Early Intervention Coordinating Council (EICC)

September 15, 2022

Agenda

- Transition timeline reminder
- Sandbox update
- Testing update
  - 837 loader testing
  - UAT
- Training update
  - Highlight resources that are available
  - Overview of timing for additional resources through go-live
- FAQs
- Open Q&A

EI-Hub
EARLY INTERVENTION SOLUTION

An official launch date for the EI-Hub has **not been** announced

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BEI and the EI-Hub Project Team will provide approximately two months' notice before the launch date

Preparing for the transition 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 this time, there will be periods where systems will be up and other periods where systems will be down to complete the transition.

Billing Transition Period

EI-Hub EARLY INTERVENTION SOLUTION

Leading up to the transition to the EI-Hub, billing providers should be aware of the below impacts to the billing and claiming process.

WEEK 1

	Mon	Tues	Wed	Thurs	Fri
EI Billing	UP	UP	UP	UP	UP
NYEIS	UP	UP	UP	UP	UP
Case Mgmt	Down	Down	Down	Down	Down

WEEK 2

	Mon	Tues	Wed	Thurs	Fri
EI Billing	UP	UP	Down	Down	Down
NYEIS	Down	Read Only	Read only	Read only	Read only
Case Mgmt	Down	Down	Down	Down	Down

WEEK 3

Go-Live

	Mon	Tues	Wed	Thurs	Fr
EI Billing	UP	UP	UP	UP	UP
NYEIS	Read only	Read only	Read only	Read only	Read only
Case Mgmt	UP	UP	UP	UP	UP

This is the last week prior to the start of the transition from NYEIS to the EI-Hub	**NYEIS will be down, then transition to read-only status. No child information or claims can be added**	**EI-Hub goes live and NYEIS continues in read-only format until being decommissioned**
Last week to get new child information and claims into NYEIS	EI Billing will create final payments for claims from the last NYEIS file	EI-Hub's Case Management and Service Logging components will accept child and claims data
Last week to work claims in EI Billing until go-live	Payments will go out following a normal schedule from EI Billing	EI Billing will allow claims to be worked and send files to Payers on a normal schedule

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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.

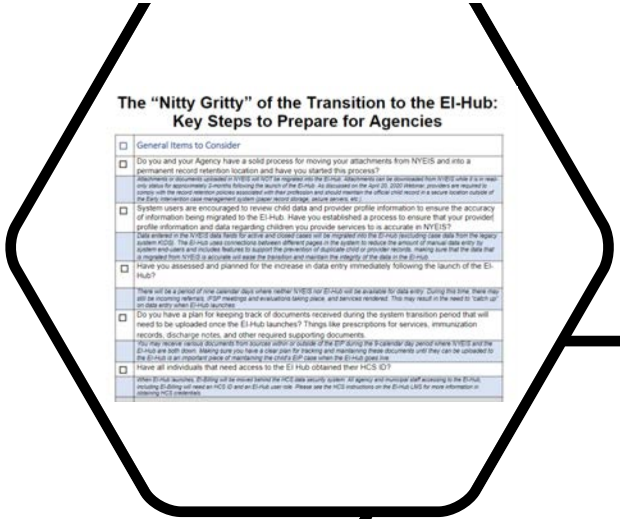
Once NYEIS is fully decommissioned, users will no longer be able to access NYEIS, NYEIS data, and/or attachments.

Transition Preparation Checklists

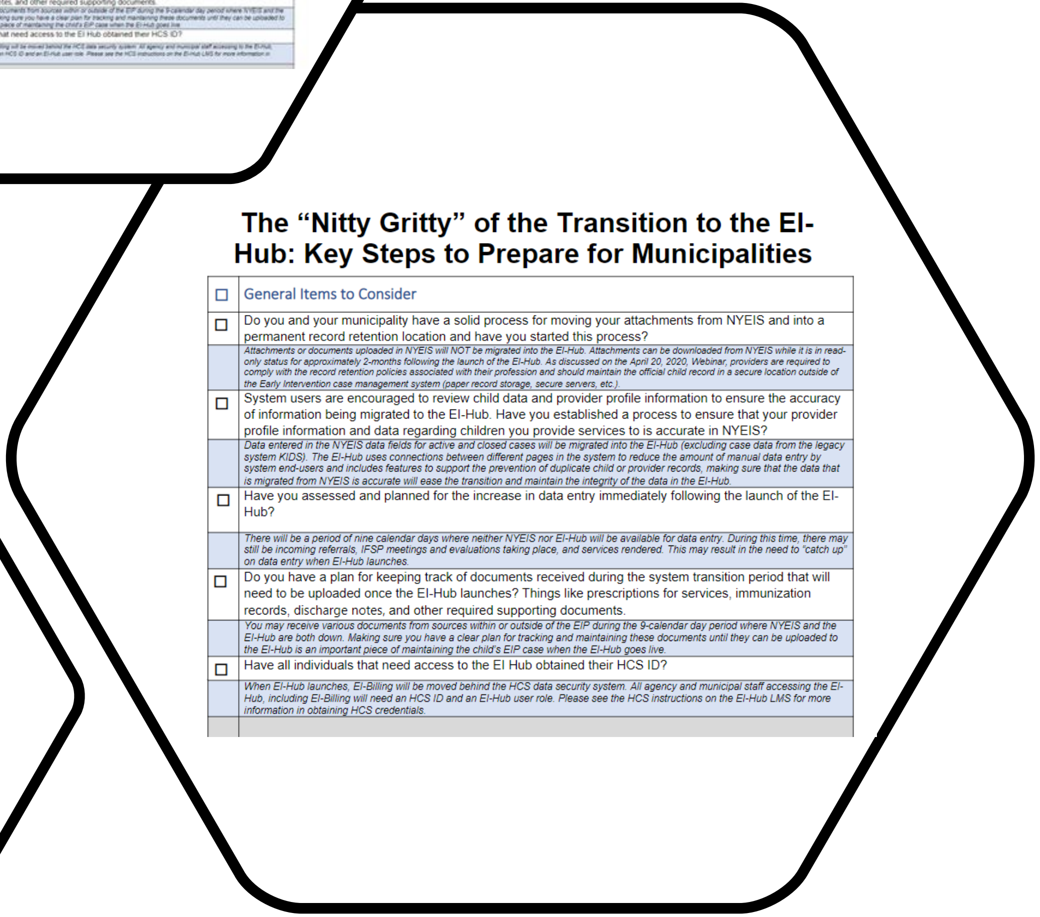
The Bureau of Early Intervention (BEI) is developing checklists to prepare entities for the transition from NYEIS to the EI-Hub.

Checklists are adapted for:

- Municipalities
- Agencies
- Independent Providers



The "Nitty Gritty" of the Transition to the EI-Hub: Key Steps to Prepare for Agencies



The "Nitty Gritty" of the Transition to the EI-Hub: Key Steps to Prepare for Municipalities

☐	General Items to Consider
☐	Do you and your municipality have a solid process for moving your attachments from NYEIS and into a permanent record retention location and have you started this process?
	Attachments or documents uploaded in NYEIS will NOT be migrated into the EI-Hub. Attachments can be downloaded from NYEIS while it is in read-only status for approximately 2-months following the launch of the EI-Hub. As discussed on the April 20, 2020, Webinar, providers are required to comply with the record retention policies associated with their profession and should maintain the official child record in a secure location outside of the Early Intervention case management system (paper record storage, secure servers, etc.).
☐	System users are encouraged to review child data and provider profile information to ensure the accuracy of information being migrated to the EI-Hub. Have you established a process to ensure that your provider profile information and data regarding children you provide services to is accurate in NYEIS?
	Data entered in the NYEIS data fields for active and closed cases will be migrated into the EI-Hub (excluding case data from the legacy system KIDS). The EI-Hub uses connections between different pages in the system to reduce the amount of manual data entry by system end-users and includes features to support the prevention of duplicate child or provider records, making sure that the data that is migrated from NYEIS is accurate will ease the transition and maintain the integrity of the data in the EI-Hub.
☐	Have you assessed and planned for the increase in data entry immediately following the launch of the EI-Hub?
	There will be a period of nine calendar days where neither NYEIS nor EI-Hub will be available for data entry. During this time, there may still be incoming referrals, IFSP meetings and evaluations taking place, and services rendered. This may result in the need to "catch up" on data entry when EI-Hub launches.
☐	Do you have a plan for keeping track of documents received during the system transition period that will need to be uploaded once the EI-Hub launches? Things like prescriptions for services, immunization records, discharge notes, and other required supporting documents.
	You may receive various documents from sources within or outside of the EIP during the 9-calendar day period where NYEIS and the EI-Hub are both down. Making sure you have a clear plan for tracking and maintaining these documents until they can be uploaded to the EI-Hub is an important piece of maintaining the child's EIP case when the EI-Hub goes live.
☐	Have all individuals that need access to the EI Hub obtained their HCS ID?
	When EI-Hub launches, EI-Billing will be moved behind the HCS data security system. All agency and municipal staff accessing the EI-Hub, including EI-Billing will need an HCS ID and an EI-Hub user role. Please see the HCS instructions on the EI-Hub LMS for more information in obtaining HCS credentials.

The "Nitty Gritty" of the Transition to the EI-Hub: Key Steps to Prepare for Independent Providers

Sandbox Update

Sandbox was launched in August 2022

- July 2022 - Role Administrators invited to a kick-off webinar
- August 2022 – Role Administrator accounts were configured

Role Administrator resources to support their Sandbox Experience:

- Sandbox experience video
- Sandbox facilitation guide
- User role targeted resources:
  - User role crosswalk, user role configuration infographic, and user role management guide

Sandbox Metrics

Municipalities Participating in the Sandbox

56 / 58

Configured Role Administrators

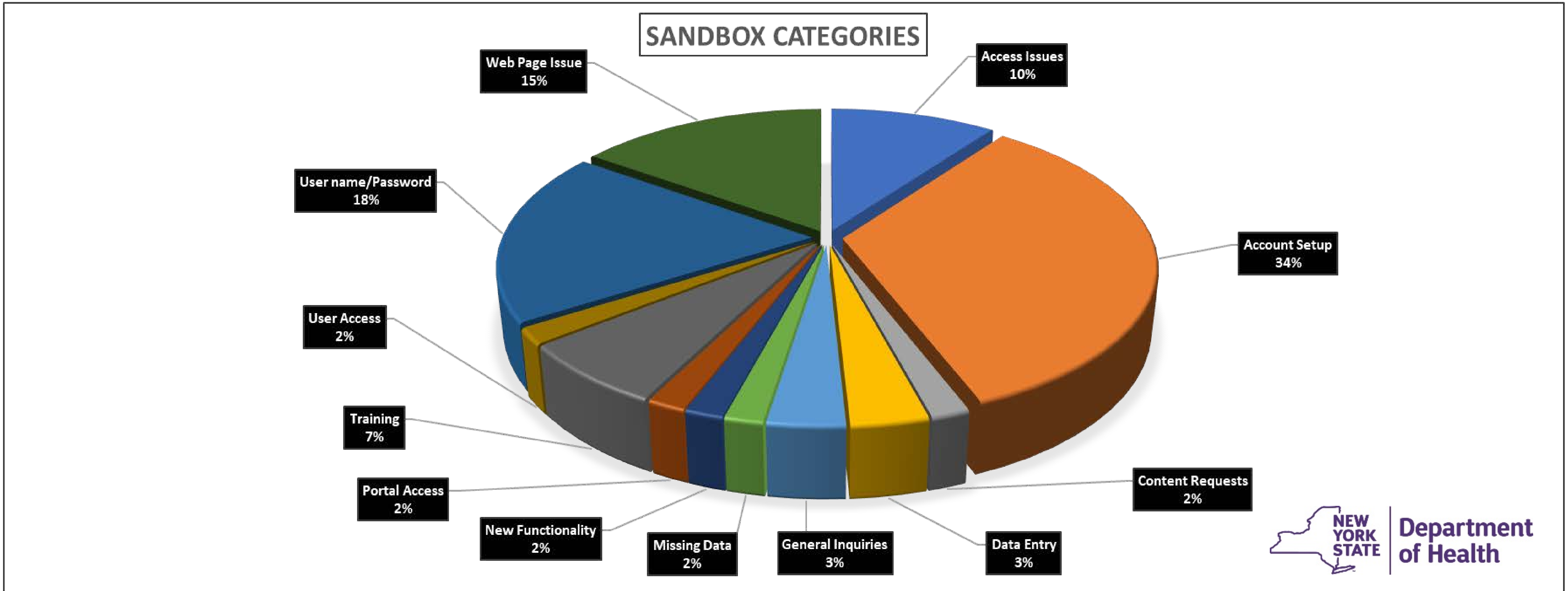
391

Total Sandbox Users

483

Sandbox Call Center Trends

- Number of Cases: 59
- Closed: 30
- Need Information: 1
- Return for Callback: 22
- With Development: 3
- Working: 3



Role Administrators

The EI-Hub project team launched an open-ended survey to allow Counties, Agencies, and Independent Providers an ongoing opportunity to request Role Administrator rights for the EI-Hub Sandbox. The Role Administrator Request Form is available on the Learning Management System, under the Sandbox Experience.

A Live Session Webinar is scheduled on September 28, 2022 to review configuring user role accounts in the EI-Hub Sandbox, including adding/provisioning Therapists.

- Therapists includes: Rendering Providers, Service Coordinators, and EIO/Ds

Sandbox Feedback

- Communication from the New York State Department of Health

- Sandbox Feedback Form

Sandbox Experience

Prior to go-live, a user experience survey will be distributed to all EI-Hub Sandbox participants. The survey will focus on:

- Overall experience
- Quality of training materials
- EI-Hub system usability

In addition to the sandbox experience survey, a more formal End-to-End User Acceptance Testing is being conducted to collect feedback on the system functionality from provider and municipal users.

What is the difference between role administrator and superuser?

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The role administrator is the person who is responsible to setup all the individual user role accounts for their agency/county and maintaining their roster.

The superuser role is the highest-level user role in the EI-Hub. The superuser will have the most access to the screens within the EI-Hub system and child information. The superuser will be able to view all children assigned to their agency or county.

The role administrator and superuser serve different functions, but the same person can be assigned to both roles.

Provider Claims Loader Testing

77% of claims in NYEIS go through the 837P-file upload process

Provider claims loader testing gives billing providers the opportunity to test the submission of claims from their third-party systems/ clearinghouses through the 837P-file upload process.

Testing of this functionality will be conducted in a phased approach with all agencies and providers who currently utilize third-party systems having an opportunity to test the process prior to the launch of the EI-Hub.

Provider Claims Loader Testing

First Round - Testing Metrics:

- 12 providers submitted test files during the EI-HUB 837P Testing Period
  - 50 files were submitted by these 12 testers
  - 146 claims were accepted in CM and moved to EI Billing
  - 215 claims were rejected
    - *Follow up on denials/rejections that were appropriate and/or intentional for testing*

Provider Claims Loader Participant Feedback

- The 837 Loader screen was easy to use and was straightforward
- The ease of matching the submission file to the response file on the screen was very helpful in tracking down issues.
- The 999 files were clear and were returned to the submitter in a short period of time, which allowed the submitter to correct any file issues
- The 277CA files were helpful. Rejected claims can be worked immediately and resubmitted on a new file.
  - PCG made some minor changes based on the feedback from the testers to improve the 277 process. The 277 Entity codes were changed from 4 characters to 3 characters to accommodate vendors ability to parse the 277 responses and conform with X12 standard.
- Providers were able to see their accepted claims in EI Billing within a short period of time
  (Note: in UAT, the process to move claims from CM to EIB is run every 10 mins)

Will the EI-Hub replace the third-party billing software currently utilized by some agencies?

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Will the EI-Hub replace the third-party billing software currently utilized by some agencies?

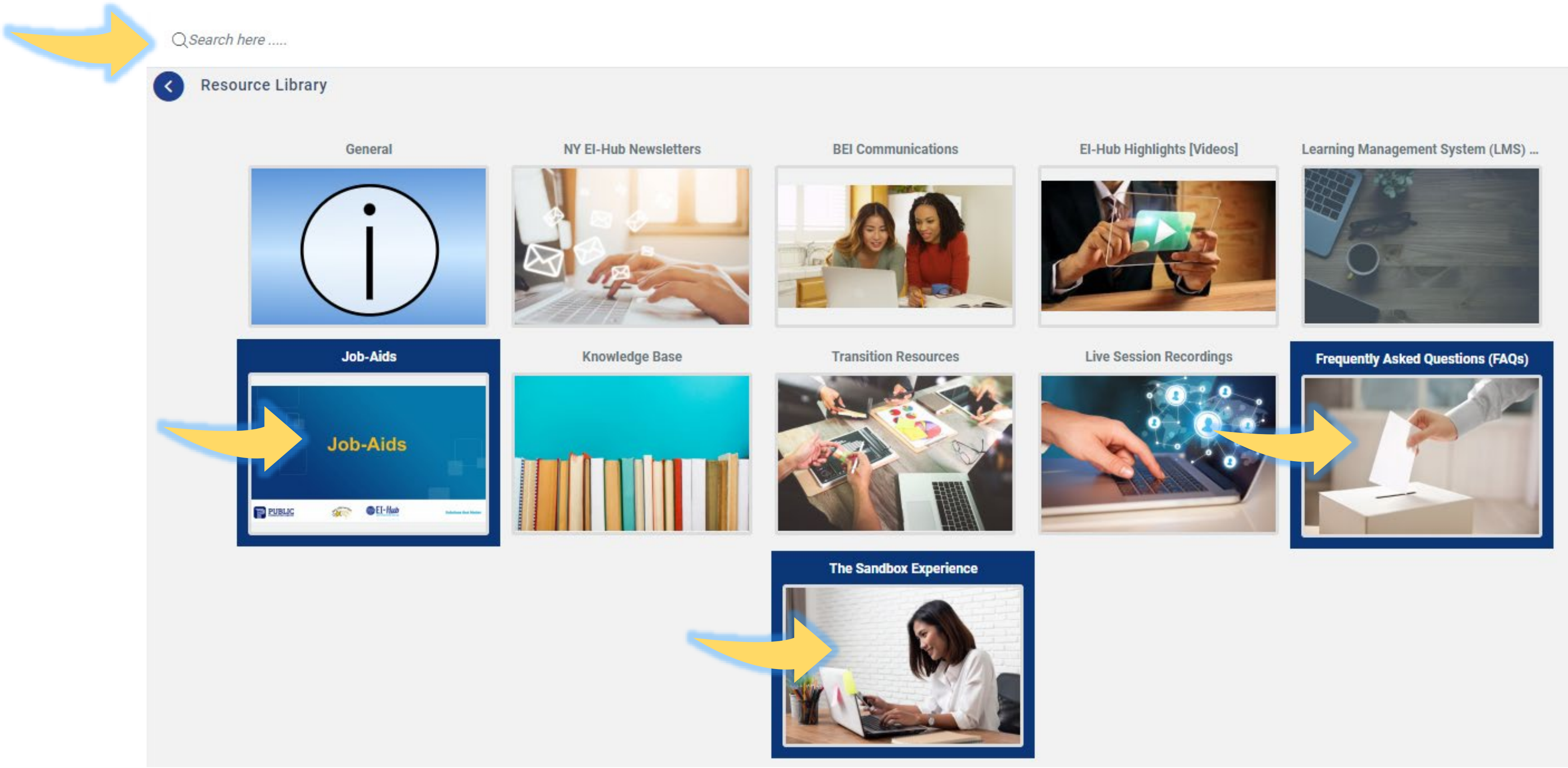
If you are currently submitting claims into NYEIS using a third-party system, you will be able to continue to submit utilizing the third-party system in the EI-Hub.

If you do not use a third-party system, manual claim entry through the EI-Hub Service Logging component will be required.

User Acceptance Testing (UAT) Update

- Round 1 End-to-end testing was completed:
  - 130 findings
- Round 2 End-to-end testing:
  - Smoke testing has begun
  - Dashboards and many reports can be tested
  - The Backwards ‘S’ process can be tested via roles
- Round 3 End-to-end testing:
  - Date to be determined
  - A select group of county and agency representatives will be included

Training Update



Learning Management System (LMS)

Prior to the Launch of the EI-Hub, including during the Sandbox:

- The LMS will be accessible through self-registration process

At the Launch of the EI-Hub:

- The LMS will be accessible through single sign-on

Additional Training Resources

Two weeks prior to go-live, Public Consulting Group (PCG) will host role-based live session webinars.

- Users would join webinar sessions based on their primary user role type
- The webinars will focus on how an individual with a particular user role would interact with the EI-Hub and perform the basic functions in the lifecycle of a child in the Early Intervention Program (the backwards ‘s’)
- Webinars will be recorded and available for review on the Learning Management System (LMS)

User Guides for the Case Management and Service Logging components will also be made available to users at go-live.

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Open Question & Answer (Q&A)