



Department
of Health

***EI-Hub* Implementation Status**

Status as of: June 10, 2020

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Agenda

- *EI-Hub*: A Business Case for Action
- *EI-Hub* Project Status Updates:
 - Organizational Change Management
 - SOM Migration
 - SOM Installation & Configuration
- We want to hear your *EI-Hub* questions!



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EI-Hub: A Business Case for Action

WHAT:

“Implement a state-of-the-art early intervention solution that will support provider, case, and fiscal management in a single solution”

WHY:

“Smooth the user experience and increase the quality of EI data and the effectiveness of the program”

COST OF NOT CHANGING:

“Continued end-user frustration, and manual intervention”

IMPACTS:

“Enhanced user experience & reduction of administrative burden to provide better care for the population”



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Areas We are Tracking

Organizational Change Management

Data Migration

EI-Hub Installation & Configuration

BEI Program Status

System Security

NYEIS Decommissioning



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Communication Vehicles



The Hub Club

Your Source for EI-Hub Updates

Where can I get more information about the changes coming my way?

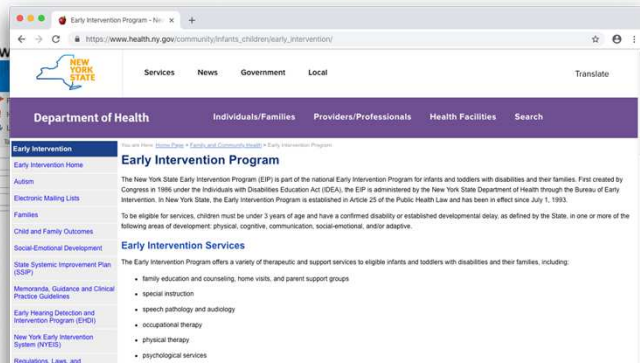
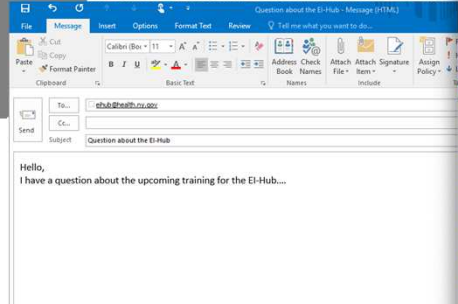
Issue 1

In This Issue

- Welcome
- Our Progress
- Spotlight
- Weekly FAQ

Welcome to the Hub Club!

As we look forward to the transition to our new



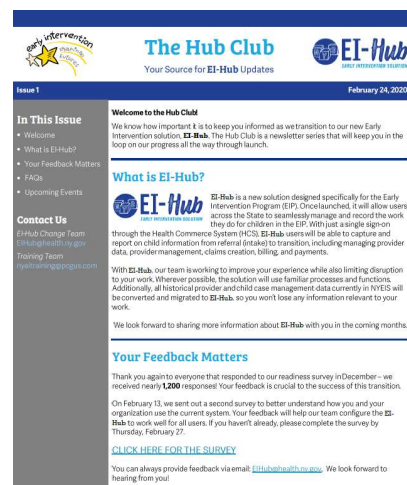
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EI-Hub Newsletters

The Hub Club: Four issues released

- Sent via DOH email to provide updates on our progress on EI-Hub
- Content includes:
 - Messages from DOH leadership
 - EI-Hub solution highlights
 - Frequently asked questions
 - Upcoming events
 - Ways to connect with the EI-Hub Team
- Previous issues can be found on the [EI Billing Knowledge Base](#)



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Second Readiness Survey

Conducted April 20-May 1

- Focused on improvements in readiness, communication, and understanding change impacts
- Question topics included:
 - COVID-19 concerns
 - Change readiness and solution adoption
 - Change impact areas
- Analyzing responses and will be in touch with stakeholders about the results and impacts on EI-Hub

631 *total responses*

69% *provider responses*

24% *municipality responses*

7% *other stakeholder responses*

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COVID-19 Concerns

Survey Question: Do you have specific concerns about how the COVID-19 crisis will impact your (or your organization's) ability to successfully transition to EI-Hub?

Survey Responses:

43% *"Yes"*

20% *"No"*

38% *"I'm not sure yet"*

Concerns Raised Include:

- Added burdens (transition to teletherapy, home commitments, and accommodation of families served) due to the crisis
- Potential for financial hardship over the coming months due to the crisis
- Shortages of personnel and dispersed personnel due to the crisis may hinder training and implementation
- Technology challenges due to working remotely

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OCM Next Steps

Over the coming months we will:

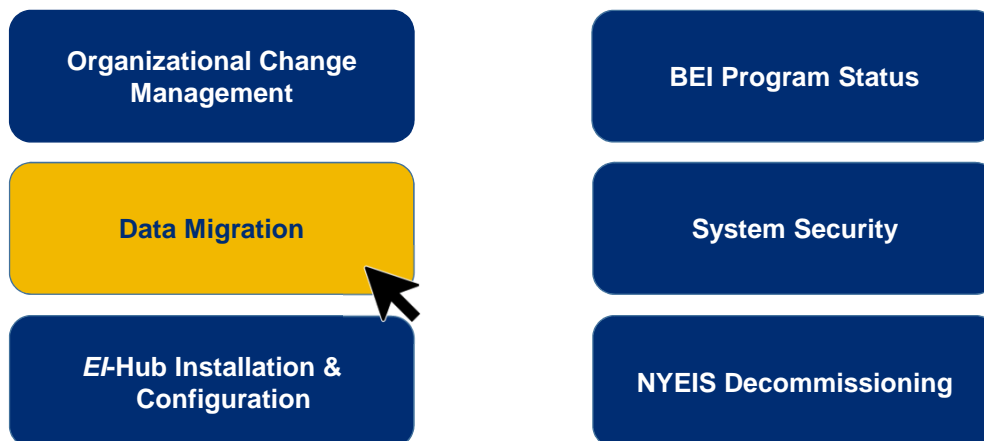
- Hold virtual focus groups with stakeholders across the state to understand readiness for change and to share information about how to prepare for change
 - Keep an eye out for a pre-focus group survey
- Communicate with stakeholders about upcoming activities, including:
 - Forums for feedback
 - User acceptance testing (UAT)
 - Training and resources
 - *Additional surveys to assess user needs*



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Areas We are Tracking



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Project Area Status: Data Migration

Legacy NYEIS & EI-Hub

Webinar “Attachments in NYEIS/EI-Hub and Record Retention”

- Webinar was held on April 20th, 2020
- Key Points of the Webinar:
 - Summarize current Early Intervention Program file retention policy, including:
 - State and provider record retention responsibilities
 - Intended purpose of attachments/files in NYEIS and EI-Hub
 - Attachments will not be migrated in EI-Hub as part of system implementation.
 - Users will be able to upload attachments into the EI-Hub, after go live.
 - Users will be able to access their files in NYEIS for 6 months post-transition.
- Slides and Q&A were distributed via BEI's listserv on May 12th, 2020 and are attached below.



EIP Record
ion Policy and EI-H

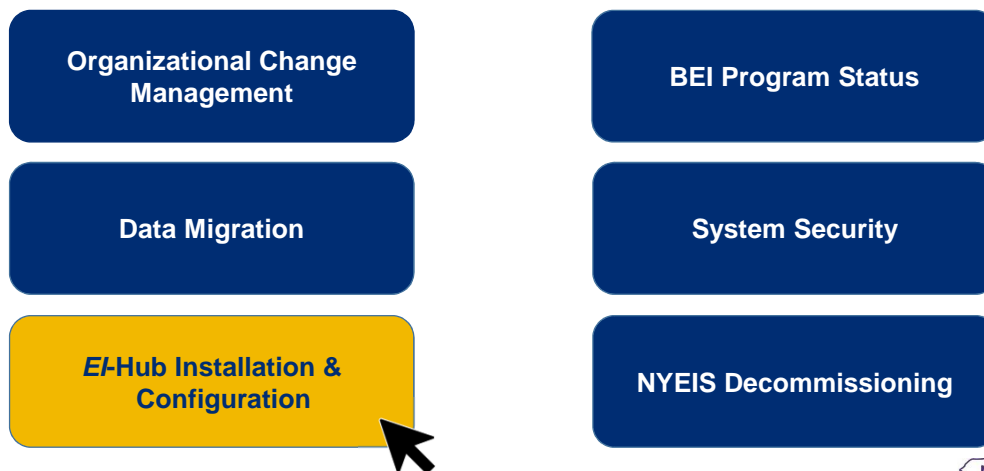


Q and A from the
EI Hub Webinar 20

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Areas We are Tracking



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Project Area Status: **EI-Hub** Installation & Configuration

EI-Hub Functionality

Service Logging & Notes

- Several questions during the Webinar asked about service logging and session notes.
- Session notes are captured electronically in the service logging module.
- Service logging, session notes, and uploads of files does not replace record-keeping requirements or responsibilities.

The screenshot shows a web-based form titled 'Visit'. At the top, there are tabs: 'Show All', 'Auth | Objectives', 'Date | Time', and 'Visit Code | Notes'. The 'Visit' tab is active. The form contains several dropdown menus and text input fields. The 'Provider' field is set to 'Testing Provider'. The 'Client' field is set to 'Aubrey Amy'. The 'Case' field is set to 'NY Early Intervention NYEIS-Dorridge County, Manhattan (S)'. The 'Authorization' section has a hint: 'Click Auth to auto populate fields below'. It includes a 'Filter By Assigned' dropdown set to 'Assigned to me', an 'Auth Status' dropdown set to 'Open', a 'Service Type' dropdown set to 'All', and a 'Modifier' dropdown set to 'All'. Below these are two radio button options for 'Open Auth#'. The 'Authorization Number' field is empty. The 'Date', 'Start Time', 'End Time', and 'Minutes' fields are also empty.

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Project Area Status: **EI-Hub** Installation & Configuration

EI-Hub Functionality

Up Next

- Interaction with the community
 - OCM activities listed earlier
 - UAT
 - Roughly three-month process from start of UAT until go live.
 - Requests intermittent and planned interaction with the external community.
 - Participation will be extended to municipalities and providers.
 - Goal to test all aspects of the solution with scripted tests, and a "day in the life of" type testing.
- Future functional deep-dive topics
 - eSignatures
 - Multifactor Authentication

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Questions?

Comments?

Feedback?

