



# The Hub Club

Your Source for **EI-Hub** Updates



Issue 14

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## Contact Us

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## A Message from the Bureau

### Bureau to Postpone EI-Hub Go-Live Date

The Bureau of Early Intervention (Bureau) is committed to meeting the needs of the children we serve and supporting our stakeholder community. During this unprecedented past year, we've seen the impacts of the COVID-19 pandemic on the early intervention (EI) community. After careful consideration of multiple factors, we have determined that **we will delay the launch of the EI-Hub solution and will not go live this May.**

The Bureau did not make this decision lightly. After careful review of feedback from stakeholders and a look at the development progress made by the solution vendor, we decided that it would be in the best interest of everyone to delay the launch and give our stakeholders more time to prepare for this change.

We have heard from multiple stakeholders that COVID-19 has impacted their everyday work. In the recent stakeholder readiness survey, only 25% of respondents said that they felt ready for the change, which was a decrease of 19% from last September. 65% of respondents stated that COVID-19 has impacted themselves or their organization's ability to effectively transition to the EI-Hub, with many citing staffing and financial concerns related to the pandemic, as well as concerns of the uncertainty about the timing or duration of ongoing COVID-19 disruptions. Individual providers and organizations have reached out to the Bureau separately, stating similar concerns.

The Bureau is committed to releasing a solution that benefits all users. In addition to the concerns of our stakeholders, the EI-Hub developers have experienced some challenges with the development of the system. As you are all aware, the NYS Early Intervention Program is complex and the system serving our stakeholders needs to meet the needs of a variety of users. Delaying the release of the solution will help to ensure that user needs are met.

The Bureau is working with stakeholders and the system vendor to carefully select a new go-live date. We will announce the new go-live date as soon as one is available.

We encourage you to stay up to date on the progress of the EI-Hub project by looking to these newsletters and attending any program wide meetings. On March 23, the EI-Hub Project Team will present at the EICC meeting. To register, click here: <http://www.health.ny.gov/events/webcasts>

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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## Stakeholder Readiness Survey Results

In February, the EI-Hub Project Team released our fourth stakeholder readiness survey to understand how prepared EI stakeholders are for the changes coming to the program. Here are some of the key takeaways:

**536** total responses

**90%** have received our EI-Hub communications

**25%** think they have the capacity to manage the transition to EI-Hub

**65%** are concerned about the impact of COVID-19 on the transition

Overall, there was a decrease in the percentage of respondents that said they have the capacity to manage the transition to the EI-Hub at this time. That is consistent with the majority of participants that said they were specifically concerned about the impact of COVID-19 on the transition. Of those that said they were concerned, the top three areas of concern (respondents could select multiple) were:

**81%** Uncertainty about the timing or duration of COVID-19 disruptions

**62%** Shortages of staff due to COVID-19

**55%** Staff working from home

Respondents also said there was a lack of confidence that the support and training resources that will be offered for EI-Hub will meet their needs. **35%** said they were confident, **46%** were neutral, and **19%** were not confident. Respondents reported that their most significant training and support needs were:

**31%** **Straightforward and/or applicable training and resources**

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**23%** **Adequate time to complete training**

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**19%** **Access to live support before, during and after the transition**

Finally, while 71% stated they are aware that attachments in NYEIS will not be migrated to the EI-Hub, only 37% have started migrating their records.

***The Bureau and the EI-Hub Project Team are working to take action and make improvements in our process based on the survey results. We appreciate your responses and continued commitment to making the transition to EI-Hub successful for all.***

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## Frequently Asked Questions (FAQs)

**How soon will I be able to access the Learning Management System? I'd like to get started learning the system before the formal training starts.**

Beginning in April, the Learning Management System (LMS) component will be implemented in a three-phase approach. This will allow users to access the LMS and become familiar with the functionality prior to the training period leading up to the EI-Hub Go-Live. The EI-Hub Project Team will announce details of the three-phase LMS release during the March 23 EICC meeting. If you haven't already, be sure to register for this event.

**Will providers receive guidance on electronic claiming in EI-Hub?**

Yes, the EI-Hub Project Team is finalizing electronic file testing requirements and has created Companion Guide documents for 837 and 277 electronic file testing. These documents include detailed instructions for electronic transactions with the EI-Hub solution. These documents are under final review and will be shared with providers soon.

*Do you have questions on the EI-Hub solution or any information in the Hub Club? 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** – March 23, 2021  
<http://www.health.ny.gov/events/webcasts/>

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## Key Transition Dates

- **Launch of EI-Hub Learning Management System** – Spring 2021
- **Transition of NYEIS to Read-Only** – Two weeks prior to EI-Hub go-live
- **EI-Hub Go-Live** – New Date to be Announced Shortly!
- **Deadline for downloading files from NYEIS** – September 1, 2021

