



NYS EI-Hub

NY EICC Meeting

September 24, 2020/PCG



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Solutions that Matter

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Agenda

The EI-Hub Highlights and Demos


- General Overview
- Training & Learning Management System (LMS)
- Child/Case Management
- Service Logging
- EIBilling Enhancements – Web-to-Case



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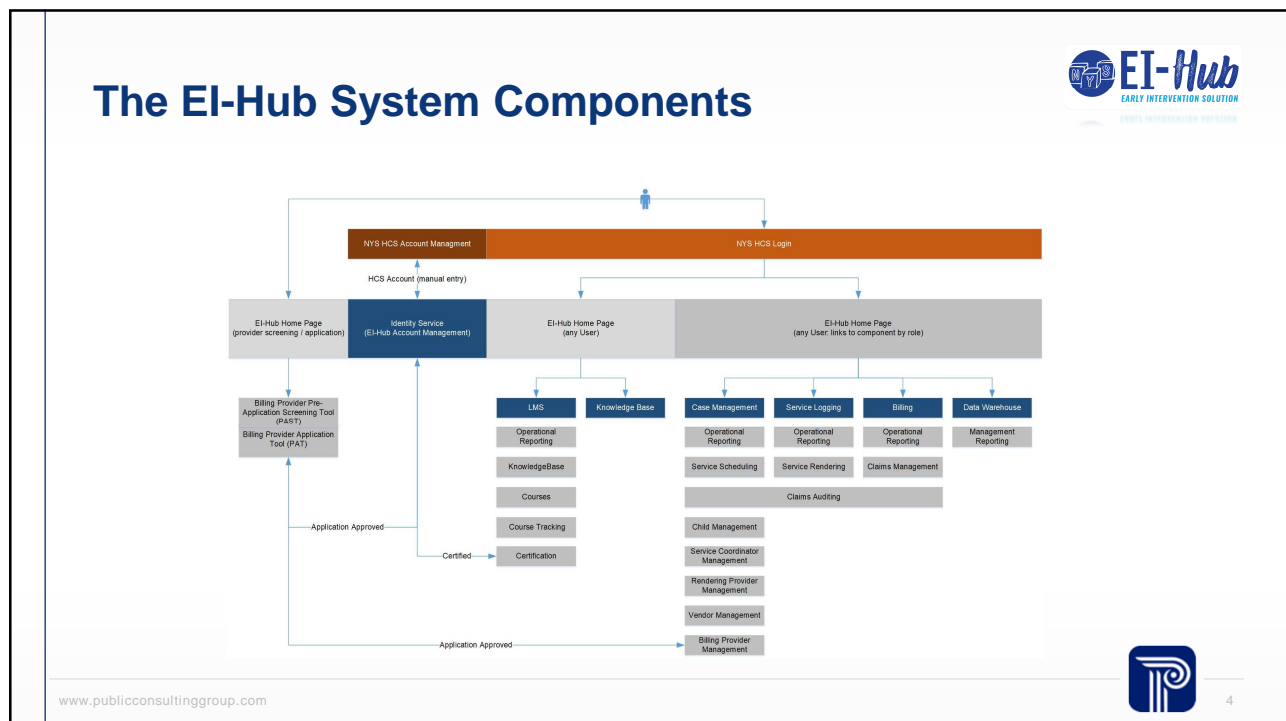


General Overview

presented by Rob Lillpopp and Joe Baile

- System Design Overview
- System Access
- Multiple User Roles
- User Account Management

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The screenshot shows the EI-Hub Case Management Module interface. Annotations indicate the following levels:

- Level 1:** Points to the 'Child' menu item in the left sidebar.
- Level 2:** Points to the 'Add' button in the left sidebar.
- Level 3:** Points to the 'Voice Scheduling & Delivery' tab in the top navigation bar.
- Level 4:** Points to the 'Basic Demographics' panel within the 'Child Info' section.

The 'Basic Demographics' panel displays fields for Child Code (548756), Child Status (General), First Name (Milton), Last Name (Mouse), and Nickname.

The Panels appear within the Level 1 or Level 2 screens, and group related fields and/or information within each screen. There are two types of Panels

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The screenshot shows the EI-Hub homepage with the following navigation tabs: Learning Management, Knowledge Base, and My Profile.

Welcome To New York State's EI-Hub

EI-Hub Alerts – Due to routine maintenance, EI-Hub will be unavailable between 9PM Saturday, July 11, 2020 and 9AM Sunday, July 12, 2020.

EI-Hub System News –

"The Hub Club" Newsletters

Follow the [link](#) to check out current and past issues of "The Hub Club" newsletter, your source for updates on the transition to EI-Hub.

User's Name Here you can access the following Components. Please click on the links below for access.

Case Management Role Name Case Management Role Name Service Logging Role Name Service Logging Role Name	EIBilling Role Name EIBilling Role Name Data Warehouse Role
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Copyright and other info here in NY we may need link to HCS landing page and Customer Service Phone number

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The EI-Hub System Components



All EI-Hub components use a standard menu and grouped section model for the user interface:

The menu list is used to access main function screens in the component, for example: case management; provider management; reports; user profile

The sections group fields within the screen, for example in a child record: demographics; address; etc.

Specifically in the Case Management component the model uses:

Level 1: Menu, within each of those:

Level 2: Sub-Menu, within each of those

Level 3: Tabs, within each of those:

Level 4: Panels, used to group fields and/or information.

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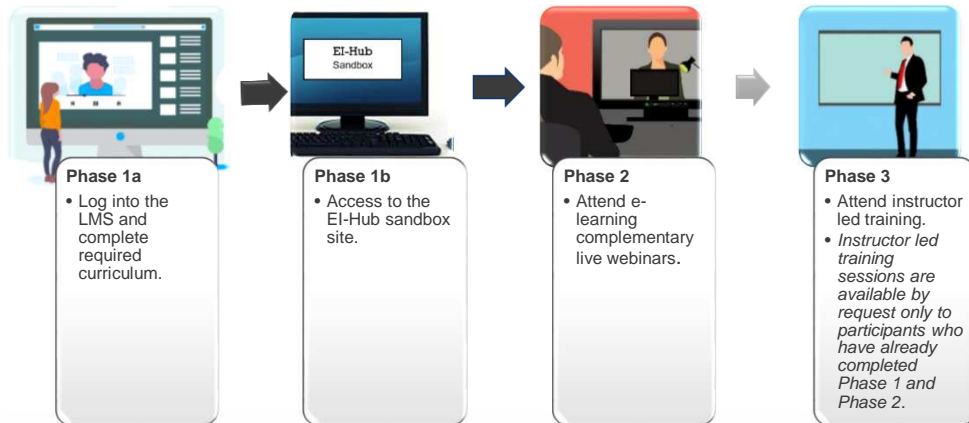
Training and Learning Management System (LMS)

presented by Schemicah Alexander

- Overview
- Training timelines
- LMS

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Training Roadmap



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LMS

Learning Management System (LMS)

- The learning component of the EI-Hub for all stakeholders to complete training requirements.
- Training deliverables include:
 - Self-paced training videos
 - Live and recorded webinars
 - User guides
 - Knowledge Based Articles
 - Virtual Instructor-led
- Reporting
 - Started courses
 - Completed courses
 - Pass/Fail

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Welcome to the New York Early Intervention LMS.
Please login into your account to continue with your learning experience.

Username

Password

[Forgot your password?](#)

[Don't have an account? Sign Up](#)



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EI-Hub's LMS Homepage

The homepage is highly customizable offering information “blocks” including:

1. **Information Banner**
2. **Calendar** of training and events
3. **My Courses** quick navigation and settings
4. **Latest Announcements**
5. **My Progress** course completion Graph


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EI-Hub's LMS Testing

LMS Testing:


- **User Friendly**
- **Course Completion**
- **Assessment**
- **Certificate**
- **Feedback**

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Go to Demo

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Child/Case Management

presented by Sherree Sinclair

- Overview
- At-Risk
- Referral
- Evaluations
- IFSP/Service Authorizations
- Reports

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EI-Hub's Case Management Overview

Navigating the Hub

- Left Hand Navigation
- Tabs
- Panels
- Tables
- Intra Tab Navigation
- One-time Entry of Information

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Referral

- Two Referral Tracks
 - Referral into the Early Intervention Program
 - *Patterned from the current Referral paper form
- Referral into the At-Risk Surveillance Program
 - *Referred from the EI Program as not eligible
 - *Referred directly into the At-Risk Surveillance Program

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At-Risk Surveillance Program



- Children enrolled will be tracked and regularly monitored
- A notification will be placed in the Dashboard every six months to re-assess the child
- Methods & results of ongoing monitoring will be captured in a table format to display the history
- Discussions with and the decision of the Caretaker/Parent regarding continued surveillance and/or referral into Early Intervention will be documented

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Evaluations/Eligibility



- Captures information regarding:
- Screenings & Screening Results
- Evaluations & Evaluation Results
- Child's Medical History including birth and maternal health
- Child's Medical Professionals
- Eligibility Determination

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IFSP/Services



- Captures information regarding:
- IFSP Team composition
- IFSP Meeting date, time & location
- Child's Current Level of Development

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IFSP/Services, continued



- Family Needs Assessment
- Family's Strengths/Priorities/Concerns/Resources/Supports
- Reasons/Indicators for Respite and/or Transportation
- Child/Family Outcomes

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IFSP/Services, continued



- General Services Authorization
- Natural Environments Discussion
- Assistive Technology Authorizations, Respite and Technology (ART)
- Other Services/Resources in which the family is Participating
- Transition Discussion

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Go to Demo




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Service Logging

presented by Paula Van Meter

- Overview
- Logging Process and Claim Creation
- 837 Uploads

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Service Logging Flow


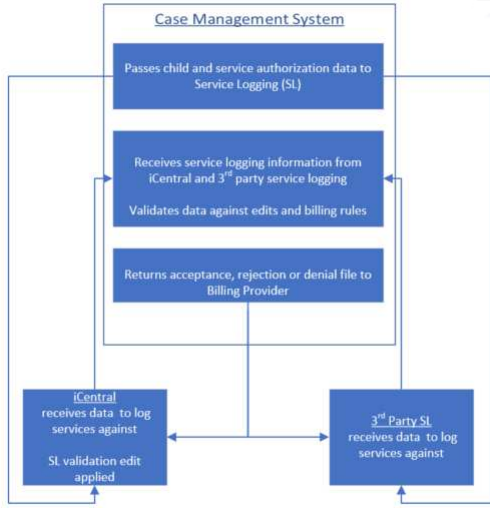
Provider Service Logging

- EI-Hub/iCentral Component
- Provider 3rd party service logging system

Integration with Case Management


- Both solutions will receive a file with child authorization information
- Both solutions must pass the same edits when transferred into the EI Hub Case Management component
- Both solutions will receive response files iCentral
- Service logging entry edits align with Ei Hub Case Management edits

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```

graph TD
    subgraph CMS [Case Management System]
        A[Passes child and service authorization data to Service Logging (SL)]
        B[Receives service logging information from iCentral and 3rd party service logging]
        C[Validates data against edits and billing rules]
        D[Returns acceptance, rejection or denial file to Billing Provider]
        A --> B
        B --> C
        C --> D
    end
    iC[iCentral receives data to log services against  
SL validation edit applied]
    P3[3rd Party SL receives data to log services against]
    iC --> B
    P3 --> B
    D --> iC
    D --> P3
  
```


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EI-Hub's Service Logging

Portals offer access to users to log services

Action buttons allow a user to log an evaluation, visit or SC claim

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EI-Hub's Service Logging

Visits are logged in fields created for the NYS Early Intervention Program

Visit

Close

Actions Save and Review

Show All Auth | Objectives Date | Time Visit Code | Notes

Provider
Test, Provider

Client Show Info Show Visits Show SC Notes
Aabby, Amy

Case (CPID: 384)
NY Early Intervention: NYES-Onondaga County, Manhattan (S)

Authorization (Hint: Click Auth to auto populate fields below) Wide Filter

Filter By Assigned: Assigned to me Auth Status: Open Service Type: All Modifier: All

Open Auth From 1/2/2018 to 6/30/2018 | Modifier: n/a | Service: Service Coordination | Location: Unit Remaining of 1 | Number of co-visits: 0

Authorization Number
0

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EI-Hub's Service Coordination Notes



Service coordination notes can be logged to support the visit and capture data appropriate to service coordination

Templates can be created to address specific visit purposes

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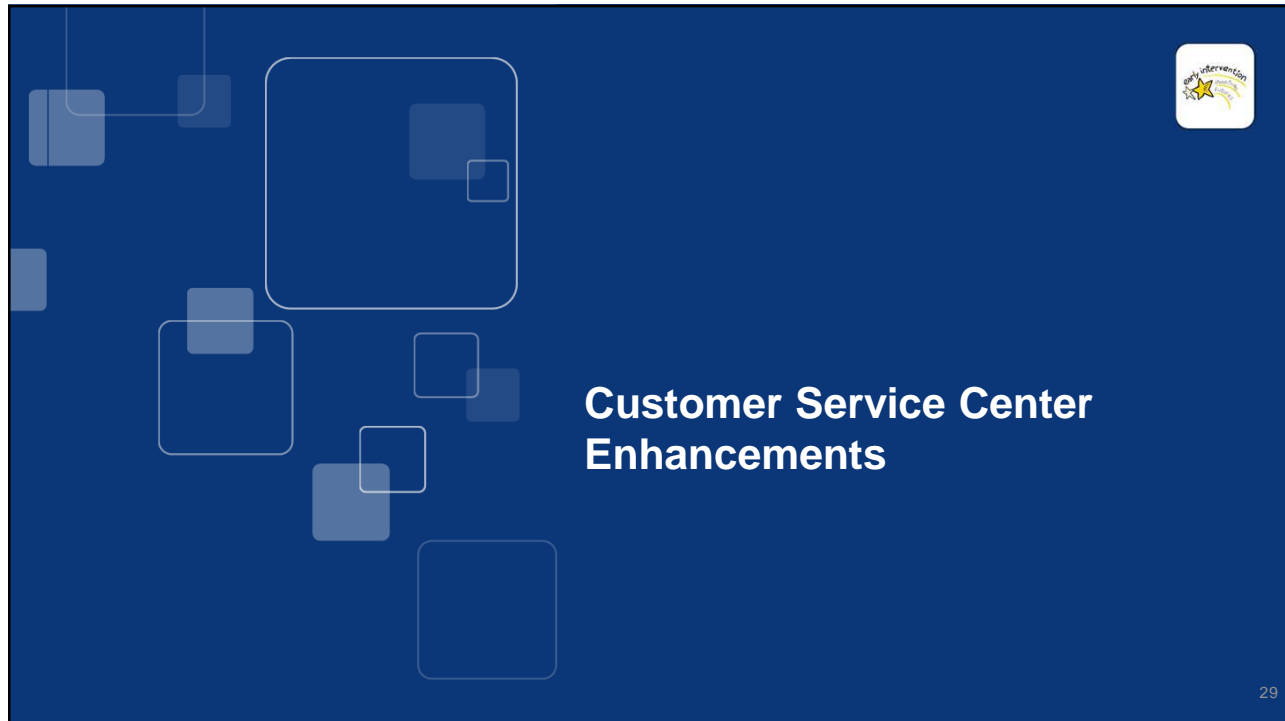


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Enhancements

Enhancements Callers will Find with Customer Service

- A Single Phone Number for Case Management and Billing Calls
- Improved IVR that allows callers to be directed to an expert based on the reason for the call
- Web-to-Case

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Web-to-Case

Web-to-Case

- Ability to create Salesforce case from EI BILLING
- Case will be sent to designated queue for review

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What would you like to do?

[LOGOUT](#)

[Home](#)
[Claiming](#)
[Processing](#)
[Maintenance](#)
[ATD](#)
[Reports](#)
[Help](#)
[My Account](#)

Salesforce Web-To-Case

Contact Name	NPI #	Email	Phone	Subject
<input type="text"/>	<input type="text"/>	<input type="text" value="cmayfield@pcgus.com"/>	<input type="text"/>	<input type="text"/>


Description

Case Reason --None--

Child Ref #

Authorization # Date of Service Web Browser --None--

[Submit](#)



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Web-to-Case

Web-to-Case

What would you like to do?

[Home](#)
[Claiming](#)
[Processing](#)
[Maintenance](#)
[ATD](#)
[Reports](#)
[Help](#)
[My Account](#)

Salesforce Web-To-Case

Contact Name	NPI #	Email	Phone	Subject
<input type="text" value="Cathy Mayfield"/>	<input type="text"/>	<input type="text" value="cmayfield@pcgus.com"/>	<input type="text" value="5555555555"/>	<input type="text" value="icaid - Pending Claims"/>


Description

Case Reason Medicaid


Child Ref #

Authorization # Date of Service Web Browser Google Chrome

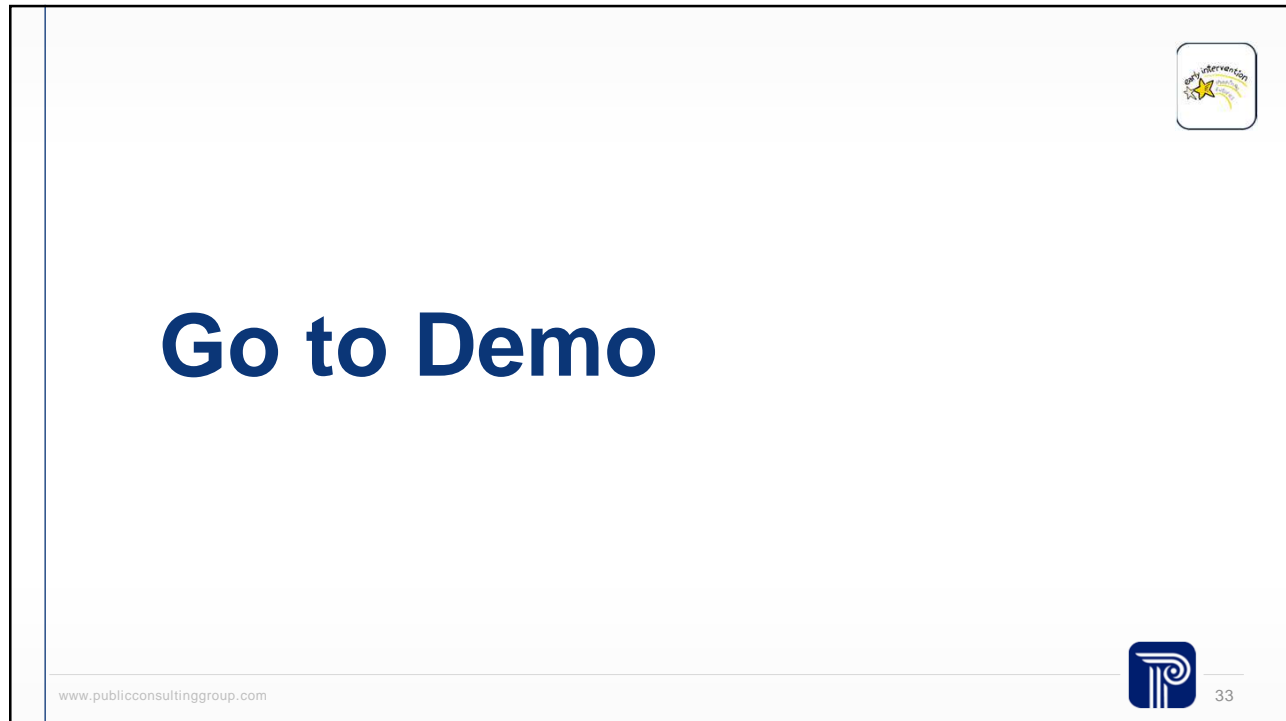
[Submit](#)



[LOGOUT](#)



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NY Training Email
nyeitraining@pcgus.com

Customer Service Center
Monday-Friday, 7am-7pm
1-866-315-3747