



# The Hub Club

Your Source for **EI-Hub** Updates



Issue 11

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## Contact Us

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## A Message from the Bureau

Between mid-August and early October, the EI-Hub team conducted two rounds of user acceptance testing (UAT) of the EI-Hub Learning Management System (LMS). Participants in the testing included Department of Health Staff and Contractors, Individual Providers, Provider Agencies, and Municipalities. ***We'd like to sincerely thank all those who participated for contributing their time and feedback to this important effort!***

User acceptance testing is essential in helping the EI-Hub team understand if the solution works well or if changes are needed. LMS testing participants reviewed the look and feel of the solution, training courses and resource functionality, training assessment functionality, reporting functionality, user experience, and more. At the end of the testing, users reported on their impressions and findings.

Overall, participants had positive feedback, stating that the training materials were informative, the design of the LMS was easy to navigate, and they were able to launch and complete courses and assessments efficiently. The bugs and issues reported by participants testing the LMS were minor and are being addressed by the EI-Hub development team, to ensure they will be corrected well before training begins.

UAT will take place for all parts of the system and we look forward to your participation in these important efforts.

Please continue to share questions, comments, and anticipated training needs with us via the [EIHub@health.ny.gov](mailto:EIHub@health.ny.gov) so that we can work together to prepare for this exciting transition to the EI-Hub.

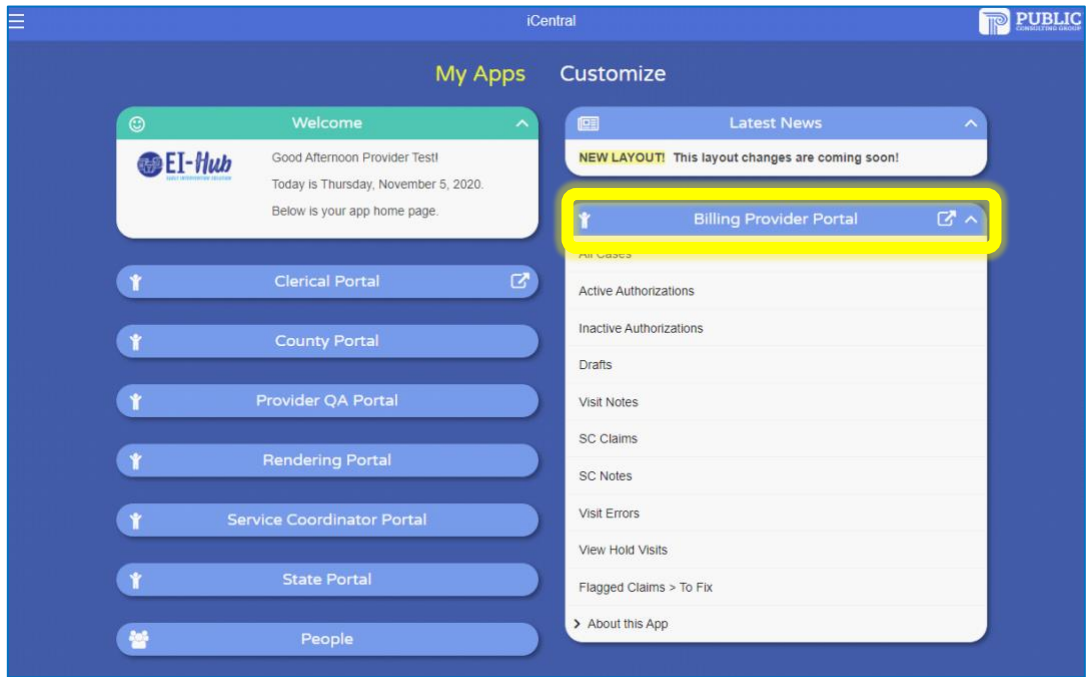
*Connie Donohue*  
Director, Bureau of Early Intervention

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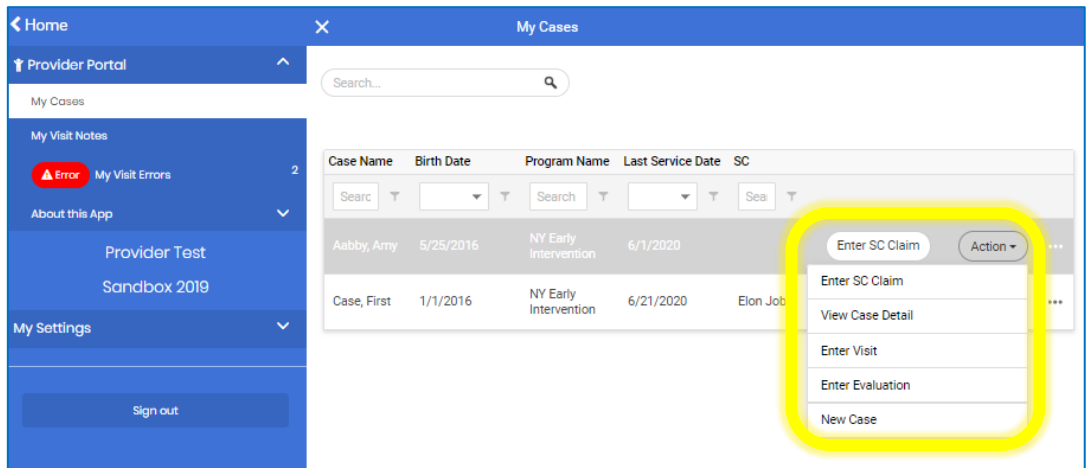
## Featured Feature

### EI-Hub Service Logging Highlight

The Service Logging module is an important component of the EI-Hub solution that will allow users to log and track services, capture visit data, and record notes. Information entered into the Service Logging module will be shared directly with the Case Management module to allow work in the EI-Hub to continue seamlessly and move to payment in EI Billing.



From the EI-Hub Service Logging home screen (shown above), users will be able to select a function to complete their work. For example, a provider would click “Billing Provider Portal” and select an item to log services (shown above in yellow).



Within the portal, action buttons will allow a user to select whether they want to log an evaluation, visit, or service coordination claim (shown above in yellow).

Within a logging screen (example Visit logging screen shown above), users will be able to enter information using fields created specifically for the NYS Early Intervention Program.

For a demonstration of the EI-Hub Service Logging module, please join us at the next virtual Early Intervention Coordinating Council (EICC) meeting on December 3. [Click here](#) to view the EICC live or to watch the webcast after the meeting.!

## Frequently Asked Questions (FAQs)

### **Will the EI-Hub solution have live help features – such as a Help Bot or live training – available in the system?**

Yes, the EI-Hub system will have a Chat Bot feature available to users looking for quick, live assistance. This feature will be expanded and enhanced over time to continuously improve the assistance provided.

### **In the EI-Hub, is a case active before ALL providers are assigned?**

The IFSP becomes active when it is finalized by the approval of the EIO/D. Billing providers must be assigned prior to approval. Rendering providers may be assigned after approval.

### **In the EI-Hub, will users still be able to print out documents and download items needed for record retention?**

Yes, the documents management functionality will allow for document download and all screens can be printed using your web browser's print button.

*Do you have a plan for downloading and retaining your documents currently stored in NYEIS? Do you have questions about what's expected related to document retention? If so, please contact [EIHub@health.ny.gov](mailto:EIHub@health.ny.gov) with your questions. We will*

share answers to common questions in an upcoming issue of the Hub Club newsletter.

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## Upcoming Events

- **EICC Meeting**- December 3, 2020 - 10:15AM – 3:00PM  
<http://www.health.ny.gov/events/webcasts/>
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## Key Transition Dates

- **Launch of EI-Hub Learning Management System** – Quarter 1, 2021
- **Transition of NYEIS to Read-Only** – Two weeks prior to EI-Hub go-live
- **EI-Hub Go-Live** – May 2021
- **Deadline for downloading files from NYEIS** – September 1, 2021

