lo		No
New Prior A	uthorization Cre	ate 278 Request							
Prior Autho	rizations								
Action	PA Number	SA Number	Ins	urance Company	<u>y Name</u>		Status	PA Service	е Туре
View Edit	1018	41472	Em	pire Blue Cross	Blue Shield				
View Edit	1083	274	Em	pire Blue Cross	Blue Shield				
View Edit	101018	1025	Em	pire Blue Cross	Blue Shield				
New Primar	y Care Physician Re	eferral							
Primary Ca	re Physician Refe	rals							
Action	PCP Referral Nu	mber				SA Nu	umber		
Delete	23					1025			

 Click <u>Edit</u> link under Action column for specific Service Details. Modify PA / PCP Referral / Script Required page displays.

Modify PA / PCP Referral / Script Re	quired		?
Service Details			
Service Type:	Assistive Technology 🔹	Method:	
QP:	Audiologist 👻	Prior Authorization Required:	
Primary Care Physician Referral Required:		Script Required:	
	Save	Cancel	

- 7. Apply necessary changes.
- 8. Click Save button. Prior Authorizations/Referrals page displays.

Commercial Insurance Coverage – Edit Prior Authorization

- 1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, *Searching* for search instructions and tips.
- 2. Click <u>Reference Number</u> link in the Search Results for appropriate Child. Child Homepage displays.
- 3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

quence

4. Click <u>View</u> link under Action column for Commercial Insurance Coverage. View Commercial Insurance Coverage page displays.

navigation O Insurance Coverage O Services Not Covered	View Commercial Insurance Covera	ge: Kevin Bondman - 500020 Edit Dela	ete Close	
Prior	Commercial Insurance Details			
Authorizations/Referral	Insurance Company Name:	Aetna Health	Insurance Sequence Number:	1
	Insurance Company Address:	500 Broadway Albany (Albany) New York 12200	Insurance Type:	Commercial
	Insurance Plan Name:	Aetna Health	Claim Filing:	Commercial Insurance
recent items	Plan Regulated by New York State:	Yes	Subrogation Notice Date Sent:	12/15/2010
• Kevin Bondman -	Is Plan Child Health Plus?:	No	Is Plan Medicaid Managed Care?:	No
500020	Parental Consent To Bill:			
	Policy Holder Details			
	Policy Holder Name:	June Bondman	Policy Holder ID Number:	59494943
	0 11 1		The second secon	

5. Click **Prior Authorizations/Referral** from the Navigation Bar. **Prior Authorizations/Referrals** page displays.

3CBS - 3000	4								
New									
Service De	ails								
Action	Service 7	Туре	<u>Method</u>	<u>QP</u>	Prior Authorization Required	P	CP Referral R	equired	Script Required
<u>View</u> Edit	Assistive	e Technology		Audiologist	Yes	1	No		No
New Prior A	uthorization Crea	te 278 Request							
Prior Autho	rizations								
Action	PA Number	SA Number	Ins	urance Compan	<u>y Name</u>		Status	PA Service	туре
View Edit	1018	41472	Em	pire Blue Cross	Blue Shield				
View Edit	1083	274	Em	pire Blue Cross	Blue Shield				
View Edit	101018	1025	Em	pire Blue Cross	Blue Shield				
New Primar	y Care Physician Ret	ferral							
Primary Ca	re Physician Refer	rals							
Action	PCP Referral Nun	nber				SA N	umber		
Delete	23					1025	5		

6. Click <u>Edit</u> link under Action column for specific Prior Authorizations. Modify Prior Authorization page displays.

Modify Prior Authorization: Tiffany M	Aodify Prior Authorization: Tiffany Martin-08 - 0108						
(Save) Cancel							
Details							
Prior Authorization Number:			Status:			•	
*Start Date:	10/12/2009	٥	*Service Authorization Number:	170300		R, 5	
*Prior Authorization Certification Type:	Initial	•	*End Date:	10/21/2009	<i>(</i>)		
Number of Authorized Visits:	0		Related Prior Authorization Number:				
Prior Authorization Service Type: Delay Reason:	Surgical •						
Denial Reason:			•				
		Save	Cancel				

- 7. Apply necessary changes.
- 8. Click Save button. Prior Authorizations/Referrals page displays.

Important Note:

If claiming to the insurer has occurred, and the Prior Authorization information has changed, it is recommended that the existing prior Authorization record be end-dated and new Prior Authorization information is added.

Deleting Prior Authorization / Referrals

Commercial Insurance Coverage – Delete Service Details Required

- 1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, *Searching* for search instructions and tips.
- 2. Click <u>Reference Number</u> link in the Search Results for appropriate Child. Child Homepage displays.

3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

Commercial Insuran	ce Coverage: Tiffany Martir	-08 - 0108				?
Coverage List						
Actions	Insurance Company	Policy Number	Effective From Date	Effective To Date	3rd Party Sequence	
View Edit Prior Auth	Community Blue	101018	1/1/2009	12/31/2009	1	
View Edit Prior Auth	Medicaid		1/1/2009	12/31/2009	95	
	New Commercia	al Coverage New N	Aedicaid Coverage Check M	edicaid Eligibility		

4. Click <u>View</u> link under Action column for Commercial Insurance Coverage. View Commercial Insurance Coverage page displays.

navigation • Insurance Coverage	View Commercial Insurance Covera	ge: Kevin Bondma	ın - 500020 Edit Dela	ete Close	
• Prior	Commercial Insurance Details				
Authorizations/Refere	Insurance Company Name:	Aetna Health		Insurance Sequence Number:	1
		500 Broadway Albany (Albany) New York 12200		Insurance Type:	Commercial
	Insurance Plan Name:	Aetna Health		Claim Filing:	Commercial Insurance
recent items	Plan Regulated by New York State:	Yes		Subrogation Notice Date Sent:	12/15/2010
O Kevin Bondman -	Is Plan Child Health Plus?:	No		Is Plan Medicaid Managed Care?:	No
500020	Parental Consent To Bill:				
	Policy Holder Details				
	Policy Holder Name:	June Bondman		Policy Holder ID Number:	

5. Click **Prior Authorizations/Referral** from the Navigation Bar. **Prior Authorizations/Referrals** page displays.

Prior Autho	izations/Referrals	: Fatima Smithw	vick - 3000	00010					
BCBS - 3000	4								
New									
Service Det	ails								
Action	Service 1	Туре	Method	<u>QP</u>	Prior Authorization Required	PC	CP Referral	Required	Script Required
View Edit	Assistive	e Technology		Audiologist	Yes	N	0		No
New Prior A	uthorization Crea	te 278 Request							
Prior Autho	rizations								
Action	PA Number	SA Number	Ins	urance Compan	iy Name		Status	PA Service	<u>е Туре</u>
View Edit	1018	41472	Em	pire Blue Cross	Blue Shield				
View Edit	1083	274	Em	pire Blue Cross	Blue Shield				
View Edit	101018	1025	Em	pire Blue Cross	Blue Shield				
New Primar	y Care Physician Ref	ferral							
Primary Ca	re Physician Referr	als							
Action	PCP Referral Num	nber				SA Nu	<u>imber</u>		
Delete	23					1025			

6. Click <u>View</u> link under Action column for specific Service Details. View PA / PCP Referral / Script Required page displays.

View PA / PCP Referral / Script Required Fati	ima Smithwick - 30000010		?		
BCBS - 30004					
Service Details					
Service Type: Assistive	Technology	Method:			
QP: Audiologi	st	Prior Authorization Required:	Yes		
Primary Care Physician Referral Required: No		Script Required:	No		
Edit Delete Close					

7. Click **Delete** button. **Confirm Delete that PA / PCP Referral / Script is Required** page displays with the message *Are you sure you want to delete this indicator that either a PA, PCP Referral or Prescription is required for this Child's Insurance Coverage*?

Confirm Delete that PA / PCP Referral / Script is Required
Are you sure you want to delete this indicator that either a PA, PCP Referral or Prescription is required for this Child's Insurance Coverage?
Yes
No

8. Click Yes button. Prior Authorizations/Referrals page displays.

Commercial Insurance Coverage – Delete Prior Authorization

- 1. Log in to NYEIS. User Home Page displays.
- 2. Click <u>Child</u> link in Search section. Child Search page displays.
- 3. Type all known information in **Search Criteria** section. Click **Search** button. Records matching display in **Search Results** section. *To search again, click Reset button*.
- 4. Click <u>**Reference Number**</u> link for appropriate Child. **Child Homepage** displays.
- 5. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

Commercial Insurance Coverage: Tiffany Martin-08 - 0108							
Coverage List							
Actions	Insurance Company	Policy Number	Effective From Date	Effective To Date	3rd Party Sequence		
View Edit Prior Auth	Community Blue	101018	1/1/2009	12/31/2009	1		
View Edit Prior Auth	Medicaid		1/1/2009	12/31/2009	95		
	New Commerci	al Coverage) (New M	ledicaid Coverage Check M	edicaid Eligibility			

6. Click <u>View</u> link under Action column for Commercial Insurance Coverage. View Commercial Insurance Coverage page displays.

navigation	View Commercial Insurance Covera	ge: Kevin Bondman - 500020		
Insurance Coverage Orervices Not Covered		E dit D el	Close	
O Prior	ommercial Insurance Details			
Authorizations/Referral	Insurance Company Name:	Aetna Health	Insurance Sequence Number:	1
	Insurance Company Address:	500 Broadway Albany (Albany) New York 12200	Insurance Type:	Commercial
	Insurance Plan Name:	Aetna Health	Claim Filing:	Commercial Insurance
recent items	Plan Regulated by New York State:	Yes	Subrogation Notice Date Sent:	12/15/2010
• Kevin Bondman -	Is Plan Child Health Plus?:	No	Is Plan Medicaid Managed Care?:	No
500020	Parental Consent To Bill:			
	Policy Holder Details			
	Policy Holder Name:	June Bondman	Policy Holder ID Number:	
			A REAL PROPERTY OF A REAL PROPERTY.	

7. Click **Prior Authorizations/Referral** from the Navigation Bar. **Prior Authorizations/Referrals** page displays.

BCBS - 30004	4								
New									
Service Det	ails								
Action	Service T	уре	Method	<u>QP</u>	Prior Authorization Required	P	CP Referral F	Required	Script Required
View Edit	Assistive	Technology		Audiologist	Yes	N	٩٥		No
New Prior A	uthorization Creat	e 278 Request							
Prior Autho	rizations								
Action	PA Number	SA Number	Ins	urance Compan	y Name		Status	PA Service	<u>е Туре</u>
<u>View</u> Edit	1018	41472	Em	pire Blue Cross	Blue Shield				
<u>View</u> Edit	1083	274	Em	pire Blue Cross	Blue Shield				
<u>View</u> Edit	101018	1025	Em	pire Blue Cross	Blue Shield				
New Primary	/ Care Physician Ref	erral							
Primary Ca	re Physician Referr	als							
Action	PCP Referral Num	ber				SA N	umber		
Delete	23					1025			

8. Click <u>View</u> link under Action column for specific Prior Authorizations. View Prior Authorization page displays.

View Prior Authorization: Fatima Smithwick - 30000010								
BCBS - 30004								
Close Edit Delete								
Details								
Prior Authorization Number:	1018	Service Authorization Number:	41472					
Commercial Insurance Company Name:	Empire Blue Cross Blue Shield	Commercial Insurance Policy Number:	201					
Start Date:	1/1/2008	End Date:	6/1/2008					
Prior Authorization Certification Type:	Initial	Related Prior Authorization Number:						
Status:		Delay Reason:						
Denial Reason:		Service Type:						
Services Used								
Number of Authorized Visits:	11	Number of Authorized Visits Used:	0					
Number of Authorized Visits Remaining :	11							
	Close Ed	it Delete						

9. Click **Delete** button. **Delete Prior Authorization** page displays with the message *Are you sure you want to delete this prior authorization*?

Delete Prior Authorization: Fatima Smithwick - 30000010	
Are you sure you want to delete this prior authorization?	
	Yes No

10. Click Yes button. Prior Authorizations/Referrals page displays.

Important Note:

If claiming to the insurer has occurred, and the Prior Authorization information has changed, it is recommended that the existing prior Authorization record be end-dated and new Prior Authorization information is added.

<u>Commercial Insurance Coverage – Delete Primary Care Physician</u> <u>Referral</u>

- 1. Log in to NYEIS. User Home Page displays.
- 2. Click **Child** link in **Search** section. **Child Search** page displays.
- 3. Type all known information in **Search Criteria** section. Click **Search** button. Records matching display in **Search Results** section. *To search again, click Reset button*.
- 4. Click <u>Reference Number</u> link for appropriate Child. Child Homepage displays.
- 5. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

Coverage List					
Actions	Insurance Company	Policy Number	Effective From Date	Effective To Date	3rd Party Sequence
View Edit Prior Auth	Community Blue	101018	1/1/2009	12/31/2009	1
View Edit Prior Auth	Medicaid		1/1/2009	12/31/2009	95

6. Click <u>View</u> link under Action column for Commercial Insurance Coverage. View Commercial Insurance Coverage page displays.

navigation	View Commercial Insurance Coverag	ge: Kevin Bondman - 500020		
 Insurance Coverage Services Not Covered 		E dit D ele	ete Close	
o Prior	Commercial Insurance Details			
Authorizations/Referral	Insurance Company Name:	Aetna Health	Insurance Sequence Number:	1
	Insurance Company Address:	500 Broadway Albany (Albany) New York 12200	Insurance Type:	Commercial
	Insurance Plan Name:	Aetna Health	Claim Filing:	Commercial Insurance
recent items	Plan Regulated by New York State:	Yes	Subrogation Notice Date Sent:	12/15/2010
• Kevin Bondman -	Is Plan Child Health Plus?:	No	Is Plan Medicaid Managed Care?:	No
500020	Parental Consent To Bill:			
	Policy Holder Details			
	Policy Holder Name:	June Bondman	Policy Holder ID Number:	

7. Click **Prior Authorizations/Referral** from the Navigation Bar. **Prior Authorizations/Referrals** page displays.

BCBS - 3000		: Fatima Smithw							
	4								
New									
Service Det	ails								
Action	Service	Туре	<u>Method</u>	<u>QP</u>	Prior Authorization Required	P	CP Referral F	Required	Script Required
View Edit	Assistiv	e Technology		Audiologist	Yes	1	10		No
New Prior Authorization Create 278 Request									
Prior Autho	rizations								
Action	PA Number	SA Number	Ins	urance Compan	<u>y Name</u>		Status	PA Service	<u>е Туре</u>
View Edit	1018	41472	En	pire Blue Cross	Blue Shield				
View Edit	1083	274	En	npire Blue Cross	Blue Shield				
View Edit	101018	1025	En	npire Blue Cross	Blue Shield				
New Primary	y Care Physician Re	ferral							
Primary Ca	re Physician Refer	rals							
Action	PCP Referral Nur	nber				SA N	umber		
Delete	23					1025			

8. Click <u>Delete</u> link under Action column for specific Primary Care Physician Referrals. Delete PCP Referral page displays with the message Are you sure you want to delete this Primary Care Physician Referral?

Delete PCP Referral	
Do you want to delete this Primary Care Physician Referral?	
	Yes

9. Click Yes button. Prior Authorizations/Referrals page displays.

Note:

• **Primary Care Physician Referrals** *cannot* be edited. They can *only* be deleted once created.

Generating Subrogation Letters

This feature is no longer active in NYEIS

Viewing and Printing Subrogation Letters

This feature is no longer active in NYEIS

Attention

Not all code table values are applicable. Only select values that are relevant and/or provide additional information about the Child.

ALTERNATIVE IDS FROM THE CHILD HOME PAGE

A Child may have multiple types of numbers associated with their Case, such as: Reference Number, Child Social Security Number, Parent's Social Security Number and Medicaid CIN number. These numbers can be entered from the Alternative ID button. Only Municipal Users with appropriate access rights will be able to access this information.

Important Information

- The system automatically generates the child's **Reference Number**. The Reference Number is the child's Primary ID; it cannot be edited or deleted.
- Municipalities are required to enter the Child's social security number in the Alternative ID section.
- The Medicaid CIN is added and edited through the **Insurance Coverage** page on the **Child Home** page. See **Insurance Coverage** for further information.
- 1. Display Child Home Page. Displaying *Child Home Page* for further information.
- 2. Click **Alternative IDs** from the Navigation Bar. **Alternative IDs** page displays for current Provider. Perform one of the following functions:

Alternative IDs:	Midway Social	Services - 222331234			
New					
Action	Primary	Alternative ID	Туре	From To	Status
View Edit	No	8569745	National Provider ID	10/1/2008	Active
View Edit	No	899999999	NYS Provider ID	10/1/2008	Active
View Edit	No	332266	FEIN/SSN	10/27/2008	Active
View Edit	No	00112029	Site ID	12/9/2008	Active
View Edit	Yes	222331234	Social Security Number	1/1/2001	Active
View Edit	No	MWETIN	ETIN	3/19/2009	Active

Adding a New Alternative ID

Note that a user cannot add an Alternative ID type of 'Reference Number' or 'Medicaid CIN'.

a. Click **New** button. **Create Alternative ID** page displays the sections **Details** and **Comments**.

		Save Sav	ve & New Cancel	
etails				
	*Alternative ID:		*Туре:	Reference Number
	*From: 1/17/2	011 🔕	To:	()
	*From: 1/17/2	011 🥘	To:	
nments				

b. Fill in information for Alternative ID, Type, From, To and Comments. Alternative ID, Type and From are *required* fields.

Exception Currently not available to all NYEIS User roles. c. Click **Save** button to save current Alternative ID. **Alternative IDs** page displays.

Or

Click Save & New button to continue adding Alternative IDs.

Viewing an Alternative ID

 a. Click <u>View</u> link under Action column from Alternative IDs page.
 View Alternative ID page displays the sections Details and Comments. Click Close button after viewing the Alternative ID page. Alternative IDs page displays.

Editing an Alternative ID

Note that a user cannot edit an Alternative ID type of 'Reference Number' or 'Medicaid CIN'.

 a. Click <u>Edit</u> link under Action column from Alternative IDs page. Modify Alternative ID page displays the sections Details and Comments. Apply changes. Click Save button. Alternative IDs page displays.

Deleting an Alternative ID

Note that a user cannot delete an Alternative ID type of 'Reference Number' or 'Medicaid CIN'.

a. Click <u>View</u> link under Action column from Alternative IDs page.
Click Delete button. Delete Alternative ID page displays with message *Are you sure you want to delete this alternative ID?* Click Yes button.
Alternative IDs page displays with Status set to Canceled.

Notes:

• There can only be one <u>Active</u> Child Social Security Number at a time. If a new Child Social Security Number is to be added, the currently active Child Social Security Number must be **Deleted**, rendering it Canceled.

Cancel button stops current operation and returns to previous page.

Exception Currently not available to all NYEIS User roles.

Exception Currently not

available to

all NYEIS User roles. Recent items on the Navigation Bar displays recently visited items.

To sort the data displayed on pages, click the underlined column heading. Click once to view the data in ascending order and click again to view the data in descending order.

CODE 35 MANAGEMENT

Municipalities are required to notify their Local Department of Social Services that they intend to bill Medicaid for case management services (Service Coordination). This section shows how a user can generate a list of children that need the Code 35 placed on their Medicaid record with LDSS. The system determines what children meet the Code 35 Placement criteria based on whether the child is new to the County of Residence (either new referral or transfer) and has a Medicaid CIN. After the Code 35 list has been generated, the Code 35 is recorded on the Child's **Commercial Insurance Coverage** Page in the **Code 35 Information** cluster. The list is sent to LDSS. LDSS subsequently places the exception Code 35 on the child's Medicaid record.

Code 35 Placements

1. Display User Home page. Click Code 35 Placement link in the Search cluster. Search Code 35 to Add Placements page displays.

Search Code 35 to add Placements			?				
Search Cancel							
Selection Criteria							
Child's First Name:		Child's Last Name:					
Referral/Transfer Date From:		Referral/Transfer Date To:	Ø				
Include children who already have Code 35 notification for this municipality:							
Search Cancel							

- To search for a specific child, enter the name in the First Name and/or Last Name fields. Or to search for multiple children, enter dates in the Referral/Transfer Date From and Referral/Transfer Date To fields. Click the checkbox if you want to include children who already have Code 35 notification. Click Search button to initiate search.
- 3. Search results are displayed. Select the checkbox next to the name of each child to add a Code 35 Placement for. Click **Print** button.



4. **Print Code 35 Placements** page displays with the message *These are the children you selected to notify LDSS of Code 35 Placement in the municipality: <municipality name>*. The user can print this page and send to their LDSS so that the LDSS can record the Code 35 in WMS.

Important Information

Be aware that this process only allows for a list of Code 35 Placements to be printed and sent to LDSS. Once this print page is displayed, the system assumes LDSS has been notified of the Code 35 Placements and sets the Code 35 Placement date in NYEIS to the current date. There is no electronic interaction with LDSS for Code 35 Placements so the user must send this printout.

Children who you have selected to report to LDSS will not show up in future searches unless the check box is selected to include children who already have code 35 notification for this municipality.

Or

Click **Cancel** button to cancel notification. the **Cancel** button navigates the user back to the **Search Code 35 to Add Placements** page. Selecting the **Cancel** button again returns the user to their homepage.

5. After the Code 35 report has been generated the Code 35 is recorded on the Child's **Commercial Insurance Coverage** Page in the **Code 35 Information** cluster.

Removing Code 35 Placements

This section shows how a user can generate a list of children that need the Code 35 removed from their Medicaid record with LDSS. The system determines what children meet the Code 35 Removal criteria based on whether a child with a Code 35 placement has their integrated case closed. Code 35 removals are also listed after a child with Code 35 placement has transferred to another county. The Code 35 removal shows up in the county originating the transfer. After the Code 35

report has been generated the Code 35 removal is recorded on the Child's **Commercial Insurance Coverage** Page in the **Code 35 Information** cluster.

1. Display User Home page. Click Code 35 Removals link in the Search cluster. Search to Remove Code 35 Placements page displays.

Search to Remove Code 35 Placeme	nt				2
		Search	Cancel		
Selection Criteria					
Child's First Name:				Child's Last Name:	
End/Transfer Date From:				End/Transfer Date To:	Ø
Include children who already have Code 35 removal for this municipality:					
		Search	Cancel		

- 2. To search for a specific child, enter the name in the **First Name** and/or **Last Name** fields. Or to search for multiple children, enter dates in the **Referral/Transfer Date From** and **Referral/Transfer Date To** fields. Click the checkbox to include children who already have Code 35 notification. Click **Search** button to initiate search.
- 3. Search results are displayed. Select the checkbox next to the name of each child to remove the Code 35 Placement for. Click **Print** button.

Select	Select Children to remove Code 35 for							
				Print	Cancel			
Select	ion Criteria							
	Chi	ild's First Name:				Child's Last Name	:	
	End/Tran	sfer Date From: 1	12/1/2010			End/Transfer Date To	12/19/2010	
		ho already have removal for this M municipality:	No					
Availa	ble Children							
	Child Name	Date of Birth	Medicaid CIN	End/Transfe	r Date Date	Last Notified	l Date	Last Notified By
	Ray Martin	11/15/2010	1313535354	11/29/20:	10			
				Print	Cancel			

4. **Print Code 35 Removal selections** page displays with the message *These* are the children you selected to notify LDSS of Code 35 Placement Removal from the municipality: <municipality name>. The user can print this page and send to their LDSS so that the LDSS can remove the Code 35 in WMS.

Important Information

Be aware that this process only allows for a list of Code 35 Removals to be printed and sent to LDSS. Once this print page is displayed, the system assumes LDSS has been notified of the Code 35 Removal and sets the Code 35 Removal date in NYEIS to the current date. There is no electronic interaction with LDSS for Code 35 Removals so the user must send this printout.

	lected to notify LDSS of C	ode 35 Removal from	the municipality:	
Rensselaer				
Child's Name	Date of Birth	Medicaid CIN	Muni, of Fiscal Responsibility	End/Transfer Date
DBrickashaw Fergeson	1/1/2009	60	Rensselaer	11/12/2010
				11/14/2010

5. Select the **Cancel** button navigates the user back to the **Search to Remove Code 35 Placements** page. Selecting the **Cancel** button again returns the user to their homepage.

After the Code 35 report has been generated the Code 35 is recorded on the Child's **Commercial Insurance Coverage** Page in the **Code 35 Information** cluster.

MUNICIPALITY OF FISCAL RESPONSIBILITY

This feature is used to assign financial responsibility for a Child in foster care, a homeless Child or a Child in a residential facility licensed or operated by a State Agency, to the correct Municipality.

When a Child is in foster care, is homeless, or is in a residential facility licensed or operated by a State Agency, the Municipality in which the Child lives is considered to be the Municipality of *current location* (the actual physical address of the foster home or facility the Child is residing in). The Municipality of location delivers EI services to the Child and family and receives 100% reimbursement for these services.

Municipality of residence is the Municipality in which a Child or Child's family lived at the time they became homeless, at the time the local social services district assumed responsibility or custody for the Child or family or at the time a Child was admitted for care or treatment in a facility licensed or operated by a State Agency other than the Department of Health. The Municipality of residence is fiscally responsible for the cost of EI services delivered to the Child and family and subsequent vouchers will reflect the charge against the Municipality of Fiscal Responsibility for the local share.

Assigning Municipality of Fiscal Responsibility

A Municipality is assigned based on the Child's address when a Child is entered into the System. The Municipality assigned takes on financial responsibility for the Child. For a Child in foster care, residential care or a homeless Child, the Municipality of Fiscal Responsibility *is* the Municipality in which the Child or the Child's family lived, *at the time* the Child was placed in foster care, residential care or the family became homeless. This Municipality may be different than the Municipality of the Child's *current* address and *must* be changed.

- 1. Display the Child's Integrated Case Home Page. Displaying Integrated Case Home Page for further information.
- 2. Click **Municipality of Fiscal Responsibility** from the Navigation Bar. **Municipality of Fiscal Responsibility** page displays.

NYEIS I	ntegrated Case - 14597					
Municipality of Fiscal Responsibility: NYEIS Integrated Case - 14597						
New						
Action	Municipality of Fiscal Responsibility	Start Date	End Date			
View Edit	Albany	1/25/2009				

3. Click **New** button. **Assign Municipality of Fiscal Responsibility** page displays. *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk.*

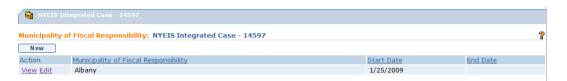
Assign Municipality of Fiscal Responsibility						
Save	Save Cancel					
Details						
*Municipality of Fiscal Responsibility:						
*Start Date:		٥				
End Date:		٥				
Save	Cancel					

- 4. Select **Municipality of Fiscal Responsibility** drop down from **Details** section. Type **Start Date**. *Date fields must be formatted as mm/dd/yyyy format*.
- 5. Click **Save** button to save Municipality and return to **Municipality of Fiscal Responsibility** page with new Municipality listed.

Viewing Municipality of Fiscal Responsibility

Only Municipal Users with assigned access rights will be able to view the Municipality of Fiscal Responsibility.

- 1. Display the Child's Integrated Case Home Page. Displaying Integrated Case Home Page for further information.
- 2. Click **Municipality of Fiscal Responsibility** from the Navigation Bar. **Municipality of Fiscal Responsibility** page displays.



3. Click <u>View</u> link under Action column for Municipality to display. View Municipality of Fiscal Responsibility page displays.

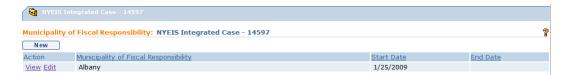
View Municipality of Fiscal Responsibility					
	Edit Close				
Details					
Municipality of F	Fiscal Responsibility: Albany				
	Start Date: 4/10/2009				
	End Date:				
	Modified By: provider1				
	Date Updated:				
	Edit Close				

- 4. Review information.
- 5. Click Close button. Municipality of Fiscal Responsibility page displays.

Editing Municipality of Fiscal Responsibility

Only Municipal Users with assigned access rights will be able to edit the Municipality of Fiscal Responsibility.

- 1. Display the Child's Integrated Case Home Page. See Unit 1: Getting Started, *Displaying Integrated Case Home Page* for further information.
- 2. Click **Municipality of Fiscal Responsibility** from the Navigation Bar. **Municipality of Fiscal Responsibility** page displays.



3. Click <u>Edit</u> link under Action column for Municipality to change. Modify Municipality of Fiscal Responsibility page displays.

Modify Municipality of Fiscal Responsibility	
Save	Cancel
Details	
*Municipality of Fiscal Responsibility:	Albany
*Start Date:	4/10/2009
End Date:	
Save	C ancel

- 4. Apply necessary changes.
- 5. Click **Save** button. Municipality is saved. **Municipality of Fiscal Responsibility** page displays.

USER ROLES

The User Roles feature is used to change the Supervisor of a Child's Case who is the Child's Early Intervention Official Designee (EIO/D). This function will NOT change any other User's role in NYEIS.



If a change in EIO/D *must* occur, the change *must* be completed in NYEIS because tasks are dependent on this assignment. If an EIO/D is changed and there are outstanding tasks, each task *must* be manually forwarded to the new EIO/D.

Changing Supervisor (EIO/D) Role

- 1. Display the Child's Integrated Case Home Page. Displaying Integrated Case Home Page for further information.
- 2. Click User Roles from the Navigation Bar. User Roles page displays.

🕄 NY		2345		
User Ro	les: NYEIS Integra	ted Case - 12345		2
New EIG	D/D			
Action	<u>Name</u>	Role	<u>Start Date</u>	End Date
View	To Be Assigned	EIO/D	6/7/2011	6/7/2011
View	To Be Assigned	Service Coordinator	6/7/2011	6/7/2011
View	Mary Jones-Smith	EIO/D	6/7/2011	
View	Mary Jones-Smith	Service Coordinator	6/7/2011	

3. Click **New EIO/D** button. **Assign EIO/D** page displays. *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk.*



Click Search \leq icon for New EIO/D field in Details section. User Search page displays.

🗟 Usei	Search					2
Search	Criteria					
	First Name	:		Last Name:		
	User Role		A	Municipality:		¥
D	isplay Deleted Users			Provider Name:		
		Searc	ch Res	et Cancel		
Search	Results					
Action	Name Us	er Name	User Role	Municipality	Provider	<u>Status</u>

- 4. Type all known information in Search Criteria section.
- 5. Click **Search** button. Records matching display in **Search Results** section. *To search again, click Reset button.*
- Click <u>Select</u> link under Action column to select new Supervisor (EIO/D). Set EIO/D page redisplays with New EIO/D in field.



Select from **Reason** drop down. Select the **Reason** for the new Supervisor (EIO/D) assignment (e.g., Paternity, retired, leave of absence or maternity leave).

Reason:	Career Break				
	Career Break	-			
	EIO/D Assignment				
	Family Choice - Service Coordinator Change				
	Leave of Absence				
	Left Organization				
	Maternity				
	Other				
	Paternity				
	Retired				
	Service Coordinator Assignment				

Important Information If **Other** is selected as **Reason**, be sure to enter **Comments**.

- 7. Type **Comments** (*Optional*).
- 8. Click **Save** button. **User Roles** page displays. Previous Supervisor (EIO/D) is given the **End Date** generated when the New Supervisor (EIO/D) was created. New Supervisor (EIO/D) will display with **End Date** open.

User Roles	NYEIS Integrated Case - 145	97		
New Super	visor			
Action	Name	Role	Start Date	End Date
View	John USER	EIO/D	4/10/2009	
View	evaluator2 evaluator2	EIO/D	1/27/2009	4/10/2009

Viewing Supervisor (EIO/D) Role Details

- 1. Display the Child's Integrated Case Home Page. Displaying Integrated Case Home Page for further information.
- 2. Click User Roles from the Navigation Bar. User Roles page displays.

NYEIS					
User Roles	NYEIS Integrated Case - 14597				2
New Super	visor				
Action	Name	Role	Start Date	End Date	
View	provider provider	Service Coordinator	12/16/2008		
View	Interim Service Coordinator	Service Coordinator	12/16/2008	12/16/2008	
View	evaluator2 evaluator2	EIO/D	1/27/2009		
View	Interim Service Coordinator	EIO/D	12/16/2008	12/16/2008	
View	provider provider	EIO/D	12/16/2008	1/27/2009	

3. Click <u>View</u> link under Action column to view User Role. View User Role Details page displays.

			Clo	se			
Role Details							
	Name:	John USER			Status:	Active	
	Role:	EIO/D			Reason:	Left Organization	
	Start Date:	4/10/2009			End Date:		
Comments							
Type Comments							

- 4. Review information.
- 5. Click Close button. User Roles page displays.

Note:

To view additional information about User, click <u>Name</u> link in **Role Details** section of **View User Role Details** page.

RESTRICTIONS

A Restriction placed on a Provider will prevent the provider from being assigned to future Service Authorizations, and can also prevent the provider from processing a claim for an active Service Authorization to which they are currently assigned.

Creating and viewing Provider Restrictions is limited to some Municipal staff users and SDOH Bureau of Early Intervention Provider approval Unit staff.

Important Information

- A restriction created by a Municipal user applies only to the county that created the restriction; it does not apply to other Municipalities that the provider may deliver services in.
- After the restriction is created, a Task is created and allocated to the Statewide_ProviderRestriction work queue for Bureau of Early Intervention Provider Approval Unit staff to review and follow up on if needed.
- The Service Coordinator of any child who is receiving service from the restricted Provider will receive a Task notifying them of the restriction. The Task requires the Service Coordinator view the Child's SA to determine if the Provider should be re-assigned.
- 1. Display **Provider Home** page. See Searching for a Provider for further information.

2. Click **Restriction** from the Navigation Bar. **Provider Restriction** page displays for the current Provider.

Provider Rest	rictions: Child Medical Se	rvices - 12544				
New						
Restrictions I	List					
Action	Restriction Type	Originating Municipality	Start Date	End Date	Status	Created By User
View Edit	Universal	Albany	6/24/2011		Active	Melissa Morrehead

Perform one of the following functions:

Creating a New Restriction

a. Click the **New** button. **Create Restriction** page displays with the following sections: **Specify One of the Restricted Types, Restriction Details** and **Summary**.

Create Restriction: Child Medical Ser	vices -	12544				?
			Save Save	& New Cancel		
Specify One of the Restriction Types						
*Type of Rest	riction:	Universal			~	
If the restriction is on a Provider's Service Typ	oe, select	from the Service T	ype below			
Service	e Type:					*
Restriction Details						
*Start Date:	6/24/2	011	٥		End Date:	Ø
Prevent Agency from creating a claim for all approved Service Authorizations as of Start Date:						
Summary						
						~
						~
			Save Save	& New Cancel		

Select a Restriction type from the drop down next to **Type of Restriction:** in the **Specify One of the Restriction Types cluster**. Two choices are presented:

- Service Type places a restriction on a single Service Type (e.g., PT Basic)
- Universal places a restriction on the provider (e.g., all approved Service Types). All approved provider Locations, Service Methods and Service Types will be restricted.

If **Service Type** is selected for **Type of Restriction**, record the restricted Service Type by selecting an option from the **Service Type** field drop down list.

Record the **Start Date** in the **Restriction Details** cluster. This is the date that the restriction will take effect.

In order to restrict the provider from successfully processing a claim (i.e. billing) on a Service Authorization they are currently approved for (i.e., approved for prior to the Restriction Start Date), click the **Prevent Provider from creating a claim for all approved Service Authorizations as of Start Date** field checkbox. The system will prevent the provider from billing against all Service Authorizations (if Universal was selected) or SA's associated with the selected Service Type (if Service Type was selected) while the Restriction is active.

Important Information

- The Restriction **Status** is automatically set to **Active** when the record is **Saved**.
- Once the Restriction record is **Saved** the system will automatically prevent the provider from being assigned to future Service Authorizations until the restriction **Status** is changed to **Canceled**.
- Leaving the **End Date** field blank will create an indefinite Restriction on the provider. The Restriction record can later be edited to add an **End Date** or change the **Status** to **Canceled** if needed. **Editing Restrictions.**

Type notes in the optional **Summary** text box.

b. Click **Save** button to save current Restriction. **Provider Restrictions** page displays.

Provider Restrictions: Child Medical Services - 12544						
New						
Restriction	s List					
Action	Restriction Type	Originating Municipality	Start Date	End Date	Created By User	
View Edit	Universal	Albany	6/24/2011		Melissa Morrehead	

Or

Click Save & New button to continue adding Restrictions.

Viewing Restrictions

a. Click <u>View</u> link under Action column from Provider Restrictions page. View Restrictions Details page displays. Review information. Click Close button to return to Provider Restrictions page.

Close						
Restriction Details						
Start Date:	6/24/2011	End Date:	7/15/2011			
Restriction Type:	Universal	Originating Municipality:	Albany			
Service Type:		Prevent Agency from creating a claim for all approved Service Authorizations as of Start Date:	Yes			
Status:	Canceled					
Summary						
		ose				

Editing Restrictions

a. Click <u>Edit</u> link under Action column from Provider Restrictions page. Modify Restrictions page displays.

A Restriction can be edited is multiple ways. Each method described below has a different impact on the restriction as described.

• Add an End Date and keep the Status as Active – adding an End Date to the restriction enables the Provider to be assigned to any new SA created after the designated End Date. However, keeping the Status as Active prevents the Provider from ever submitting a claim for the services that were restricted during the restriction period (in example, 6/24 through 7/15). Only when the Status is changed to Cancel will the Provider be able to claim for services rendered during the restriction period.

Provider Restrictions: Child Medical Services - 12544							2
New							
Restrictions	Restrictions List						
Action	Restriction Type	Originating Municipality	Start Date	End Date	Status	Created By User	
View Edit	Universal	Albany	6/24/2011	7/15/2011	Active	Melissa Morrehead	
				.,,			

• Add an End Date and change the Status as Canceled – adding an End Date to the restriction serves to place an end date on the Restriction period and changing the Status to Canceled enables the Provider to submit a claim for the services that were restricted during the restriction period (in example, 6/24 through 7/15). The Provider agency can also be assigned to any new SA created after the designated End Date. The record provides a historical view and does not restrict the provider in any way.

Provider Restrictions: Child Medical Services - 12544							2
New							
Restrictions	s List						
Action	Restriction Type	Originating Municipality	Start Date	End Date	Status	Created By User	
View Edit	Universal	Albany	6/24/2011	7/15/2011	Canceled	Melissa Morrehead	

• **Prevent Provider from submitting claims on pre-authorized SAs** – If the Restriction was created but the User did not restrict the provider from submitting claims on pre-authorized SAs (i.e., SAs created prior to the Restriction Start Date) the User can prevent the Provider from creating the claims by clicking Edit and selecting the checkbox on the **Modify Restriction** page. The **Status** must remain 'Active'.

Modify Restriction: Child Medical Services - 12544							
		Save	Cancel				
Restriction Details							
Restriction Type:	Universal		Service Type:				
*Start Date:	6/24/2011	I	End Date:		()		
Prevent Agency from creating a claim for all approved Service Authorizations as of Start Date:			Status:	Active 👻			
Summary							
					~		
					~		
		Save	Cancel				

- Enable Provider to submit claims on pre-authorized SAs If the Restriction was created but the User prevented the provider from submitting claims on pre-authorized SAs (i.e., SAs created prior to the Restriction Start Date) the User can enable the Provider to create the claims by clicking Edit and de-selecting the checkbox on the Modify Restriction page.
- b. Make necessary changes. Click **Save** button. **Provider Restrictions** page displays.

Notes:

• To sort the data displayed on pages, click the underlined column heading. Click once to view the data in ascending order and click again to view the data in descending order.

Recent items on the Navigation Bar displays recently visited items.

FLAGS

Both the SDOH Bureau of Early Intervention Provider approval Unit staff and Municipalities are able to create Flags on Providers. Flags created by the SDOH BEI PAU are viewable by all counties who contract with the flagged Agency. Flags created by Municipalities are only viewable by Users with approved access within the Municipality that created the flag and the SDOH BEI PAU. Flags do not have any impact on the Provider's ability to bill for services rendered (only restrictions have this function).

- 1. Display **Provider Home** page. See Searching for a Provider for further information.
- 2. Click **Flags** from the Navigation Bar. **Provider Flags** page displays for the current Provider.

Provider Flags: Midway Social Services - 222331234						
New						
Action	Flagged By	From Date	To Date	Municipality Name	Status	
View Edit	SDOH	1/8/2009		Statewide	Active	
View Edit	Municipality	1/8/2009		Albany	Active	

3. Perform one of the following actions:

Creating a New Flag

- a. Click **New** button. **Create Provider Flag** page displays with **Flag Details** and **Comments** section. **From Date** is *required*.
- b. Type information.
- c. Click Save button to save current Flag. Provider Flags page displays.

Or

Click Save & New button to continue adding Flags.

Viewing Flags

a. Click <u>View</u> link under Action column from Provider Flags page. View Flag page displays. Review information. Click Close button. Provider Flags page displays.

Editing Flags

 a. Click <u>Edit</u> link under Action column from Provider Flags page. Modify Provider Flag page displays. Make necessary changes. Click Save button. Provider Flags page displays.

Notes:

• To sort the data displayed on pages, click the underlined column heading. Click once to view the data in ascending order and click again to view the data in descending order.

- **Cancel** button stops current operation and returns to previous page.
- **Recent items** on the Navigation Bar displays recently visited items.

CLOSING AN INTEGRATED CASE

Only Municipal Users with assigned access rights will be able to close an Integrated Case. It involves closing the entire Integrated Case and each Case/*Folder* within the Integrated Case so that no further action can be taken on any of the data related to the Case. Examples of Case/*Folder* include Initial Service Coordination SAs, MDE SAs, IFSPs and IFSP SAs.

Important Information

- 1. Before an Integrated Case can be closed, the User must review the Tasks (Open Tasks Summary) page on the Integrated Case Home page and ensure that all Tasks that are listed on the page are completed and closed.
- 2. Once the Case Close action is completed it cannot be reversed. To reopen the Integrated Case, the Municipality must re-refer the child back into the EI program or submit a State Data Change Request if case closure was determined to be in error. If appropriate to re-refer, the Re-referral date must be after the child's original EI Referral Date, known as the **New Referral**.
- 3. Some system-generated tasks that are outstanding for a child may not be needed and may prevent case closure. For example:
- As a child's EIO/D, an IFSP review task may generate to remind Staff to schedule a meeting with the family to discuss the next IFSP, however a new IFSP may not occur and instead the child's integrated case needs to close. In this example, the IFSP review task will not be worked and its existence will prohibit the user from closing the Integrated Case.

• A Provider has accepted a supplemental Evaluation assignment as part of the child's IFSP - but the evaluation will not be completed. In this example, the 'Record and Submit' task will not be worked and its existence will prohibit the ability for the user to close the Integrated Case.

In these situations, a Data Change Request would need to be submitted in order to have the task deleted and allow the integrated case to be closed.

These requests must be submitted using the process outlined on the NYEIS webpage (http://cma.com/Solutions/NYEIS/About.php). Click on the "NYEIS Help Desk Support" link to download the applicable form and submission instructions. 1. Display the Child's Integrated Case Home Page. Displaying Integrated Case Home Page for further information.

	FEIS Integrated Case - 62464			
Participants Options				
ts Dose Case				
Details				
on Evaluator For		Case Reference: 62464		
's Completed		Child's Name: Derek Stewart		
lations		Status: Draft		
ality	Child's Lat	est Referral Date: 3/31/2011		
s	Due D:	te of Initial IESP: 5/15/2011		
s Service Coordination Servi	ca Anthonizations			
			and party	Charles
sitions Case Reference ations 76299	Start Date		End Date	Status
	3/31/2011		5/26/2011	Closed
Roles 62465	3/31/2011		5/25/2011	Closed
Evaluation Service Authori	zations			
cipality of Fiscal Case Reference	Start Date	+ <u>b</u>	End Date	Status
onsibility 62466	3/29/2011		5/23/2011	Closed
cted Health 62467	3/29/2011		5/23/2011	Closed
mation rictions IFSPs				
scted Health	IFSP Type	Start Date	End Date	Status
	Initial	NOT IL CONTRACTOR	Section Section 1	Active
orizations <u>62468</u>	Initial	3/31/2011	9/30/2011	Active

 Click Tasks on the Navigation menu of the Integrated Case Home page. Open Task Summary page displays. United: Case Management, *Tasks (Open Tasks Summary)* for more information about the Open Tasks Summary page.

🙀 NYEIS Integrated Case - 62464							
Open Ta	Open Task Summary: NYEIS Integrated Case - 62464						
	wing tasks for the In	tegrated Case, any IFSP's, or Service Authorizations must be actioned before the Integrated Case can	be closed.				
	New						
	Source Case Reference	Task Subject	Task Assignment				
67339	64005	Accept/Reject Audiology - Basic Service Authorization for Derek Stewart in Albany	258_ServiceAuthorizations (Children's Health Care)				
88635	62469	Provider John Bobecks_QA Test Agency has rejected the assignment of Service Authorization 62469 for Derek Stewart	John Bobeck (Albany)				

3. Initiate steps to complete and close each Task listed on the page. In the example above, the task number 67339 to Accept/Reject an Audiology-Basic Service Authorization is currently sitting in the Service Authorizations Work Queue of agency 'Children's Health Care'.

The User contacts Children's Health Care and informs the agency that the child's case is being closed and that Task number 67339 sitting in the agency's Service Authorizations work queue must be actioned (completed and closed) immediately.

The User continues to contact all agencies or Users until each task is actioned.

Proceed to Step 4 after all open Tasks listed in the Open Tasks Summary page have been actioned.

4. Click <u>Close Case</u> link from **Options** section. **Confirm Integrated Case Closure** page displays. Click **Continue** to proceed with Case Closure, or click **Cancel** to abort the operation



5. Close Case Page displays

Close Case: NYEIS Integrated Case - 1232640					
	Save Cancel				
Details					
Closure Date:	2/26/2016				
Reason:		•			
Transfer to At-Risk?:					
Comments					
		/i			
Referral Reason	due to the child being referred to at-risk, new referral information is required.				
Primary Referral Source:	Referral Source Type:	T			
At Risk and Failed Newborn Hea	ring Screening Referral Details				
Risk Indicators:		۲			
Other Risk Criteria That May Be Considered:		T			
	Save Cancel				

6. Navigate from field-to-field using **Tab** key to enter information for: **Details**, **Comments** (optional), **Referral Reason** and **At Risk and Failed Newborn Hearing Screening Referral Details** sections.

In the **Details** Cluster, a closure reason is required to be selected and cannot be left <BLANK>, which is the default. Select the appropriate closure reason from the **Reason** drop-down menu before saving. Case closure reasons should be carefully reviewed and the appropriate closure reason selected prior to saving the closure.

Note: There are several closure options available to indicate the child has transitioned to the 3-5 system or if the child has aged out and is not eligible for 4410 services. The appropriate reason must be selected, as this closure

reason counts against both the State and local programs when calculating timely transition.

Details Closure Date: 2/26/2016 Reason: Transfer to At-Risk?: Transfer to At-Risk?: Ageout, Eligibility for 3-5 unknown Comments Ageout, Not Eligible for 3-5, no other referals made. Ageout, Not Eligible for 3-5, referred to other program Can't locate family Child died Closure due to Amendment Approval Closure due to Municipality Transfer Delay/Condition resolved Primary Referral Source: Risk Indicators: Other Risk Criteria That May Be Considered:		Save Cancel	
Reason: Transfer to At-Risk?: Ageout, Eligibility for 3-5 unknown Ageout, Not Eligible for 3-5, no other referals made. Ageout, Not Eligible for 3-5, referred to other program Can't locate family Child died Closure due to Amendment Approval If the child's integrated case is being closed d Primary Referral Source: Risk Indicators: Other Risk Criteria That May Be	Details		
Transfer to At-Risk?: Ageout, Eligibility for 3-5 unknown Comments Ageout, Not Eligible for 3-5, no other referals made. Ageout, Not Eligible for 3-5, referred to other program Can't locate family Child died Closure due to Amendment Approval If the child's integrated case is being closed d Primary Referral Source: Delay/Condition resolved Not Risk Indicators: Moved out of County/Municipality Moved out of state Transitioned to 3-5 system	Closure Date:	2/26/2016	
Ageout, Eligibility for 3-5 unknown Ageout, Not Eligibile for 3-5, no other referals made. Ageout, Not Eligible for 3-5, referred to other program Can't locate family Child died Closure due to Amendment Approval If the child's integrated case is being closed Primary Referral Source: Risk and Failed Newborn Hear Risk Indicators: Other Risk Criteria That May Be	Reason:		T
Ageout, Not Eligible for 3-5, referred to other program Can't locate family Child died Closure due to Amendment Approval Closure due to Municipality Transfer If the child's integrated case is being closed d Primary Referral Source: At Risk and Failed Newborn Hear Risk Indicators: Other Risk Criteria That May Be	Transfer to At-Risk?:	Ageout, Eligibility for 3-5 u	inknown
At Risk and Failed Newborn Hear EI Evaluation found Child not eligible At Risk and Failed Newborn Hear Family Refused Risk Indicators: Moved out of County/Municipality Other Risk Criteria That May Be Transitioned to 3-5 system		Can't locate family Child died Closure due to Amendmen Closure due to Municipality	t Approval
Other Risk Criteria That May Be Transitioned to 3-5 system	At Risk and Failed Newborn Hear	EI Evaluation found Child n Family Refused Moved out of County/Munic	ot eligible
Constant and	Other Risk Criteria That May Be Considered:	nored out of blate	

There are several different scenarios for closing a case. Follow the instructions below depending on your situation:

Close Case and Transfer Child to At-Risk

See Closing a Case and Referring a Child to At Risk for instructions.

Close Case and Do Not Transfer Child to At-Risk

If the Child's case is to be closed and not transferred to At-Risk do not click the **Transfer At-Risk?** field checkbox.

7. Click Save button.

<u>NOTE:</u> Errors or reasons why a Case cannot be closed (e.g., no closure reason selected) display at the top. Save does not occur until all errors are corrected.

Close Case: NYEIS Integrated Case - 1232640	2
S Error: You must select a reason for closing the case.	
Save Cancel	

As noted earlier in this section, a Case cannot be closed until all open Tasks listed on the Open Tasks Summary page have been actioned. The User is navigated to the **Open Task Summary** list page if Tasks are open. See Step 2 above for information about closing Tasks.

🗟 N	/EIS Integrated Case -	62464	
	· · · · ·	S Integrated Case - 62464	?
The follo	owing tasks for the In	tegrated Case, any IFSP's, or Service Authorizations must be actioned before the Integrated Case can b	be closed.
New			
	<u>Source Case</u> Reference	Task Subject	Task Assignment
67339	<u>64005</u>	Accept/Reject Audiology - Basic Service Authorization for Derek Stewart in Albany	258_ServiceAuthorizations (Children's Health Care)
88635	<u>62469</u>	Provider John Bobecks_QA Test Agency has rejected the assignment of Service Authorization 62469 for Derek Stewart	John Bobeck (Albany)

8. If the Case closed successfully, the **Integrated Case Home** page displays. Click the **Status History** option on the Navigation Menu to confirm that the Case is set to **Closed** and the **Closure Reason** recorded.

NYEIS Integrated Case - 12	34567			
Status History: NYEIS Inte	grated Case - 1234567			2
Status	From	To	Closure Reason	
Draft	11/8/2010	12/4/2013		
Closed	12/4/2013		Ageout, Eligibility for 3-5 unknown	

CLOSING AN INTEGRATED CASE AND REFERRING CHILD TO AT-RISK

An Integrated Case can be closed and the child Referred to At-Risk. Only Municipal Users with assigned access rights will be able to close a Case. Closing a Case means closing the entire Integrated Case and each Case/*Folder* within the Integrated Case so that no further action can be taken on any of the data related to the Case.

1. Display the Child's Integrated Case Home Page. Displaying Integrated Case Home Page for further information.

NYEIS Integrated Ca	<u>se - 77314</u>			
Integrated Case Home:	NYEIS Integrated Case - 773	14		4
Options				
Close Case				
Details				
	Case Reference:	77314		
	Child's Name:	Kelly Lansford		
Status: Draft				
	Child's Latest Referral Date:	5/31/2011		
	Due Date of Initial IFSP:	7/15/2011		
Service Coordination Se	rvice Authorizations			
Case Reference	Start Date	End Dat	te	<u>Status</u>
77315	5/31/2011	7/15/2	011	Active
Evaluation Service Auth	orizations			
Case Reference	Start Date	End	<u>d Date</u>	<u>Status</u>
IFSPs				
Case Reference	IFSP Type	<u>Start Date</u>	End Date	Status
Comments				

 Click Tasks on the Navigation Menu of the Integrated Case Home page.
 Open Task Summary page displays. See Unit 4: Case Management, Tasks (Open Tasks Summary) for more information about the Open Tasks Summary page.

NY 🚱	EIS Integrated Case -	62464	
Open Ta	isk Summary: NYEI	S Integrated Case - 62464	2
The follo	wing tasks for the In	tegrated Case, any IFSP's, or Service Authorizations must be actioned before the Integrated Case can l	be closed.
New			
<u>Task ID</u>	<u>Source Case</u> Reference	Task Subject	Task Assignment
67339	<u>64005</u>	Accept/Reject Audiology - Basic Service Authorization for Derek Stewart in Albany	258_ServiceAuthorizations (Children's Health Care)
88635	<u>62469</u>	Provider John Bobecks_QA Test Agency has rejected the assignment of Service Authorization 62469 for Derek Stewart	John Bobeck (Albany)

3. Initiate steps to close each Task listed on the Open Tasks Summary page. In the example above, the task number 67339 to Accept/Reject an Audiology-Basic Service Authorization is currently sitting in the Service Authorizations Work Queue of agency 'Children's Health Care'.

The User contacts Children's Health Care and informs the agency that the child's case is being closed and that Task number 67339 sitting in the agency's Service Authorizations work queue must be actioned (completed and closed) immediately.

The User continues to contact all agencies or Users until each task is actioned.

Proceed to Step 4 after all open Tasks listed in the Open Task Summary page have been action.

4. Click <u>Close Case</u> link from **Options** section. **Confirm Integrated Case** Closure page displays. Click **Continue** to proceed with Case Closure, or click **Cancel** to abort the operation

navigation	Confirm Integrated Case Closure: NYEIS Integrated Case - 1232640 Are you sure you want to close this child's Integrated Case?	?
	Please verify that a transition plan has been entered for this child.	
	Continue Cancel	
recent items		

5. Close Case Page displays:

Close Case: NYEIS Integrated Ca	ise - 1232640	?
	Save Cancel	
Details		
Closure Date:	2/26/2016	
Reason:		۲
Transfer to At-Risk?:		
Comments		
Referral Reason If the child's integrated case is being closed d	ue to the child being referred to at-risk, new referral information is required.	
Primary Referral Source:	Referral Source Type:	•
At Risk and Failed Newborn Hear	ing Screening Referral Details	
		T
Risk Indicators:		•
Other Risk Criteria That May Be Considered:		۲
	Save Cancel	

Note: In the **Details** Cluster, a closure reason is required to be selected and cannot be left <BLANK>, which is the default. Select the appropriate closure reason from the **Reason** drop-down menu before saving. Case closure reasons should be carefully reviewed and the appropriate closure reason selected prior to saving the closure.

Close Case: NYEIS Integrated Ca	ise - 1232640	?
	Save Cancel	
Details		
Closure Date:	2/26/2016	
Reason:		•
Transfer to At-Risk?:	Assessed of the little for a first	
Comments Referral Reason If the child's integrated case is being closed d Primary Referral Source: At Risk and Failed Newborn Hear Risk Indicators: Other Risk Criteria That May Be Considered:	Can't locate family Child died Closure due to Amendmen Closure due to Municipality Delay/Condition resolved Duplicate record for this cl EI Evaluation found Child n Family Refused Moved out of County/Municipality Moved out of state	5, no other referals made. 5, referred to other program t Approval / Transfer hild hot eligible cipality

6. Check the Transfer to At-Risk? field checkbox in the Details cluster.

Close Case: NYEIS Integrated Case - 1232	540	?
	Save Cancel	
Details		
Closure Date:	2/26/2016	
Reason:	Can't locate family	۲
Transfer to At-Risk?:		
Comments		
		_//
Referral Reason	d being referred to at-risk, new referral information is required.	
Primary Referral Source: Toonces Aca	-	•
At Risk and Failed Newborn Hearing Scree	ning Referral Details	
Risk Indicators:		۲
Other Risk Criteria That May Be Considered:		۲
	Save Cancel	

Complete the **Comments** (optional), **Referral Reason** and **At Risk and Failed Newborn Hearing Screening Referral Details** clusters.

7. Click the **Save** button. The system automatically creates an At Risk referral for the child; the referral type will be **Additional Referral**. Action on clicking Save button modifies the **Is Child At Risk** field in the **At Risk Information** cluster on the **Child Home** page to the option "Yes".



CLOSING AN AT RISK CHILD

See Unit 3: At Risk Children, *Closing an At Risk Child* for more information

RE-OPENING A CLOSED INTEGRATED CASE

A Closed Integrated Case is re-opened when a new referral is submitted and registered. The referral is classified as a **Re-referral**. When the Child's referral is processed by the Municipality, the workflow requires that the User must first search for the child to determine if there is an existing record. After the Child record is found, the User creates the Re-referral for the child.

Once the Re-referral is recorded, the system automatically resets the child's EIO/D and Initial Service Coordinator status to **To Be Assigned**, and creates a Task for the Municipality to assign an EIO/D. The Child's Integrated Case is reopened when the EIO/D is assigned. The Municipality continues to processes the Child's case per the normal intake instructions described in Unit 2: Referral and Intake.

State DOH use	only – no real live data)	nbox O My Calendar O My Cases O Search O About O Log Out
	New Task New Activity	
navigation O Home O Inbox	Universal Municipal User Welcome to the New York Early Intervention System	2
• My Cases	My Shortcuts	Search
• My Calendar	Create Referral	Child
• Search	Registration	Service Authorizations
• Registration	Reports	Service Providers
	Create Invoice	Invoices
	Submit Invoice	Payments Received
	Receive Payment	Payments Issued
	Create Voucher	Vouchers
recent items	Unsolicited Adjustments	Third Party Insurance
	Export IFSP Data	Vendors
	Import IFSP Data	Third Party Insurance Batch
	Financial Interfaces	Referral Sources
	Release Claims	Provider Claims
	Request Provider Recoupment	At Risk Surveillance
	Print Provider Profiles	Suspended Accounts
	Print Vendor Profiles	Held Voucher Lines
	Generate Mailing Labels	Code 35 Placements
		Code 35 Removals
	My Tasks	My Calendar

1. Display Municipality Home Page.

2. Click <u>Create Referral</u> link under My Shortcuts. Confirm Child Not Already Registered page displays.

nter search criteria to help you dete	mine if the person has been reg	gistered before.		
		Reset Continue Cancel		
earch Criteria				
Reference Numbe				
Last Name	: Tins		First Name: Jimmy	
Date of Birth	: 8/1/2010		Gender: M	
Address Line 3	:		City:	
Birth Last Name	:		Mother's Birth Name:	
earch Results				
eference umber First Name	Last Name	Address Line 1	City	Date of Birth
300032 Jimmy	Tins	5 Main Street	Albany	8/1/2010

If a Municipal staff member is creating a referral in NYEIS from a submitted paper Referral or processing a referral submitted by a Provider in NYEIS, a search *must* be performed to determine whether the Child is already in the System.

- 3. Type all known information in **Search Criteria** section. **Date of Birth** field information is required to perform the search.
- 4. Click **Search** button. Records matching entered Child data display in **Search Results** cluster. A statewide search of information takes place to determine if the Child's data is in the System. Examine displayed records to determine whether the specific Child has already been entered in the System.



To view more detailed information for a child displayed in the **Search Results** cluster, click the <u>**Reference Number**</u> link in the **Action** column next to the child's name. After viewing the child's record, you can click your browser's back button to return to the **Confirm Child Not Already Registered** page with the search results listed.

The search results include a child record that may be the child you are creating a referral for. Click the child's <u>reference number</u> in the **Action** column next to the child's name in the **Search Results** cluster to display the Child Homepage. Determine if your county is recorded as the Municipality of Residence on the **Child's Home Page.** If yes, click the **Cases** link on the navigation menu and open the child's Integrated Case. Determine if the child's Integrated Case Status is **Closed** by clicking the **Status History** option on the **Navigation Menu**. If yes, return to the **Child Homepage** and scroll down to the to the At Risk Information cluster.

• If child is At-Risk, click the At-Risk Follow-Up link on the navigation menu to Close At-Risk status and refer into EI.

Unit 3: At-Risk Children, *Closing At-Risk Case* for additional information.

- If child is not At-Risk, click the **Referral** link on the navigation menu. Click the **Create Referral** button and record the referral information.
- 5. The Create Referral page contains data from the Child's original referral including Child Information, Family Information, Address, and Phone Number.

Navigate from field-to-field using Tab key to fill in all known information in **Referral Reason, Child Information, Family Information, Address, Phone Number, Parental Consent, Child Details, Communication Exception, Suspected of Delay Referral Details, At Risk and Failed Newborn Hearing Screening Referral Details, Place Of Birth, Primary Care Physician and Comments** sections.

Record the **Referral Date** that reflects the date that the referral was received. Date fields must be formatted as mm/dd/yyyy format. Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk.

Enter Re-Referral: Jimmy Tins - 500032			9 				
	Register	Cancel					
Referral Reason							
*Primary Referral Source:	Q_	*Status Assigned:					
Secondary Referral Source:		*Referral Source Type:					
Child Information							
*Referral Date:		*Child First Name:	Jimmy				
Child Middle Name:		*Child Last Name:	Tins				
Suffix:	-	Birth Last Name (If Different):					
*Gender:	Male -	*Date of Birth:	8/1/2010				
Child's Dominant Language:	-	*Municipality of Residence:	Albany				
Family Information							
Mother's First Name:	Lisa	Mother's Last Name:	Tins				
Mother's Date Of Birth:	7/13/1970	Mother's Dominant Language:					
Father's First Name:		Father's Last Name:					
Father's Date Of Birth:		Father's Dominant Language:					
Is a Parent Proficient in English?:	Yes 🔹	Preferred Communication:					
Alternate Parent Contact Name:		Phone Number of Alternate Contact Person:					
Alternate Contact's Relationship to Child:		*Ethnicity:	Hispanic or Latino				
*Race:	American Indian or Alaskan Native Asian Black or African American Native Hawaiian or Other Pacific Islander						

6. Click the **Register** button after all data has been entered. The **Referrals** page displays with the referral recorded as type **Re-referral**.

Re	Referrals: Jimmy Tins - 500032						
C	reate l	Referral					
Ac	tion	Referral Date	Referral Reason	Primary Source Name	Primary Source Type	Referral Type	
Vi	ew	12/21/2010	Suspected of Delay	Children's Health Care	Hospital	New Referral	
Vi	ew	7/21/2011	Suspected of Delay	Child Medical Services	Primary Health Care Provider	Re-Referral	

The system automatically resets the Integrated Case **Status** to **Draft** (Open), the child's EIO/D and Initial Service Coordinator status to **To Be Assigned**, and creates a Task for the Municipality to assign an EIO/D.

- The Municipality continues to process the Child's case as per instructions outlined in Unit 2: Referral and Intake, assigning the EIO/D and Initial Service Coordinator, and establishing or re-establishing eligibility through the completion of the MDE process. See Unit 5: Evaluation for information regarding the MDE process.
- 8. Once the Childs's eligibility is re-established, the Municipality can create an IFSP. December 2015 IFSP and SAs, *Managing an Individualized Family Service Plan for a Transferred or Re-Opened Integrated Case* for additional information.

ABORTING A SYSTEM-INITIATED CLOSE INTEGRATED CASE TASK

There are two instances when the system creates a Task for an Integrated Case to be closed. Those instances are:

- When a Child is determined Ineligible for the EI program. A Task is created in the Child's assigned EIO/D Assigned Tasks inbox to close the Child's case.
- When a Transfer record is recorded and the Parents do not consent to notify the new Municipality and/or do not consent to transfer the Child's records. A Task is created in the Municipality's EIO/D Work Queue to close the Childs case.

Work Queue	Tasks: Albany_E101	D				7
Action	Task ID	Subject	Referral Date	Referral Source	Deadline	
Reserve	80897	A Transfer for Sal Gravy was initiated but canceled due to parental objection to notification of receiving municipality or transfer of records. The childs case is required to be closed.	1/1/2010	Albany Medical Center		

The System-Created Case Closure Task can be manually closed if the User needs to stop the case closure workflow. For example, when a child's parent does not consent to transfer the case records to a different agency, the system initiates the

Case Closure workflow to close the child's Integrated Case. A User can stop the case closure workflow manually by selecting 'Close' on the Task Home page.



The Case Closure workflow can be re-initiated by the User at a later time by clicking "Close Case' on the Integrated Case Homepage.

Case Reactivation

NYEIS provides for reactivation and modification/amendment capabilities for authorized Municipal Users on closed IFSP's and/or closed SA's that are considered "qualified" for reactivation. More on what makes an IFSP or SA qualified will be detailed below, but first:

Previously, if an IFSP or SA needed to be modified/amended, the IFSP/SA needed to have both an "editable" status, [meaning: 'Active', 'Approved' or 'Extended'], and the IFSP/SA end date needed to be after the current date. **Case Reactivation** allows for select Administrative Municipal User Roles in each county to:

 Restore an editable status from 'Closed' to an IFSP and/or its associated SA's while maintaining the existing date ranges for those records

And

• Edit 'Reactivated' cases by the authorized user, despite the (maintained) end date of the IFSP and/or its associated SA's being in the past.

There are 2 possible scenarios that are accommodated by the new functionality:

- Modifying a closed IFSP, and/or its associated closed SA's within Or
- Modifying a closed SA within any IFSP currently in an 'Active', 'Approved' or 'Extended' (non-reactivated) status.

Note: Outstanding IFSP amendment tasks that remain unworked after an IFSP closes are unable to be completed. Upon reactivation of an IFSP, the amendment

task will be automatically closed by NYEIS. Users should review outstanding tasks on the IFSP prior to reactivation. If the requested amendment needs to be completed, users should either print the task details or note the requested changes prior to reactivating the IFSP. Users can then reactivate the IFSP and make appropriate modifications to the IFSP. See Unit 6 Amending an IFSP for more information.

This new feature is accessed by clicking the 'Activate Online' link, seen in the 'Manage' cluster at the top of every IFSP or SA.

Important Information:

The 'Activate Online' link still functions as it always has to move an IFSP from 'Approved' status to 'Active' (*See* Unit 6 - Activating an Individualized Family Service Plan), but if 'Activate Online' is clicked when the IFSP is closed, or if 'Activate Online' is clicked on a Service Authorization in 'Closed' status inside an IFSP in 'Active', 'Approved', or 'Extended' status, the case reactivation process will begin for the selected IFSP/SA.

Upon reactivation by the authorized municipal user, The IFSP/SA's prior editable status (if any) will be restored. The date ranges of the IFSP and any reactivated SA's remain unchanged. Normal modification/amendment capabilities are given to the municipal user for the reactivated cases, and normal system rules/validations regarding modifications/amendments will apply. For those SA's reactivated and assigned an editable status when reactivating an IFSP, if the user has no need to work with a reactivated Service Authorization, the user simply allows the system to reclose records overnight.

If an IFSP/SA is reactivated and the end date is modified/amended so that it is no longer in the past (for example, when extending an IFSP for a child that is transitioning) the IFSP, and any associated SA's whose end dates were the same as the IFSP end date, will extend into the current time period and are treated like a normally active case. These IFSPs/SAs will be accessible and able to be modified/amended by the "Authorized User" who reactivated the case, as well as any users with sufficient privileges to modify/amend normally active cases.

Providers of Record associated with "reactivated" SA's will have differing access to child pages depending on the date range of the SA that has been reactivated. Providers of record on reactivated SA's will:

• Continue to be able to access any SA's that have them listed on the SA as Provider of Record/Rendering Provider

- Continue to be able to access the child's pages as they normally would if a modification/amendment to the reactivated SA end date results in the SA being "current".
- NOT be able to access the child's IFSP and/or Integrated case pages if a modification/amendment to the reactivated SA's end date results in the date range remaining in the past.

Overnight, the system analyzes all records with past end dates, and will reassign a 'closed' status to any IFSP or SA found to have a date range in the past.

Definition of Editable Statuses:

Editable statuses prior to an IFSP or SA's 'Closed' status are: 'Active', 'Approved', or 'Extended'. Other statuses occasionally seen prior to closure such as 'Draft', 'Submitted', or 'EIO/D Review Required' (with no prior status of 'Active', 'Approved', or 'Extended') are indicative of the IFSP or SA closing in an unexpected state, and will not be eligible for reactivation

Definition of Qualified IFSP's or SA's for reactivation

If an IFSP (and its associated SAs) are accessible to the authorized user, had an editable status ('Active', 'Approved' or 'Extended') prior to closure, and the IFSP start date is on or after the earliest allowable date for reactivations then the IFSP (and its associated SAs) are considered to be qualified for reactivation and subsequent modification/amendment by authorized Municipal Staff.

If an individual Service Authorization is closed, had an editable status ('Active', 'Approved' or 'Extended') prior to closure, and exists within an IFSP that is not yet closed, then the individual Service Authorization is considered to be qualified for reactivation and subsequent modification/amendment by authorized Municipal Staff.

Important Notes:

- Any Municipal Staff with the user role authorized to reactivate and modify/amend IFSP's/SA's (Currently those with the Muni_ProgramUserAdmin role) can work with any IFSP's or SA's reactivated by another Municipal Staff member.
- For children who have transferred, any IFSP's created when the child was in a different municipality cannot be reactivated by the child's current municipality. An exception to this rule pertains to Authorized Municipal users assigned to the 'NYC-Citywide' municipality. Authorized Users with that muni assignment will have reactivation and modify/amend privileges for any IFSP originating in any of the NYC boroughs.

Identifying whether an IFSP or SA has an editable status

Prior to the system reactivating an IFSP/SA's, the authorized user will be taken to an 'Attestation' page to attest that any changes made on the IFSP/SA's are necessary and valid. This page will also display the editable statuses (if any) that are going to be assigned to the IFSP/SA's.

If when attempting to reactivate an IFSP (and its associated SA's), the system determines that no prior editable status can be assigned to the IFSP, the attestation page will reflect that no editable status was found for the IFSP and the reactivation process will not be allowed to continue.

If when attempting to reactivate a closed SA inside a non-closed IFSP, the system finds that there was no editable status prior to SA closure, the attestation page will reflect that no editable status was found and the process will not be allowed to continue.

Important Notes:

- It is *very* important to read and understand the "attestation" prior to agreeing to its terms and proceeding with a reactivation. Monitoring efforts will ensure that child records accurately reflect the data entered during case reactivations.
- The IFSP's and their associated SA's that are considered qualified for reactivation and modifications/amendments by the authorized Municipal user are any closed IFSP with an effective start date on or after the earliest allowed date for reactivation.
- The current "Authorized Municipal User" role for reactivation and subsequent modifications/amendments of reactivated IFSPs (and their associated SAs) is Muni_ProgramUserAdmin
- The Child's Integrated case can be 'Closed', and IFSP reactivation can still occur
- SA's that reside outside an IFSP, such as Initial Service Coordination Authorizations or SA's related to the child's MDE are not eligible for reactivation or subsequent modifications/amendments
- Any IFSP's/SA's in need of correction not found to have an editable status, or starting prior to the earliest allowed date for reactivation, will continue to be resolved utilizing the existing Data Change Request process.
- The 10 day 'Grace Period' that exists for IFSPs that have reached their end date does not apply to reactivated IFSP's, which will close overnight if their end dates have been reached or exceeded. (See Unit 6 - Grace Period for more information about the 10 day grace period.)

Reactivating a closed IFSP and its Service Authorizations

If a closed IFSP or any closed Service Authorizations within a closed IFSP are in need of correction, the IFSP and its SA's must first be reactivated. Even if the IFSP is the sole record in need of correction, the act of reactivating an IFSP also reactivates the SA's within.

(See **Reactivating a Closed Service Authorization within a non-closed IFSP** if the IFSP is not yet closed, but individual closed SA(s) within the IFSP need correction.)

NYEIS O		1980 - P							
avigation	Sector 15 Integrated Case 2020bit 2 3 704 Kenter - 60 rept. Individualized Family Service Plan Home: 2nd Review - 45678901 Manage								
Hume Attachments									
Communications Events									
	ef Edit Edit		Stend						
asks. Her Roles	Submit Activate Online	d Close	Change Closure Details						
ser Koles Interes	Approve	R clone	A Print JESP						
	1FSP Details								
	Child's Name: John Q Sample	Currently	Assigned SC: Cheryl O'Sample						
	EIO/D: Lori D'Eiod		IFSP Type: 2nd Review						
	Effective Start Date: 4/7/2013		End Date: 8/31/2013						
ent items	Meeting (Check if yes): Yes		Aeeting Date: 4/11/2013 al IFSP Date: 10/7/2011						
	Other (Check if yes) :								
	Parental Consent Obtained?: Yes DFSP Status: Closed								
	Number of Amendmenta to this IFSP and its Service Authonizations: 0								
	Reason for IFSP Delay:								
	Clinically Appropriate Visit	Per Day Must Not Exceed: 4							
	Child's Level of Functioning								
	Canno 3 cever or ponctoriang Provide a steerner, based or objective criteria, of the child's present level of functioning in each of the following domains								
	Physical Development, including vision and hearing								
	Cognitive Development								
	Communication Development								
	Social or Emotional Development								
	Adaptive Development								
	and the second second								
	Child's Current Setting								
	Describe where the child spends most of his or her time during a typical day. Provider Location								
	Family Strengths								
	Family strengths may only be entered if Parental Consent is obtained.								
		arental Consent Obtained7:							
	Describe the family's strendths, priorities, concerns and resources that will enhance th								

2) Page: 'Reactivate IFSP' confirmation displays. Click 'Yes' to continue. Click 'No' to cancel the process and return to the closed IFSP:



3) 'IFSP Attestation Page' Displays, listing any editable statuses found for the IFSP and its associated Service Authorizations.

It is *very* important to read and understand the "attestation" prior to agreeing to its terms and proceeding with a reactivation. Monitoring efforts

will ensure that child records accurately reflect the data entered during case reactivations.

NYEIS OA: Niterenze Niterenze Niterenze Niterenze State DOH use o	nly – no real live data)		• Home	O Inbox O	My Calenda	My Cases	O Search	About O Lo	og Out
navigation	IFSP Attestation Pa	ige							?
recent items	corrected and/or update by the family and EIO/IC updated services have b and/or update is necess policies; If this IFSP is b Authorization(SA) or edi workflow will be followe	In NYEIS, i attest that: The Data system is being if to accurately reflect the services agreed upon during this IFSP period; The corrected and/or been delivered by the provider; This correction eing reactivated to replace an incorrect Service ta microcrect SA, the current "amendment" and the correct effective start date of the and the correct effective start date of the and the correct effective start date of the and the correct effective start date of the							
	possibility that claims su subsequent to the "use of the and attest that the optimic claims. Agreem At	tered. Therefore, I understand that there is the binited on the incorrect SA or claims submitted discuss the second second second second second second de actions molecule taken to resolve these ant to the testation:							
	List of Cases								
	Action	Case Type	Service	Туре		Reference Numb			tatus
	View	Individualized Family Service Plan (IFSP)				4567890	Yes	Extended	
	View	Service Authorization	OT - Fa			1812345	Yes	Extended	
	View	Service Authorization Service Authorization		ortation (Vend		1812346	Yes	Extended	
	View	Service Authorization Service Authorization	PT - Ba	Coordination		1812347	Yes	Extended Extended	
	View	Service Authorization		roup Develop		1812348 1812349	Yes	Extended	
	<u>View</u> <u>View</u>	Service Authorization		Language - F		1812349	Yes	Extended	
	View	Service Authorization	PT - Ba			1812350	Yes	Extended	
	View	Service Authorization		Language - F		1812352	Yes	Extended	
	View	Service Authorization		Language - E		1812353	No	Closed	
	View	Service Authorization	OT - Ba			1812354	No	Closed	
		inue with the reactivation?		No				closed	

The 'Editable' column displays 'Yes' or 'No' depending on whether an editable status was found for the IFSP and its SAs. This is based upon the status of the IFSP/SA prior to closing.

The 'Expected Status' column will reflect the status of the IFSP or SA upon reactivation.

In the figure above, 2 Service Authorizations were not found to have an editable status, and the 'Expected Status' column shows the SA's will remain in a 'Closed' status following IFSP/SA reactivation.

Click the 'View' link corresponding to any Service Authorizations you wish to review ahead of proceeding with reactivation. View will launch in a new tab or window.

When review is complete, return to the Attestation Page by closing the newly launched tab/window. To proceed with reactivation, place a check mark in the 'Agreement to the Attestation' checkbox, and click 'Yes' to proceed. To cancel the process Click 'No', and you will be returned to the previous page.

4) After clicking 'Yes' to proceed, The IFSP and its SA's are reactivated. Page: 'Individualized Family Service Plan Home' displays the previously closed IFSP now in an editable status (the last status it was in prior to closing). In the figure below, the IFSP was reactivated to 'Extended' status. Notice that although now back to 'Extended' status, the IFSP end date is still set to its original end date of 8/31/2013.

It is *very* important to read and understand the "attestation" prior to agreeing to its terms and proceeding with a reactivation. Monitoring efforts will ensure that child records accurately reflect the data entered during case reactivations.

ANYERS CAME DOHU	A star and the star			O Huna O Johns O Mr Calandar O Mr Casas O Search O About O Log Out		
Attachments Communications	Individualized Family Service Plan Home: 2nd Review - 455720					
© Events © Notes © Tasks © User Roles © Walvers	Manage	Add Service Authorization	Check Upfront Waiver Rules Close Close Close Close	🗃 Extend d Change Closure Details 🐣 Print IFSP		
Prodification History	IFSP Details					
		John Q Sample	Currently Assi	gned SC: Cheryl O'Sample		
		Lori D'Elod		SP. Type: 2nd Review		
	Effective Start Date:			nd Date: 8/31/2013		
recent items	Meeting (Check if yes):			ing Date: 4/11/2013		
	Other (Check if yes) :			SP Date: 10/7/2011		
	Parental Consent Obtained?:	Yes	IFSI	P Status: Extended		
	Number of Amer	idments to this IFSP and its Service Author	rizations: 0			
	in the second	Reason for IF				
	0	inically Appropriate Visits Per Day Must No	Exceed: 4			

At the bottom of the IFSP, all SA's identified on the Attestation page as having an expected 'Editable' status are seen in an editable status. Those not found editable remain closed. Although from this view, only the SA start dates are displayed, the original Date ranges of the SA's are retained:

Service Authorizations List						
Service Authorization Reference	Service Type/Method	Start Date	<u>Status</u>	Reason		
1812345	OT - Facility	4/7/2013	Extended	Original		
1812346	Transportation (Vendor)	4/7/2013	Extended	Original		
<u>1812347</u>	PT - Basic	4/7/2013	Extended	Original		
<u>1812348</u>	Service Coordination	4/7/2013	Extended	Original		
<u>1812349</u>	Basic Group Developmental	4/7/2013	Extended	Original		
1812350	Speech Language - Facility	4/7/2013	Extended	Original		
<u>1812351</u>	PT - Basic	7/5/2013	Extended	Provider/Vendor Modification		
<u>1812352</u>	Speech Language - Facility	7/5/2013	Extended	Provider/Vendor Modification		
<u>1812353</u>	Speech Language - Basic	8/14/2013	Closed	Amendment to Add Service Authorization		
<u>1812354</u>	OT - Basic	8/14/2013	Closed	Amendment to Add Service Authorization		

At this point, the IFSP as well as any SA's in an 'editable' status can now be modified/amended by the municipality's Authorized user. See **Modifying/Amending a reactivated IFSP** and **Modifying/Amending a reactivated Service Authorization** for more information.

Reactivating a Closed Service Authorization within a non-closed IFSP

Any closed Service Authorizations that exist within an IFSP that is currently in 'Active', 'Approved' or 'Extended' status can be reactivated by Authorized Municipal users, provided there is an editable status to which the SA can be set. Reactivation is performed from the Closed Service Authorization Home Page 'Manage' cluster:

1) From the 'Manage' cluster of a closed SA, click 'Activate Online'.

NYEIS Integrated Case - 234567		912	-
Service Authorization Home: PT - Basic	c - 5678912		?
Manage			
🧉 Edit	Activate Online		Suspend
Submit	× Delete	Change Closure Details	Disuspend
Approve		Extend	
Service Authorization Details			
Service Authorization Reference:	5678912	Service Type/Method:	PT - Basic
Script Recommendation Provided By:	Physician	Script recommendation on file?:	No
Script Start Date:	1/15/2014	Script End Date:	7/14/2014
Service Coordinator:	Sheri DeCoordinator	Date Authorization Issued:	1/15/2014
Status:	Closed	Accepted by Provider?:	Yes
Child Details			

2) Page: 'Reactivate Service Authorization' confirmation displays. Click 'Yes' to continue. Click 'No' to cancel the process and return to the closed IFSP:

Reactivate Service Authorization: PT - Basic - 5678912	2
Are you sure you want to reactivate this Service Authorization?	
Yes No	

3) 'Service Authorization Attestation Page' displays, listing the editable status found (if any) for the selected Service Authorization.

Attestation							
ystem is being corre igreed upon by the fa- ind/or updated serviu ind/or update is necc his IFSP is being rea- SA) or edit an incorr ollowed and the corr- nitered. Therefore, I ubmitted on the inco amendment" effectiv .ppropriate actions h	ervice Authorization in NYEIS, I attest th ctcde and/or updated to accurately reflec amily and EIO/D during this IFSP period; ces have been delivered by the provider; seary and appropriate per EI regulations cttvated to replace an incorrect Service <i>i</i> ect SA, the current "amendment" workfil ect SA, the current "amendment" workfil et effective start date of the "amendme understand that there is the possibility of percet SA or claims submitted subsequen <i>re</i> date, may need to be voided and attera ave been taken to resolve these claims. ement to the	t the services The corrected ; This correction s and policies; If Authorization ow will be that claims that claims t to the					
Agre	Attestation:						
List of Cases	Attestation:						
	Attestation: <u>Case Type</u>	Service Type	Reference Number	<u>Editable</u>	Expected Status		

Click the 'View' link corresponding to the Service Authorization should you wish to review ahead of proceeding with reactivation. View will launch in a new tab or window.

When review is complete, return to the Attestation Page by closing the newly launched tab/window. To proceed with reactivation, place a check mark in the 'Agreement to the Attestation' checkbox, and click 'Yes' to proceed. To cancel the process Click 'No', and you will be returned to the previous page.

4) After clicking 'Yes' to proceed, The SA is reactivated. Page: 'Service Authorization Home' displays the previously closed SA now in an 'Editable' status (the last status it was in prior to closing). In the figure below, the SA was reactivated to 'Active' status:

It is *very* important to read and understand the "attestation" prior to agreeing to its terms and proceeding with a reactivation. Monitoring efforts will ensure that child records accurately reflect the data entered during case reactivations.



Important Note: Automated nightly system processes look for IFSP's or SA's that have reached their end dates and automatically sets a 'Closed' status. IFSP's or SA's that were reactivated with end dates in the past will be set back to 'Closed' overnight.

Modifying/Amending/Adding SA's/Extending a reactivated IFSP

Once an IFSP has been reactivated, the process for modifying/amending the IFSP is the same as when the IFSP was in its active period but with the addition of a new 'Reason for Editing' page at the start of the edit/Add Service Authorization/Extend processes.

Modifying/Amending a Reactivated IFSP:

1. From the IFSP manage cluster, click 'Edit':

WIELS OA	e only - no mail he data)		O'rome O'robee O	Ny Calendar O Ny Cases O Search O About O Log Cod
nanigation	Individualized Family Service Plan Home: 2nd F			9
Communications Events Notes Tasks Unser Roles Waivers	Ranage	Add Service Authorization	Check Upfront Waiver Rules	• @ Extend @ Change Closure Details @ Print IFSP
Modification History	IFSP Details			
		John Q.Sample Lori D'Elod	Currently Assigned S	Cr Cheryl O'Sample 2nd Review
	Effective Start Date: Meeting (Check if yes):	4/7/2013		8/31/2013
necent items	Other (Check if yes) : Parental Consent Obtained?:		tritial IFSP Dat	
	Number of Amer	idments to this IFSP and its Service Authorizations Reason for IFSP Delay		
	a	nically Appropriate Visits Per Day Must Not Exceed		



2. Page: 'Create Request to Amend IFSP' displays, with the 'Reason for Editing' multi-select box seen top-most:

The user must supply one or more reasons for editing the reactivated IFSP. The 'Reason for Editing' box is a multi-select box; Use the CTRL button to select multiple edit reasons. If either 'Other' choice is selected, the user must also supply comments in their own words in the 'Comments' box, up to a maximum of 255 characters. You may not enter comments in the 'Comments' box if either 'Other' reason is not selected.

3. After supplying a reason for editing, continue to modify/amend the IFSP following established methods. (See Unit 6- Amending an Individualized Family Service Plan for more information on Amending an IFSP)

4. Click 'Submit'. Validations run, and changes are immediately applied.

Important Notes:

- With the exception of the new 'Select Reason for Editing' cluster, seen at the top of the Amend IFSP page, the IFSP modification/amendment process is otherwise identical to the steps taken to edit a normally active IFSP. For more information about Amending IFSP's, see NYEIS User Manual, Unit 6: *Amending an Individualized Family Service Plan*.
- If the user role of the authorized user performing the edit lacks EIOD privileges, changes are not immediately seen. Instead, an amendment approval task generates for the EIOD. Changes will not be seen until the amendment approval task is reviewed and approved.

Adding New Service Authorizations into a Reactivated IFSP

Once an IFSP has been reactivated, new or missing Service Authorizations can be added to the IFSP by the Authorized Municipal User:

1. From the 'Manage' cluster of the reactivated IFSP, click 'Add Service Authorization'

String and Cover - 1194%	7 🙀 2nd Review = 4567100		
Individualized Family Service Pla	n Home: 2nd Review - 4567890		
Manage <u>Ø Eds</u>	Add Service Authorization	Check Upfront Waiver Rules	Sktend
Submit	Activate.Opine	d Close	Chaope Closure Details
		R Clone	Print JESP
IFSP Details			
	Child's Name: John Q Sample	Currently Ass	gned SC: Cheryl O'Sample
	EIO/D: Lori D'Eiod		SP Type: 2nd Review
	tive Start Date: 4/7/2013		nd Date: 8/31/2013
	(Check if yes): Yes		ing Date: 4/11/2013
	(Check if yes) :		SP Date: 10/7/2011
Parental Con	sent Obtained?: Yes	IFS	P Status: Extended
	Number of Amendments to this IFSP and its Service	e Authorizations: 0	
	Passo	n for IFSP Delay:	

2. Page: 'Select Reason For Editing' displays:

ion 🔹	Select Reason For Editing		2
		Submit Cancel	
Rems	Reason for editing:	Adding Service Authorization Previously Not Recorded to reflect services actually delivered SA Service Type incorrect, add SA to reflect correct services type for services actually agreed to, authorized and delivered Correction to service dates to reflect actual dates of service delivery agreed to, authorized and delivered Correction to service facturely to reflect actual frequency of services agreed to, authorized and delivered Addition of co-visits to reflect make-up visits that were agreed to, authorized and delivered Correction of Qualified Personnel agreed to, and authorized to deliver services Correction of Qualified Personnel agreed to, and authorized to deliver services Correction of Qualified Personnel agreed to and authorized to deliver services Correction of Qualified Personnel agreed to and authorized to participate in co-visits Amendment to Child's Quictomes Amendment to Child's Quictomes Other IFSP demographic correction/addition/change (must provide detailed information in comments) Other FSA correction/change (must provide detailed information in comments)	ered
	If Other Reason is selected, please r	rovide a reason (maximum of 255 characters allowed)	

The user must supply one or more reasons for adding the SA into the reactivated IFSP. The 'Reason for Editing' box is a multi-select box; Use the CTRL button to select multiple edit reasons. If either 'Other' choice is selected, the user must also supply comments in their own words in the 'Comments' box, up to a maximum of 255 characters. You may not enter comments in the 'Comments' box if either 'Other' reason is not selected.

After supplying edit reasons/comments, click '**Submit**' to continue or '**Cancel**' to exit the 'Add Service Authorization' process.

3. The system uses a wizard to navigate the user through the SA creation process over 6 separate screens. They are as follows:

- 1. Enter Amendment Reason
- 2. Select Service Type & Method
- 3. Select Delivery Details
- 4. Select Provider & Location
- 5. Create General Service Authorization Details
- 6. Create Service Authorization Prior Approval

Upon the selection of the 'Create Service Authorization' button seen on the 'Create Service Authorization Prior Approval' page – the last step of the SA creation process – validations run and the changes are immediately applied

Important Notes:

- With the exception of the new 'Select reason for editing' page, seen at the start of the 'Add Service Authorization' process, the SA creation process is identical to the steps taken to add a new Service Authorization in an IFSP that has been approved. For more information on creating Service Authorizations, Deen Service Service Service Authorizations to Individualized Family Service Plans.
- Users can add service categories other than general services (i.e. transportation, respite, evaluations, etc.) For more information on creating those types of Service Authorizations, See NYEIS User Manual Unit 6: *Adding Service Authorizations to Individualized Family Service Plans*.
- If the user role of the authorized user performing the edit lacks EIOD privileges, changes are not immediately seen. Instead, an amendment approval task generates for the EIOD. Changes will not be seen until the amendment approval task is reviewed and approved.
- The addition of new Services into a reactivated IFSP may trigger new billing waivers or necessitate review of previously approved waivers. If the newly issued SA exists in 'Submitted' status, check the notifications cluster of the IFSP for the mention of unmanaged Billing violations. It is *very important* Billing Waivers are managed the same day as the IFSP was reactivated. If managed after the IFSP re-closes, the system will NOT generate Accept/Reject tasks for the assigned agency. This will necessitate either reactivation of the IFSP ahead of approving the waiver, or the assignment of rendering providers to the SA outside the accept/reject task in order for the SA to be marked accepted and for the SA to be billable.
 Laster Unit 6 Upfront Waiver for more information on managing billing waivers.

Extending a Reactivated IFSP

Once an IFSP has been reactivated, the IFSP can be extended by the Authorized Municipal User. Prior IFSP's that originated from the same county as the Authorized user can also be reactivated and subsequently extended if needed, to fill a gap in time in-between IFSP periods.

1. From a Reactivated IFSP 'Manage' Cluster, click 'Extend'

AMERICAN AND AND AND AND AND AND AND AND AND A	čarty – no rost live data)		O ^{nume} O ^{tabas} O ^w	r Calendar O ^{My} Cases O Search O About O Leg	Ovit.
navigation O Home O Attachments O Communications	Constant Statement Case: 1356/ Constant Case: 1356/ Constant Case: 1356/ Constant Case: 200 Review - 450780 Konoge				?
Events Notes Tasks User Roles Waivers Medification History		☐ Add Service Authorization ₩ Activate.Online	Check Upfront Waiver Rules	Extend Ghange Closure Details Print JESP	
recent items	Child's Name:	Lori D'Elod 4/7/2013 Yes		2nd Review 8/31/2013 4/11/2013 10/7/2011	
		dments to this IFSP and its Service Authorizations: Reason for IFSP Delay; nically Appropriate Visits Per Day Must Not Exceed:			

2. Page: 'Extend IFSP' displays

NYEIS Develor	ment	C taber O My Calendar O My Calendar O Search O Abe	ut 🕑 Log Out
navigation	Extend IFSP Initial - 2000304	Save Cancel	?
recent items	Reason for editing:	Adding Service Authorization Previously Not Recorded to reflect services actually delivered SA Service Type incorrect, add SA to reflect correct services type for services actually agreed to, authorized and delivered Correction to service draguency to reflect actual dates of service delivery agreed to, authorized and delivered Addition of co-visits to reflect actual actual frequency of services agreed to, authorized and delivered Addition of make-up visits to reflect make-up visits that were agreed to, authorized and delivered Correction of Qualified Personnel agreed to, and authorized to deliver services Correction of Qualified Personnel agreed to, and authorized to deliver services Correction of Cualified Personnel agreed to, and authorized to deliver services Amendment to Chid's Levid of Functioning Amendment to Chid's Outcomes Amendment to Chid's Outcomes Other IFSP demographic correction/addition/change (must provide detailed information in comments) Other FSA correction/change (must provide detailed information in comments)	*
	If Other Reason is selected, please p	rovide a reason (maximum of 255 characters allowed)	1
	Details		
		Reason for Extension:	•
		Save Cancel	

The user must supply one or more reasons for Extending the reactivated IFSP. The 'Reason for Editing' box is a multi-select box; Use the CTRL button to select multiple edit reasons. If either 'Other' choice is selected, the user must also supply comments in their own words in the 'Comments' box, up to a maximum of 255 characters. You may not enter comments in the 'Comments' box if either 'Other' reason is not selected.

After supplying edit reasons/comments, also supply a 'Reason for Extension' (Weather, CPSE Eligible, etc), then click '**Save'** to continue or '**Cancel'** to exit the IFSP extension process and return to the reactivated IFSP.

- With the exception of the new 'Reason for Editing' screen seen at the start of this process the steps for extending a reactivated IFSP are the same as when extending a normally active IFSP. For more information on Extending, see A NYEIS User Manual, Unit 6: *Extending an Individualized Family Service Plan*
- If the user role of the authorized user performing the edit lacks EIOD privileges, changes are not immediately seen. Instead, an amendment approval task generates for the EIOD. Changes will not be seen until the amendment approval task is reviewed and approved.

Information regarding the logic applied to extensions:

If the user is extending the IFSP, the following logic will be applied to govern the extension:

- The IFSP/SAs shall extend no further than the day prior to the start of the next IFSP, regardless of the subsequent IFSPs status.
- The IFSP/SAs cannot be extended past the child's integrated case closure date
- The IFSP/SAs cannot be extended past the child's third birthday if there is no transition record establishing eligibility for CPSE
- If there is a transition record noting eligibility for CPSE, the IFSP/SAs can be extended to the date recorded in the field "Enter the Date that EI services will end for this child"

Only those SA's that match the IFSP end date at the time of extension will be extended.

Modifying/Amending a reactivated Service Authorization

Once a closed Service Authorization has been reactivated – whether individually or as part of a reactivated IFSP - Service Authorizations can be modified/amended by the Authorized Municipal User:

The figure below is a sample SA that was reactivated. Note the 'Active' status, despite the SA end date being in the past. Common modifications that can be performed on the reactivated SA are bracketed in red.

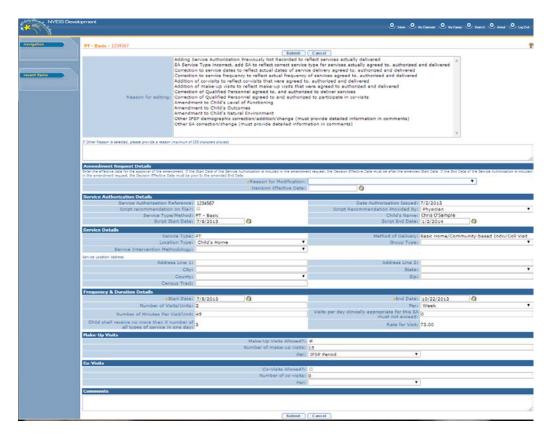
😋 ATT 28 Selegraled Gene - 718567	😭 Tailtal - 4557/001 🥢 🙋 PT - Basac - 557	101.2	
ervice Authorization Home: PT - Basic		1000	
service Automotistica Home: P1 - Basic	- Persents		
et an	8	d Close	A
a tot	Activate Online		Suspend Unsuspend
Submit	Delete	Change Closure Details	Unsuspend
Approvia 6		Estend	
iervice Authorization Details			2
Service Authorization Reference:		Service Type/Method:	
Script Recommendation Provided By:		Script recommendation on Ne7:	
Script Start Date: Service Coordinator:		Script End Date: Date Authorization Issued:	
	Active	Accepted by Provider7:	
Child Details			
	Gerald Sample	Oxid's Reference Number:	99999995
Legal Guardian(Female):		Legal Goardian(Male);	
rebe over on the second	123 Any Street	cega occardinate).	and the second sec
Child's Address:	Anytown	Child's Phone:	518-555-5555
	New York 11111-1111		
Change/Assign Provider and Location]			
revider & Location Details	214 - T. T MA	29-11 - 19-19	when annot
Provider of Record:			9999999999
State ID:	456 Someother Street	Provider Location:	Primary Location - Provider Conversion
Provider Location Address:	Anytown		
	New York 11111-1111		
Change Assign Rendering Provider			
tendering Provider Details			Constant of the second s
Rendering Provider Name:			8888888888
State ID:	1111	Employer NP1:	99999999999 456 Someother Street
Employer Name:	Very Large Provider	Employer Address:	
			New York 11111-1111
Employer State ID:	3333		
Service Details	10 C		WORLD PIECE UND SUCCEMENT
Service Type:	PT	Method of Delivery:	Basic Home/Community-based Indiv/Coll Visit
Location Type:	Child's Home	Group Type:	where
Service Location Address:		Service Intervention Methodology;	
Add			
Qualified Personnel List			
Qualified Personnel			
Physical Therapist			
requency & Duration Details			
Start Date:	1/15/2013	End Date:	7/14/2013
Number of Visits/Units:			Week
Number of Minutes Per Visit/Unit:		Total Authorized Visits/Units:	
Rate for Visiti	73.00		
	Visita per day clinically appropr	riste for this SA must not exceed: 0	
	Child shall receive no more than X number	of all types of service in one day: 3	
lake Up Visits			
	Make-Up Visits Allowed?:	Yes	
	Number of make-up visits:		
2000		IFSP Period	
	number of make-up visits per IFSP period:	15	
Co-Visits			
	Co-Visits Allowed?:		
	Number of co-visita:	15 IFSP Period	
	Total number of co-visits per IFSP period:		
A 64	and a second provide the second second		
pualified Personnel List for Co-Visits			
cline Qualified Personnel			
Cocupational Therapist			
XSEP Service Delay or each service starting more than 30 days late,	late reason is provided		
Delay Reason:		If Other is selected, provide a	
tracy statisti		description:	
	1011	20 00	
child Diagnosis Codes			
Child Diagnosis Codes Action Diagnosis Year 315.4 - Devel coordination dis	Type Other Eligible	Date of Diagnosis	Source MDE Developmental

Modifying/Amending a reactivated SA

1. Click 'Edit' in 'Manage' cluster of reactivated SA

Service Authorization Home: PT - Basic - 5678012				
Manage	😡 activate Online 🖻 Dalate	ත් Close ඒ Change Closure Details ම Extend	C Suspend C Unsuperiod	
Service Authorization Reference: Script Recommendation Provided By: Script Start Date Service Coordinator: Status	Physician 1/15/2013 Sheri DeCoordinator	Service Type/Method: Script recommendation on Ref: Script End Date: Date: Authorization Tassed: Accepted by Provider?	No 7/14/2013 1/15/2013	

2. Amend Service Authorization page displays, with the 'Reason for Editing' multi-select box seen top-most. The user must supply one or more reasons for editing the reactivated SA. The 'Reason for Editing' box is a multi-select box; Use the CTRL button to select multiple edit reasons. If either 'Other' choice is selected, the user must also supply comments in their own words in the 'Comments' box, up to a maximum of 255 characters. You may not enter comments in the 'Comments' box if either 'Other' reason is not selected.



3. After supplying a reason for editing, continue to modify/amend the SA following established methods. (See Unit 6- Modifying/Amending a Service Authorization for more information on how to amend a General SA.)

4. Click 'Submit'. Validations run, and changes are immediately applied.

Important Notes:

- With the exception of the new 'Select Reason for Editing' cluster, seen at the top of the Amend SA page, the SA modification process is otherwise identical to the steps taken to edit a normally active SA. For more information about Amending SA's, (*See* Unit 6- **Modifying a Service Authorization**)
- The addition of new Services into a reactivated IFSP may trigger new billing waivers or necessitate review of previously approved waivers. If the newly issued SA exists in 'Submitted' status, check IFSP notifications cluster of IFSP for the mention of unmanaged Billing violations. It is *very important* Billing Waivers are managed the same day as the IFSP was reactivated. If managed after the IFSP re-closes, the system will NOT generate Accept/Reject tasks for the assigned agency. This will necessitate either reactivation of the IFSP ahead of approving the waiver, or the assignment of rendering providers to the SA outside the accept/reject task in order for the SA to be marked accepted and for the SA to be billable.
- If the user role of the authorized user performing the edit lacks EIOD privileges, changes are not immediately seen. Instead, an amendment approval task generates for the EIOD. Changes will not be seen until the amendment approval task is reviewed and approved.

Changing Provider/Location on a reactivated SA

1. Click **'Change/Assign Provider and Location'** above 'Provider & Location Details' cluster of reactivated SA

ervice Authorization Details			
Service Authorization Reference:		Service Type/Method:	
Script Recommendation Provided By:		Script recommendation on Ne?:	
Script Start Date:		Script End Date:	
Service Coordinator:		Date Authorization Issued:	
Statum	Active	Accepted by Provider?:	Yes
Child Details	ne 102-80	and the second second	-
Child's Name:	Gerald Sample	Child's Reference Number:	9999999
Legal Guardian(Female):	Jennifer Sample	Legal Guardian(Male):	George Sample
Child's Address	123 Any Street Anytown New York 11111-1111	Child's Phone	518-555-3555
Change/Assign Provider and Location			
Provider & Location Details			
Provider of Record:	Very Large Provider	NPD NPD	9999999999
State ID:	9999	Provider Location:	Primary Location - Provider Conversion
Provider Location Address:	456 Someother Street Anytown New York 11111-1111		
Change Assign Rendering Provider			
Rendering Provider Details			
Rendering Provider Name:	Renee O'Rendering	NPL	8888888888
State ID:	1111	Employer NPI:	9999999999
	Contraction of the second		456 Someother Street
Employer Name:	Very Large Provider	Employer Address:	
Employer State ID:	1000		New York 11111-1111
FubroAst Prace In:	1000		

Important Note: For Vendor based SA's this button is labeled 'Change vendor'. For Service Coordination SA's, this button is labeled 'Change/Assign Service Coordination Provider'

2. **'Select Reason For Editing'** page displays. The user must supply one or more reasons for editing the reactivated SA. The 'Reason for Editing' box is a multi-select box; Use the CTRL button to select multiple edit reasons. If either 'Other' choice is selected, the user must also supply comments in their own words in the 'Comments' box, up to a maximum of 255 characters. You may not enter comments in the 'Comments' box if either 'Other' reason is not selected.

navigation	Select Reason For Editing		2
recent items	Reason for editing:	Submit Cancel Adding Service Authorization Previously Not Recorded to reflect services actually delivered SA Service Type incorrect, add SA to reflect correct service type for services actually agreed to, authorized and delivered Correction to service delayercy to reflect actual dates of service delivery agreed to, authorized and delivered Addition of make-up wists to reflect actual service of services and delivered Addition of make-up wists to reflect actual reguency of services agreed to, authorized and delivered Addition of date-up wists to reflect actual reguency of services agreed to, authorized and delivered Addition of date-up wists that were agreed to, authorized and delivered Correction of Qualified Personnel agreed to, and authorized to deliver services Correction of Child's Loud of Functioning Amendment to Child's Outcomes Amendment to Child's Outcomes Other SA correction/Addition/change (must provide delated information in comments) Other SA correction/Addition/change (must provide detated information in comments)	1
	If Other Reason is selected, please p	rovide a reason (maximum of 255 characters allowed)]

3. After supplying a reason for editing, Click '**Submit**' to continue, or '**Cancel**' to exit the process and return to the reactivated SA

4. **'Select Provider & Location'** page displays. Use the tab key to navigate from field to field and enter search criteria as needed. Click **'Search'** to find providers with matching criteria. Click **'Reset'** to clear search fields and results, or click **'Cancel'** to exit the process and return to the reactivated SA.

NYEIS Devek	opment	O Inbox	O My Calendar O My Cases O	/ Search O About O Log Out
recent items	Select Provider & Location: F Search Criteria The search results will include only p different catchment area. You can se with your mouse. Provider Name:	providers whose catchment area is th		residence unless you select a the desired catchment area options
	DBA Name:		NPI:	
	Special Population Served:		State Provider ID:	
	Qualified Personnel Type:		City:	
	Language:	•	Zip:	
	Catchment Area:	Albany Allegany Broome Cattaraugus Cayuga Chautauqua Chenung Chenango Clinton		
	Crewels Branks	Search Res	set Cancel	
	Search Results Action Provider Nan	ne State Provider ID	Catchment Areas Sit	e Address Line 1 City
	riorider Nali	<u>otaterrovider 10</u>	<u>occontences</u> or	

5. Search results populate with Provider locations matching criteria entered. Select desired Provider/location from results using the 'Select' link under the 'Action' column of Search Results.

6. **'Enter effective Date of Provider Assignment**' page displays. If the authorized user performing the edit has EIOD privileges the start date of the new provider assignment should be entered. This will end the original SA with the previous provider as of one day prior to the Decision Effective Date recorded. If the Authorized user performing edits does not have EIOD privileges, the 'Decision Effective Date' field must be left blank. When finished, click '**Save'** to continue, or '**Cancel**' to abort the process and return to the reactivated SA. Upon '**Save'**, changes are immediately applied.

Enter Effective Date of Provider Assignment:	?
Save	Cancel
Decision Effective Date	
Enter the effective date of the provider/location change. If the current user has EIOD privileges, Decision Effective Date is not allowed to be entered.	the Decision Effective Date is mandatory. If the current user does not have EIOD privileges, the
Decision Effective Date:	
Save	Cancel

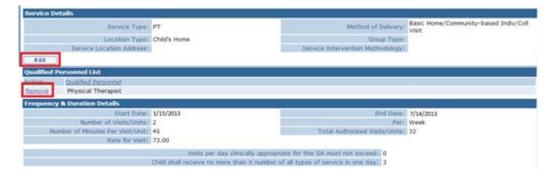
Important Notes:

• If a service Authorization is reactivated to a status of 'Awaiting Provider/Vendor assignment', the 'Enter Effective Date of Provider Assignment' page will not be seen and the change of provider selected in previous step is ultimately applied to the existing SA as of the start of the existing SA.

- The addition of new Services into a reactivated IFSP may trigger new billing waivers or necessitate review of previously approved waivers. If the newly issued SA exists in 'Submitted' status, check IFSP notifications cluster of IFSP for the mention of unmanaged Billing violations. It is *very important* Billing Waivers are managed the same day as the IFSP was reactivated. If managed after the IFSP re-closes, the system will NOT generate Accept/Reject tasks for the assigned agency. This will necessitate either reactivation of the IFSP ahead of approving the waiver, or the assignment of rendering providers to the SA outside the accept/reject task in order for the SA to be marked accepted and for the SA to be billable.
 Laster Unit 6 Upfront Waiver for more information on managing billing waivers.
- If the Authorized User performing the edit lacks EIOD privileges, changes are not immediately seen. Instead, an amendment approval task generates for the EIOD. Changes will not be seen until the amendment approval task is reviewed and approved.

Adding/Removing Qualified Personnel on a reactivated SA

1. Click the 'Add' button seen above the 'Qualified Personnel List' cluster, or click the 'Remove' link corresponding to an existing QP assignment.



2. Add QP/Remove QP Confirmation page displays with the 'Reason for Editing' multi-select box seen top-most:

(If Add QP is selected, Add QP page displays)

NYEIS Devek	opment		🕑 Inbox 🔮 My Calendar 🔮 My Cases	🕑 Search 🔮 About 🔮 Log Out	
navigation	Add OP PT - Basic - 1234567			2	
		Submit	Cancel		
recent items	Reason for editing:	Adding Service Authorization Previously Not Recorded to reflect services actually delivered SA Service Type incorrect, add SA to reflect correct service type for services actually agreed to, authorized and delivered Correction to service dates to reflect actual dates of service delivery agreed to, authorized and delivered Correction to service frequency to reflect actual dates of service agreed to, authorized and delivered Addition of co-visits to reflect new-use has the twee agreed to, authorized and delivered Addition of make-up visits to reflect trake-up visits that were agreed to authorized and delivered Correction of Qualified Personnel agreed to, and authorized to deliver services diting: Correction of Qualified Personnel agreed to and authorized to deliver services diting: Correction of Qualified Personnel agreed to and authorized to reflect on the services diting: Correction of Qualified Dersonnel agreed to and authorized to reflect on the services Amendment to Child's Level of Functioning Amendment to Child's Natural Environment Other IFSP demographic correction/adition/change (must provide detailed information in comments) Other SA correction/change (must provide detailed information in comments)			
	If Other Reason is selected, please provide a reason (maximum of 255 characters allowed)				
	Request Details Enter the effective date for the appro privileges, the Decision Effective Dat	Amendment Reason:	ileges, the Decision Effective Date is mandatory. If	on the current user does not have EIOD	
		Decision Effective Date:			
	OP Added Physical Therapist				
	Add OP				
	Qualified Personnel:	Audiologist Pediatrician Physician Other Than Pediatrician Physician Assistant Nurse Practitioner Registered Nurse Ucensed Practical Nurse Certified Dietitian/Nutritionist (NYS or ADA) Occupational Therapist Occupational Therapist			
		Submit	Cancel		

(If Remove QP is selected, Remove QP Confirmation page displays)

navigation	Remove QP Confirmation	
recent items	Reason for editing:	Adding Service Authorization Previously Not Recorded to reflect services actually delivered SA Service Type incorrect, add SA to reflect correct service type for services actually agreed to, authorized and delivered Correction to service dates to reflect actual dates of services agreed to, authorized and delivered Addition of co-visits to reflect co-visits that were agreed to, authorized and delivered Addition of make-up visits to reflect co-visits that were agreed to authorized and delivered Correction of uslifed Personnel agreed to, and authorized to deliver services Correction of Qualifed Personnel agreed to, and authorized to deliver services Correction of Cualifed Personnel agreed to and authorized to participate in co-visits Amendment to Child's Outcomes Amendment to Child's Outcomes Amendment to Child's Outcomes Amendment to Child's Outcomes Other IFSP demographic correction/addition/change (must provide detailed information in comments) Other SA correction/change (must provide dataled information in comments)
	If Other Reason is selected, please p	ovide a reason (maximum of 255 characters allowed)
	Request Details	val of the amendment, if the current user has EIOD privileges, the Decision Effective Date is mandatory. If the current user does not have EIOD
	Enter the effective date for the appro privileges, the Decision Effective Dat	a us not allowed to be entered.
		Amendment Reason:
		Decision Effective Date:

The user must supply one or more reasons for editing the reactivated SA. The 'Reason for Editing' box is a multi-select box; Use the CTRL button to select multiple edit reasons. If either 'Other' choice is selected, the user must also supply comments in their own words in the 'Comments' box, up to a maximum of 255 characters. You may not enter comments in the 'Comments' box if either 'Other' reason is not selected.

3. After supplying a reason for editing, continue to edit the QP assignment following established methods. (See Unit 6- Modifying/Amending a Service Authorization for more information on Amending a SA)

4. Click 'Submit'. Validations run, and changes are immediately applied.

Important Notes:

- With the exception of the new 'Reason for Editing' cluster seen at the top of these pages, the steps for adding or removing QP's on reactivated SA's are the same as when amending a normally active SA. For more detailed information on Amending SA's, a See Unit 6- Modifying a Service Authorization.
- The addition of new Services into a reactivated IFSP may trigger new billing waivers or necessitate review of previously approved waivers. If the newly issued SA exists in 'Submitted' status, check IFSP notifications cluster of IFSP for the mention of unmanaged Billing violations. It is *very important* Billing Waivers are managed the same day as the IFSP was reactivated. If managed after the IFSP re-closes, the system will NOT generate Accept/Reject tasks for the assigned agency. This will necessitate either reactivation of the IFSP ahead of approving the waiver, or the assignment of rendering providers to the SA outside the accept/reject task in order for the SA to be marked accepted and for the SA to be billable.
 Get Unit 6 Upfront Waiver for more information on managing billing waivers.
- If the user role of the authorized user performing the edit lacks EIOD privileges, changes are not immediately seen. Instead, an amendment approval task generates for the EIOD. Changes will not be seen until the amendment approval task is reviewed and approved.

Adding/Removing Qualified Personnel for Co-Visits on a reactivated SA

1. Click the **'Add'** button seen above the 'Qualified Personnel List for Co-Visits' cluster, or click the **'Remove'** link corresponding to an existing QP assignment for Co-Visits:

Co-Visits		6	
	Co-Visita Allowed?:	Yes	
	tumber of co-visits;	15	
	Peri	IFSP Period	
	Total number of co-vieits per IFSP period:	15	
Add			
Qualified Personnel List for Co-Visits			
Actino Qualified Personnel			
Eximitive Occupational Therapist			
OSEP Service Delay			
For each service starting more than 30 days late, I	ate reason is provided		
Delay Reason:		If Other is selected, pro- description	
Child Diagnosis Codes	1911	00000 - 10000 - T	
Action Diagoosis	Type	Date of Diagoosis	Source
View 315.4 - Devel coordination dis	Other Eligible		MDE Developmental
Comments			

2. Add Co-Visits QP/Remove Co-Visit QP Confirmation page displays with the 'Reason for Editing' multi-select box seen top-most:

NYEIS Devel	opment		O Inbox O My Calendar O My Cas	as 🕐 Search 🔍 About 🔍 Log Dut			
navigation	Add Co-visits OP PT - Basic -	1724547					
	Submit Cancel						
recent items	Reason for editing:	Adding Service Authorization Previously Not Recorded to reflect services actually delivered SA Service Type incorrect, add SA to reflect correct service type for services actually agreed to, authorized and delivered Correction to service frequency to reflect actual dates of service delivery agreed to, authorized and delivered Addition of co-visits to reflect actual infequency of services agreed to, authorized and delivered Addition of actual present services agreed to, authorized and delivered Correction to service detect to a service agreed to, authorized and delivered Addition of qualified Personnel agreed to, and authorized to deliver services Correction of Qualified Personnel agreed to, and authorized to deliver services Amendment to Chid's Level of Functioning Amendment to Chid's Outcomes Amendment to Chid's Natural Environment Other FISP demographic correction/addition/change (must provide detailed information in comments) Other SA correction/quality (must provide detailed information in comments)					
	If Other Reason is selected, please p	rovide a reason (maximum of 255 characters allowed)					
	Request Details	oval of the amendment. If the current user has EIOD privi	least, the Decision Effective Date is manifatory	. If the ourrest user does not have EIOD			
	privileges, the Decision Effective Dat			•			
		Decision Effective Date:	0	•			
		Decision Effective Date:					
	Co-visits OP Added						
	Add Co-visits QP						
	Qualified Personnel:	Audiologist Pediatrician Physician Other Than Pediatrician Physician Assistant Nurse Practibioner Registered Nurse Licensed Practical Nurse Certified Dietiban/Nurbionist (NYS or ADA) Occupational Therapist Occupational Therapist Assistant	Ĩ				
		Submit	Cancel				

(If Add Co-Visits QP is selected, Add Co-Visits QP page displays)

(If Remove Co-Visits QP link is selected, Remove Co-Visit QP Confirmation page displays)



The user must supply one or more reasons for editing the reactivated SA. The 'Reason for Editing' box is a multi-select box; Use the CTRL button to select multiple edit reasons. If either 'Other' choice is selected, the user must also supply comments in their own words in the 'Comments' box, up to a maximum of 255 characters. You may not enter comments in the 'Comments' box if either 'Other' reason is not selected.

3. After supplying a reason for editing, continue to edit the QP for Co-Visits assignment following established methods. (*See* Unit 6- Modifying/Amending a Service Authorization for more information on Amending a SA)

4. Click 'Submit'. Validations run, and changes are immediately applied.

Important Notes:

- With the exception of the new 'Reason for Editing' cluster seen at the top of these pages, the steps for adding or removing QP's for Co-Visits on reactivated SA's are the same as when amending a normally active SA. For more detailed information on Amending SA's, See Unit 6-Modifying a Service Authorization.
- The addition of new Services into a reactivated IFSP may trigger new billing waivers or necessitate review of previously approved waivers. If the newly issued SA exists in 'Submitted' status, check IFSP notifications cluster of IFSP for the mention of unmanaged Billing violations. It is *very important* Billing Waivers are managed the same day as the IFSP was reactivated. If managed after the IFSP re-closes, the system will NOT generate Accept/Reject tasks for the assigned agency. This will necessitate either reactivation of the IFSP ahead of approving the waiver, or the assignment of rendering providers to the SA outside the accept/reject task in order for the SA to be marked accepted and for the SA to be billable.
 Get Unit 6 Upfront Waiver for more information on managing

billing waivers.

• If the user role of the authorized user performing the edit lacks EIOD privileges, changes are not immediately seen. Instead, an amendment approval task generates for the EIOD. Changes will not be seen until the amendment approval task is reviewed and approved.

Modification History

All IFSP reactivation, individual SA reactivation, and user generated edits to reactivated IFSPs or SAs are recorded and displayed in the IFSP and/or SA '**Modification History'**, which can be accessed on the Left-hand navigation bar of both the IFSP and the SA. **Modification History** is accessible to the same users authorized to view IFSP events or SA Status History. This includes certain Provider users.

Screenshot of Modification history link on IFSP 'Home' Page (

Sun DO-Hun	only-no real live data)		O none O tobas O N	Colondar O My Cases O Search O About O Log Cut
navigation O Home O Attachments O Communications	Individualized Family Service Plan Home: 2nd H			1
 Events Notes Tasks User Roles Waivers Molification History 	Manage of Eds Submit Daprove IFSP Details	Add Service Authorization	Check Upfront Waiver Rules d Close Close Clone	Extend Change Closure Petails Print JESP
	Child's Name:	John Q Sample	Currently Assigned SC:	
	E10/0: Effective Start Date:	Lori D'Eled 4/7/2013		2nd Review 8/31/2013
recent items	Meeting (Check if yes): Other (Check if yes) :		IFSP Meeting Date: Initial IFSP Date:	
	Parental Consent Obtained?:	Yes	IFSP Status:	Extended
	Number of Amer	idments to this IFSP and its Service Authorizat Reason for IFSP D		
	0	nically Appropriate Visits Per Day Must Not Exc	sed: 4	

Screenshot of Modification history link on SA 'Home' Page

navigation	NYEIS Integrated Case - 234567	🛐 Initial - 45678901 🦯 🎒 PT - Basic - 5678	3912	
 Home Attachments 	Service Authorization Home: PT - Basic	- 5678912		
 Communication Financials 	Manage			•
) Invoice List	🗳 Edit	Activate Online	e <u>Close</u>	Suspend
 Nominees Notes 	Submit	Delete	Change Closure Details	Disuspend
Service Delivery Summary	Approve		Extend	
) Status History) Tasks	Service Authorization Details			
Modification History	Service Authorization Reference:	5678912	Service Type/Method:	PT - Basic
Prodification history	Script Recommendation Provided By:	Physician	Script recommendation on file?:	No
	Script Start Date:	1/15/2013	Script End Date:	7/14/2013
	Service Coordinator:	Sheri DeCoordinator	Date Authorization Issued:	1/15/2013
	Status:	Active	Accepted by Provider?:	Yes

Example figures of IFSP and SA Modification History views:

The figure below represents a view of an IFSP Modification history. In this example, an IFSP containing one or more SA's was reactivated, and one or more SA's were reactivated in addition to the IFSP. After reactivation, the IFSP was edited and one service authorization was edited.

Case Reference	Case Type	Change Date	Change By	Username	Reason For Editing	Reason For Modification	Comments
123456	Service Authorization	5/19/2014 11:21	Chris O'Connor	cjo03	Addition of Co-Visits to reflect co-Visits that were agreed to, authorized and delivered	Data Entry Error	<blank></blank>
234567	IFSP	5/19/2014 11:20	Chris O'Connor	cjo03	Adding Service Authorization Previously Not Recorded to reflect services actually delivered Other IFSP Demographic correction/addition/change (must provide detailed information in comments) (multi-selected edit reasons, including 'Other')	Data Entry Error	User supplied comments will be seen here, up to a max of 255 characters.
234567	IFSP	5/19/2014 11:01	Chris O'Connor	cjo03	<blank></blank>	Case Reactivation	<blank>.</blank>

The figure below represents the Modification history view of service authorization #123456, included in the above example, and reactivated as a result of being inside an IFSP, and then subsequently edited. SA's that were reactivated as a result of being inside an IFSP are not to receive individual audit log entries pertaining to their respective reactivation:

<u>Case</u> Reference	Case Type	Change Date	Change By	Username	Reason For Editing	Reason For Modification	Comments
123456	Service Authorization	5/19/2014 11:21	Chris O'Connor	cjo03	Addition of Co-Visits to reflect co-Visits that were agreed to, authorized and delivered	Data Entry Error	<blank></blank>

The following table details the fields displayed in the IFSP or SA Modification History:

Field	Description	Source	Mandatory/Optional
	Reference number		
	of the IFSP or SA in		
Case Reference #	the log. Text only	System	Mandatory

	1 1 11 1		
	(no hyperlink to		
	case)		
	Defines the type of		
	Record modified		
Case Type	(IFSP or SA).	System	Mandatory
	The date/time the		
Change Date	change was made	System	Mandatory
	The First and Last		
	name associated		
	with the user ID		
	that performed the		
Change By	edits	System	Mandatory
	The HCS user ID of		
	the user that logged		
	into NYEIS to make		
Username	the change	System	Mandatory
	The reason(s) for		N/A for case
	editing selected by		reactivation
	the user for the		Mandatory for case
Reason for Editing	edit.	User	, edits
	If entry pertains to		
	edit: 'Data Entry		
	error' or 'Service		
	Authorization		
	Amendment' will be		
	seen. If entry		
	pertains to an		
	extension, the user-		
	supplied extension		
	reason selected		
	from the		
	established and		
	existing list of		
	extension reasons		
	will populate this		
	field: 'CPSE Eligible',		
	'Family Illness',		
Reason for Modification	'Weather', etc.)	User	Mandatory
	Required when user	UJCI	
	selects one or more		
	'Other' choices from		Mandatory if 'Other'
			edit reason is
Commonts	supplied list of edit	llcor	
Comments	reasons, up to a	User	selected

maximum of 255 characters	

Important Note:

Modification History entries pertain only to reactivated IFSPs or SA's, and only for the reactivation and edits performed while it was reactivated and prior to closing overnight. If - for example – an IFSP is reactivated and extended into a future time period, the modification history will detail the reactivation and extension of the IFSP (and any other edits performed on the same day the IFSP was reactivated), however following the overnight batch runs, this IFSP will be treated like a normally active case, and subsequent edits to the (now current) IFSP will not be tracked in the IFSP modification history.

At the IFSP level, the modification history will reflect changes to the IFSP and any SA's that reside within the IFSP. At the Service Authorization level, only changes to that specific SA will be seen when viewing modification history.

Action	# of Rows inserted in audit History Table	Description of Results	Seen in IFSP Modifi cation Histor y?	Seen in SA Modifi cation Histor y?	Text seen in 'Reason for Modification' Column:	Text seen in 'Reason for Editing'	Can user supply 'comme nts'?
Click the 'Activate Online' link for a closed IFSP that contains multiple SA's	1	Single row indicating that the IFSP was reactivated. Although all SA's with appropriate statuses were reactivated, no entries in audit log will reflect SA reactivation.	Yes	No	"Case Reactivation"	N/A	N/A
Edit Reactivated IFSP	1	Single row indicating that the IFSP was Edited. If multiple fields are changed during a particular edit, this is still seen as one row in the modification history.	Yes	No	1 of 2 possible entries: "Data Entry Error" "IFSP Amendment"	Yes	Yes - up to 255 characte rs, If either 'other' edit reason selected

The following table details actions that result in an entry in Modification History, and at which level (IFSP or SA) the change will be reflected:

		Single row indicating			1 of 8 possible entries: "EIO/D Scheduling		
		that the IFSP was			Difficulties"		
		Extended. Although			"Provider Delay"		Yes - up
		the act of extending an			"SC Scheduling		to 255
		IFSP also advances the			Difficulties"		characte
		end date of any			"Family/Caregiver		rs, If
		eligible SA's, no entries			illness"		either
		will be seen in the			"Child illness"		'other'
		modification history			"Family Request"		edit
		corresponding to			"CPSE Eligible"		reason
Extend Reactivated IFSP	1	extensions of the SA's.	Yes	No	"Weather"	Yes	selected
		1 row displayed in 2					
		places:					
		1 Single row seen in SA					
		modification history					
		indicating that the SA					
Click the 'Activate Online'		was reactivated, and 1					
link on a closed SA to		single row displayed in					
reactivate an individual		IFSP modification					
closed SA inside non-		history indicating that					
closed IFSP	1	the SA was reactivated	Yes	Yes	"Case Reactivation"	N/A	N/A
		1 row displayed in 2					Voc. um
		places:					Yes - up to 255
		1 Single row indicating					
		that the SA was Edited in SA modification					characte
							rs, lf
		history, and 1 single					either 'other'
		row displayed in IFSP			1 of 2 possible optrios		edit
		modification history			1 of 2 possible entries: "Data Entry Error"		
Edit Reactivated SA	1	indicating that the SA was edited.	Yes	Yes	"IFSP Amendment"	Yes	reason selected
Luit Reactivated SA	1	1 row displayed in 2	165	165	IFSF Amenument	165	Selected
		places:					Yes - up
Change/Assign Provider		1 Single row indicating					to 255
& Location - reactivated		that the SA was Edited					characte
General SA		in SA modification					rs, If
Change/Assign Service		history, and 1 single					either
Coordination Provider of		row displayed in IFSP					'other'
reactivated OSC SA		modification history					edit
Change Vendor of		indicating that the SA			"Provider/Vendor		reason
reactivated Vendor SA	1	was edited.	Yes	Yes	Modification"	Yes	selected
		1 row displayed in 2					
		places:					Yes - up
		1 Single row indicating					to 255
		that the SA was Edited					characte
		in SA modification					rs, lf
		history, and 1 single					either
		row displayed in IFSP					'other'
		modification history			1 of 2 possible entries:		edit
Add/Remove QP of		indicating that the SA			"Data Entry Error"		reason
reactivated SA	1	was edited.	Yes	Yes	"IFSP Amendment"	Yes	selected
		1 row displayed in 2					Yes - up
		places:					to 255
		1 Single row indicating					characte
		that the SA was Edited			1 of 2 possible entries:		rs, If
Add/Remove QP for	1	in SA modification			"Data Entry Error"		either
CoVisits of reactivated SA	1	history, and 1 single	Yes	Yes	"IFSP Amendment"	Yes	'other'

		row displayed in IFSP modification history indicating that the SA was edited.					edit reason selected
Close reactivated SA (User clicks 'Close' link)	0	No entry is made into the audit log but this action will continue to be captured in Events as it is today.	No	No	N/A	No	N/A
Close reactivated IFSP (user clicks 'Close' link)	0	No entry is made into the audit log but this action will continue to be captured in Events as it is today.	No	No	N/A	No	No

Important Notes:

- When reactivating an IFSP and its associated SA's, the Act of reactivation shall be displayed as a single entry in the Modification History at the IFSP level only. The modification histories of reactivated Service Authorizations residing with the IFSP will not display a line to reflect the SA was reactivated.
- All changes made by the user in-between clicking edit and save (or submit) on reactivated cases will be reflected as a single entry in the modification history to account for changes made during the edit.
- If reactivating a closed SA within a currently 'Active', 'Approved', or 'Extended' IFSP, the modification history of the individual SA will display a single line to reflect the SA was reactivated.
- Except as noted, only those actions specifically listed above can result in an entry to the IFSP or SA modification history. Other actions that can be taken on reactivated cases, such as manually closing, suspending or "unsuspending" a SA will continue to function consistent with the system's current handling of non-reactivated cases.

User Access

User roles that are authorized to <u>reactivate</u> a closed IFSP and/or SA are determined by BEI. User roles that are authorized to <u>edit</u> a closed IFSP and/or SA are determined by BEI.

Important Notes:

• The current Municipal User Role authorized to reactivate a closed IFSP

and/or SA is: MUNI_ProgramUserAdmin

- The current Municipal User Role authorized to edit a reactivated IFSP/SA is: MUNI_ProgramUserAdmin
- The IFSP/SA being reactivated/edited must have originated from the municipality of the user attempting the reactivation/edit.

Provider Access to Reactivated IFSPs/SAs

Providers of record on reactivated SA's or newly created SA's cannot navigate to the Child pages normally accessible during the SA's actual active period, if the end-date of the SA is in the past. If the end-date of the SA being viewed is current date or later the provider shall have the same access as during a SA's active period.

Screenshot of a service authorization that was reactivated and edited to be made **CURRENT**, as seen by a user associated with the assigned Provider of Record. The tabs bracketed in red can be accessed by the Provider of Record user to navigate to other screens relating to the child:



Screenshot of a service authorization that was reactivated and edited, as seen by a user associated with the assigned Provider of Record, however the end date of the edited SA remains in the past. This service authorization can always be accessed by the Provider of Record, but since it is **NOT CURRENT** there are no navigational tabs that can be used by the Provider of Record to navigate to other screens relating to the child:

A CALIFORNIA NYEIS De	relopment			O Home O Inbox O My Calendar O My Case	a 🕘 Search 🔮 About 🔮 Lag
navigation	🔨 🖉 19 - Balac - 2345678				
Home Attachments	Service Authorization Home: PT - Basic -	2345678		7	
Communication Financials	Manage				
Invoice List Nominees Notes Service Delivery Summary	ණ් Edit මී Submit ම Approvs	Activate Online	ක් Close ඒ <u>Change Closure Details</u> මී Extend	C Suspend	
O Status History	Service Authorization Details	0e.			
Tasks Hodilication History	Service Authorization Reference:	2345678 Service Type		t: PT - Basic	
O CONTRACTOR DURING	Script Recommendation Provided By:	Physician	Script recommendation on file	71 No	
	Script Start Date:	7/8/2013	Script End Date	1/2/2014	
	Service Coordinator:		Date Authorization Issues		
	Status:	Extended	Accepted by Provider	7: Yes	

If for any reason a Provider of Record is viewing a SA that is NOT current, yet the navigational tabs to the child's IFSP and Integrated Case are seen and the Provider attempts to access those tabs, the following validation is returned:

An Application Error Has Occurred			
Serror: ERROR: You do not have sufficient privileges to view this	s page.		