



Department  
of Health



**EI-Hub**  
EARLY INTERVENTION SOLUTION

# ***EI-Hub Update***

March 3, 2022

# Agenda

- Current State Update
- Training Update
- Frequently Asked Questions (FAQs)
- Key Impacts
- How to Stay Informed / Get Involved
- Question & Answer



# Current State



## EI-Hub launch – To be announced

- The EI-Hub will streamline the management of child and provider data, service delivery, claims creation and billing.
- The EI-Hub solution was developed with the philosophy of reducing the administrative burden for users, allowing providers to spend more time focusing on service delivery to children and families and less time on data entry and data management.
- User Acceptance Testing (UAT) is in progress and will ensure the solution is working as expected prior to implementation.

## 1<sup>st</sup> iteration of EI-Hub

- Through sustained collaboration and user feedback, there will be future system updates to ensure the EI-Hub continues to meet the needs of the Early Intervention Program.

# EI-Hub Testing



## Component Testing Completed:

- **What is it?** This type of testing targeted very specific functionality and processes within the EI-Hub.
- **Who participated?** BEI, project team staff, provider, & municipal testers.
  - Components Tested: Learning Management System, Provider Enrollment, Service Logging, Child Referrals and Details, Family Details, User Management, Rendering Provider, Evaluation & Eligibility, and IFSP.

## Data Migration Testing In-Progress:

- **What is it?** This testing ensures that the data being migrated into the EI-Hub from NYEIS is done so appropriately. This means the right data from NYEIS ends up in the right place in the EI-Hub.
  - Data being migrated into the EI-Hub will include child and family information, records of child evaluations and services, claiming history, and provider records. Child data will be migrated for active and closed children. The Bureau and PCG will be testing to ensure that the data being migrated from NYEIS and into the EI-Hub for active and closed children and for EI providers and agencies
- **Who will participate?** BEI and project team staff. Initial testing of data migration is performed by the project team due to the sensitivity of the data being tested and reviewed to ensure the security and privacy of that data. Provider, agency, and municipal testers will have an opportunity to confirm their migrated data during end-to-end user acceptance testing.



# EI-Hub Testing

## End to End User Acceptance Testing (UAT):

**What is it?** UAT is the opportunity for testers to explore the fully interoperable EI-Hub suite. Testers will be able to walk a child through the EI life cycle from referral to transition using all of the EI-Hub components. Testers will also be able to experience the provider related features including the new Provider Application Tool, and the provider re-approval and amendment processes within the EI-Hub.

**Who will participate?** End to end UAT will happen in two steps. First the Bureau and project team will test the EI-Hub system full suite of functionality. Once any findings from that test cycle are resolved, an additional cycle of testing will be done by the Bureau in addition to providers, agency staff, and municipalities using converted data.

## Provider Claims Loader Testing:

**What is it?** Provider Claims Loader Testing will be an opportunity to test the submission of claims from third party systems/clearinghouses through the 837-file upload process.

**Who will participate?** Testing of this functionality will take a phased approach with all agencies and providers who currently utilize third party systems having an opportunity to test the process before go live.

# Training Update



## Learning Management System (LMS)

- Designed to provide a single location for system onboarding, training, and resources for users of the EI-Hub solution.
- Phase 1 launched April 2021
  - Resources included training course on the LMS functionality, resource library, and demonstration videos.



## Transition Communications

- Hub Club newsletter
- Transition Update
- Live Session Demonstration webinar series
- EI-Hub Transition webinar series



# Training Update

## LMS Phase 2

- Provide targeted training materials based on user roles
  - Self-paced e-learning modules
  - Recorded webinars
  - User guides
  - Knowledge Base articles
  - Job aides
  - Sandboxes (depending on role)
  - LMS Homepage

# FAQ – User Roles

A *user role* is a way to define which parts of a system someone will have access to and what actions they can take in the system.

- User roles are one of the ways the EI-Hub will keep data secure and maintain the accuracy of information in the system, by limiting viewing and editing access to only the people who need it.
- The EI-Hub is designed to allow users to have multiple roles, navigate between different roles and different agencies.
- User roles can be changed or added by EI-Hub system “superusers” at each municipality or agency.

## Available Resources

- [Live Session Demonstration on User Roles - 03/16/2022](#)
- [User Role Crosswalk & User Role Guide \(Coming Soon\)](#)




# FAQ – Transition Period

**EI-Hub Transition webinar series** shares steps to take ahead of the transition, establish best practices to continue work during the period before EI-Hub launches when NYEIS will be in read-only mode.

## Available Resources:


- [EI-Hub Transition webinar series](#)


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## EI-Hub Transition Series

This webinar series will provide the Bureau of Early Intervention (BEI) and PCG an opportunity to talk to providers and municipalities about how they can best prepare for the transition to the EI-Hub. This series will walk through steps to take ahead of the transition, best practices for managing the two-week downtime between NYEIS and the EI-Hub, and how to most efficiently get up to speed in the EI-Hub at go-live. Participants will have an opportunity to enter questions ahead of each session through the registration form and questions from stakeholders during sessions will continue to inform the content of upcoming webinars and other resources to assist users in managing the transition to the EI-Hub. This is a forum for discussing the transition beyond the system functionality, for the Bureau to understand and address questions and concerns about how this transition may impact your business processes and to work together to identify the best practices and approaches to minimize the challenges this transition may cause municipalities and providers.

<b>February 09</b>	Webinar Registration: <a href="https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r23e2d4b4d7a7b7b3e3e7e48011">https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r23e2d4b4d7a7b7b3e3e7e48011</a> Webinar Dial In: 1-855-282-6330 Meeting/Access Number: 2339 873 5147 Webinar Password: EIHUB (34482 from phones)
<b>March 09</b>	Webinar Registration: <a href="https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r45ba4k810affecfe1ed013712bb703e">https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r45ba4k810affecfe1ed013712bb703e</a> Webinar Dial In: 1-855-282-6330 Meeting/Access Number: 2341 998 4749 Webinar Password: EIHUB (34482 from phones)
<b>April 06</b>	Webinar Registration: <a href="https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r9d7ep2628ea7b351b7e0b8227792e498">https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r9d7ep2628ea7b351b7e0b8227792e498</a> Webinar Dial In: 1-855-282-6330 Meeting/Access Number: 2347 258 8012 Webinar Password: EIHUB (34482 from phones)
<b>April 20</b>	Webinar Registration: <a href="https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r9d7ep2628ea7b351b7e0b8227792e498">https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r9d7ep2628ea7b351b7e0b8227792e498</a> Webinar Dial In: 1-855-282-6330 Meeting/Access Number: 2335 057 3856 Webinar Password: EIHUB (34482 from phones)
<b>May 04</b>	Webinar Registration: <a href="https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r1e02ca215a806237d195f508e325bec">https://nystec-meeting.webex.com/nystec-meeting/j.php?RGID=r1e02ca215a806237d195f508e325bec</a> Webinar Dial In: 1-855-282-6330 Meeting/Access Number: 2347 551 4184 Webinar Password: EIHUB (34482 from phones)


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# Transition from NYEIS to EI-HUB

There will be a **three-week period** where BEI will transition the collection of child and claiming information from NYEIS to EI-Hub.

During that time there will be periods where NYEIS, EI-Billing and LMS will be up and other periods where they will be down to complete the transition.

## Definitions

- NYEIS – Current NY EIP Case Management and Data System
- EI-Hub – Replacement NY EIP Case/Provider Management, Data and Billing System
- EI-Billing – Current and Replacement NY EIP Billing System
- LMS – Learning Management System Component of EI-Hub
- Hub – EI-Hub System Access Landing Page
- Case Man – Case Management Component of EI-Hub
- Service – Service Logging Component of EI-Hub

## Transition Week 1

Week 1	Mon	Tues	Wed	Thurs	Fri
NYEIS	UP	UP	UP	UP	UP
EI Billing	UP	UP	UP	UP	UP
LMS	UP	UP	Down	Down	Down
Hub	UP	UP	Down	Down	Down
Case Man	Down	Down	Down	Down	Down
Service	Down	Down	Down	Down	Down

- This is the week prior to the start of the transition for NYEIS to EI-Hub.
- This is the last week to get new child information or claims into NYEIS.
- This is the last full week to work claims in EI Billing until after Go-Live.
- LMS and Hub access will be available for Training and Information.

## Transition Week 2

Week 2	Mon	Tues	Wed	Thurs	Fri
NYEIS	Read Only	Read Only	Read Only	Read Only	Read Only
EI Billing	UP	UP	Down	Down	Down
LMS	UP	UP	UP	UP	UP
Hub	UP	UP	UP	UP	UP
Case Man	Down	Down	Down	Down	Down
Service	Down	Down	Down	Down	Down

- NYEIS will go to read only - no more child or claims info can be added.
- EI Billing will create final Payments for claims from last NYEIS File.
- Payments will go out following the normal schedule from EI Billing.
- LMS and Hub access will be available for Training and Information.

## Transition Week 3

Week 3	Mon	Tues	Wed	Thurs	Fri
NYEIS	Read Only	Read Only	Read Only	Read Only	Read Only
EI Billing	UP	UP	UP	UP	UP
LMS	UP	UP	UP	UP	UP
Hub	UP	UP	UP	UP	UP
Case Man	UP	UP	UP	UP	UP
Service	UP	UP	UP	UP	UP

- NYEIS will continue in read only - no more child or claims info can be added. Documents can be downloaded from NYEIS.
- EI-Hub Case Management and Service Logging will accept Child and Claims data.
- EI Billing will allow claims to be worked and send files to Payers on normal schedule.
- LMS and Hub access will be available for Training and Information.

# Key Impacts – NYEIS Data Migration

Historical provider and child case management data currently in NYEIS will be converted and migrated to EI-Hub, so users won't lose any information relevant to your work.

- To support a smooth transition, NYEIS users are encouraged to review and reconcile their existing data, making necessary updates to ensure information is current and accurate.

Attachments that were previously uploaded to NYEIS will not be migrated to the EI-Hub.

- Records must be retained by municipalities and providers of record for the children and families they serve in accordance with Medicaid requirements and with applicable professional practice acts.

**Once NYEIS is fully decommissioned**, users will no longer be able to access NYEIS, NYEIS data, and/or attachments.



## Required action:

- ✓ Review/Reconcile data in NYEIS
- ✓ Users will have until the end of July to retrieve the attachments from NYEIS

# Key Impacts – Provider Billing

Prior to NYEIS transitioning to read-only status, system users are encouraged to:

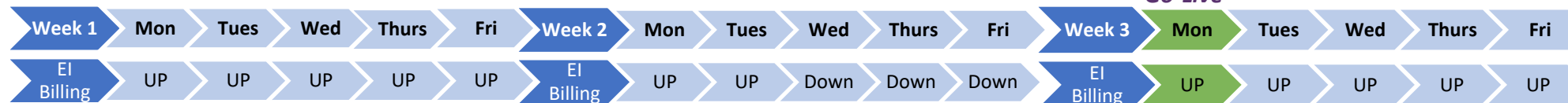
- Ensure applicable services are entered
- Approvals are issued
- Claims are filed



## Required action:

- ✓ Claims are entered/filed prior to NYEIS transitioning to read-only status

*Go-Live*



This is the last week to work claims in EI Billing until after Go-Live.

EI Billing will create final Payments for claims from last NYEIS File.

EI Billing will allow claims to be worked and send files to Payers on normal schedule.

# Key Impacts – Provider Re-approvals & Amendments

Once the EI-Hub launches, providers will be able to submit their re-approval and amendment requests directly through the EI-Hub.

In preparation for the transition to the EI-Hub, the Bureau of Early Intervention's (BEI) Provider Approval Unit (PAU) will stop accepting re-approval applications and amendment requests several weeks prior to the EI-Hub launch.

## Re-approvals

Providers who have **agreements expiring between April 1, 2022 and June 30, 2022**

- Submit your paperwork for re-approval before March 18, 2022 or
- Receive a one-time agreement extension to July 1, 2022 in EI-Hub

## Amendments

PAU will continue to **accept amendment requests** and all required documentation to support the request **until April 1, 2022**.

- Any requests after this date will not be accepted and must be re-submitted through the EI-Hub after go-live.



Providers

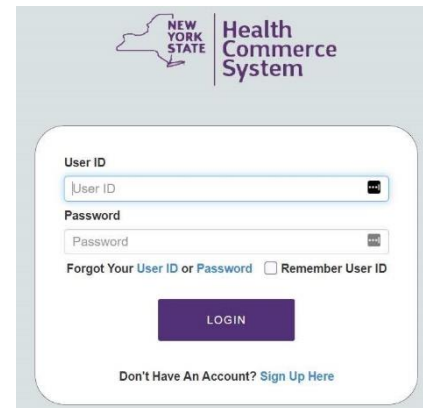
### Required action:

- ✓ Check end date on the *Central Directory of Early Intervention Services and Resources* [LINK](#)
- ✓ Submit paper re-approval requests prior to March 18, 2022
- ✓ Submit amendment requests by April 1, 2022

# Key Impacts – HCS Account

All EI-Hub users will need to have an HCS account. HCS accounts will be required to access all the components of the EI-Hub:

- Case management
- Service logging
- Provider management
- Learning Management System (LMS)
- EI-Billing



- If you currently have access to NYEIS, your HCS account information will remain the same for the EI-Hub.
- If you are unsure of whether you have an account, or need to establish an HCS account, contact your agency's HCS Coordinator or HCS Director



Counties



Providers



Agencies

## Required action:

- ✓ EI-Hub Users without an HCS account contact your agency's HCS Coordinator or Director for account set-up



# Key Impacts - Families

Families and children should not experience a disruption or delay in services as a result of the transition to the EI-Hub solution.

- New system is designed to administrative reduce burden on our municipal users and providers so that they can focus their time on doing what they do best, caring for children.

Will there be a Parent/Family Portal?

- For privacy and security reasons, access to the EI-Hub will be limited to early intervention providers, provider agencies and municipal staff. The EI-Hub will, however, be equipped with enhanced reporting capabilities. Authorized provider and municipal users will be able to generate and print reports and templates specifically intended for families.





# Stay Informed / Get Involved



## HOW CAN I RECEIVE REGULAR UPDATES?

SIGN-UP FOR THE NYEIS LISTSERV  
TO RECEIVE UP TO DATE  
INFORMATION AND ACTIONS  
REQUIRED TO PREPARE FOR THE  
TRANSITION TO THE EI-HUB  
[CLICK HERE](#) FOR SIGN-UP  
INSTRUCTIONS.



## HOW DO I JOIN UPCOMING WEBINARS?

TO REGISTER FOR ANY OF THE  
UPCOMING WEBINARS,  
[CLICK HERE](#) FOR LIVE SESSION  
DEMONSTRATIONS  
[CLICK HERE](#) FOR EI-HUB TRANSITION  
SERIES

# Reference Page

Below is a complete list of links that were shared throughout the presentation

- NYEIS Listserv: [https://www.health.ny.gov/community/infants\\_children/early\\_intervention/mailing\\_list.htm](https://www.health.ny.gov/community/infants_children/early_intervention/mailing_list.htm)
- HCS Sign-up Instructions: <https://nyeihub.pcghuslms.com/mod/pdfjsfolder/view.php?id=2121>
- Learning Management System (LMS) Login Page: <https://nyeihub.pcghuslms.com/login/index.php>
- Live Session Demonstrations Calendar: <https://nyeihub.pcghuslms.com/mod/pdfjsfolder/view.php?id=2141>
- EI-Hub Transition Series webinar: <https://nyeihub.pcghuslms.com/mod/pdfjsfolder/view.php?id=2140>
- Getting involved in system testing: <https://www.surveygizmo.com/s3/5402300/Engaged-Stakeholders>
- Central Directory of Early Intervention Services and Resources:  
[https://www.health.ny.gov/community/infants\\_children/early\\_intervention/service\\_providers/](https://www.health.ny.gov/community/infants_children/early_intervention/service_providers/)

# Question & Answer (Q&A)

