

Early Intervention Coordinating Council (EICC)

December 11, 2024

Agenda

- PCG NY EI-Hub Stakeholder Group
- Priority Focus Areas
 - Recent System Updates
 - Planned System Updates
 - PCG Call Cent Update
- Key Communications Released

EI-Hub System Launch

- We acknowledge that current EI-Hub functionality is causing a lot of uncertainty for providers, municipalities, and families.
- We are committed to making system updates to better serve the needs of our municipal and provider community.



High Priority Area

Provider Payments & Managing Rejections

System Slowness & Efficiency

Data Migration

Customer Service & Training

PCG NY EI-Hub Stakeholder Group



- **Purpose:** To gather diverse perspectives to work toward practical, user-centered enhancements for the EI-Hub.
- **First Meeting: November 20, 2024**
- **Discussion Points:**
 - Impact of issues on workflow
 - System usability: intuitive vs. confusing aspects
 - Suggestions for improvement
- **Next Meeting: December 18, 2024**
- **Next Steps:** Meeting notes and outcomes will be shared with all stakeholders.





Provider Payments & Managing Rejections



- **System Updates Implemented:**

- Updated procedure for processing Service Logging claims (Batch claims)
- Changed Denial Wording: *“Referring provider on 837P/SL does not match referring provider in CM”*
- Co-Visit & Make-Up: Update fixed billing issues/visit denials and display of available units in Case Management
- Temporarily disabled:
 - 454 billing edit: *Billing Restriction Applied to Rendering Provider Services. Under EI Provider Not Permitted to bill CPT/HCPSC Code*
 - Waiver billing edits
 - F21 billing edit: *Rendering provider NPI is associated with multiple individuals*

- **Current Priorities:**

- Billing rejections F16 (Referring provider not matching on claim to CM), F22 (Referring provider not active), F24 (Referring provider not on SA), and F28 (SA units)
- AR Details, Posted Attendance, Unbilled reports
- Adding a delete feature to referring provider entries to the Scripts, Orders, Recommendations, and Referrals panel
- Ability to name an auto-assigned voucher





Data Migration



- **System Updates Implemented:**

- Resolved data migration issue involving Therapist license start/end dates
- Corrected issues where migrated SAs were incorrectly closed. The fix amended the start and end dates to the proper dates and reopened improperly end-dated SAs.
- Resolved an issue where license information for Teachers of Students with Disabilities (Birth-Grade 2) and Speech-Language Pathologist Licensure Applicants (CFY). License information is now visible in the License/Certification panel for these professions.

- **Current Priorities:**

- IFSP Printing updates:
 - IFSP frequency field does not display the frequency unit
 - Information Printed on an IFSP is not correct: Sections 5, 9, 10, 11, 14 and 15
- Migrated MDEs and SAs without company assignments cannot be unlocked and updated; users must submit an amendment or unlock to end date the SA and create a new SA.
- Duplicate Therapist Records
- Inability to close a reopened a migrated case





System Performance / Speed

- **System Updates Implemented:**
 - Improve performance in software coding in most frequently used functions
 - Increase system capacity
 - Upgrade EI Hub Servers
 - Upgrade EI Hub database to a more advanced platform
- **Current Priorities:**
 - Review load time and errors for dashboard and reports

Efficiency

- **System Updates Implemented:**
 - Updated the IFSP copy functionality to enable users to copy a closed IFSP up to 60-days from the closed date. Users will also see a new column in the IFSP tab/grid for IFSP closed date.
 - Update to allow users to copy an extension IFSP
 - Expanded permissions for MuniProgAllNY user role in the Eval Info tab.
- **Current Priorities:**
 - Prioritizing efficiencies around referrals and IFSPs and the system as a whole
 - Lift edits preventing migrated cases from moving forward
 - *Example: IFSP requiring a family member*
 - Add cloning option in Service Logging for Service Coordinator's notes

PCG Call Center Update

- The Department is collaborating with the PCG Call Center to **enhance customer service** and **reduce wait times** through additional staffing.
 - November 21: 5 (Tier 1) Employees Added to Call Center
 - Continuing to evaluate service and staffing model
- **November 19: New Web-to-Case Feature**
 - Users now receive email confirmations with case numbers, submission dates, and titles for clearer communication and enhanced follow-up.





PCG Call Center Staffing



Tier 1 Support: *Your First Point of Contact*

- Tier 1 focuses on quickly addressing common issues or gathering details for more complex problems
- They create a detailed case in our system to ensure your concerns are documented
- This keeps your wait times shorter and ensures your call is handled promptly

Tier 2 Support: *Specialized Problem Solvers*

- Tier 2 reviews the case created by Tier 1
- They have more time and resources to focus on resolving detailed and complicated issues, ensuring your concerns are addressed thoroughly

Tier 3 Support: *System Experts*

- Tier 3 reviews cases escalated by Tier 2
- Subject Matter Experts (SMEs) and Development Operations team (Dev./Ops.) investigate providing the highest level of experience and support as it relates to the system and its processes



Key Communications

- [Department's end of week updates](#)
- [Ensuring Continuity of Care](#)
- [Stopgap payments](#)
- [Waivers Billing Edits](#)
- [Release Notes](#)
- [In the Loop articles](#)

NYEIS List Serv: The purpose of the NYEIS electronic mailing list is to notify system users of important system news such as system modifications, outages, the availability of new resources and updates on the EI-Hub.



Question and Answer





Solutions that Matter