Early Intervention Coordinating Council (EICC)

March 9, 2023

Agenda

- EI-Hub Sandbox / Sandbox Feedback
- User Acceptance Testing (UAT)
- Readiness Assessment Survey
- Transition Preparedness
- Learning Management System (LMS) Item Index

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

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

Sandbox Update

Analysis of calls/emails reported to the PCG Call Center:

EI-Hub Landing Page

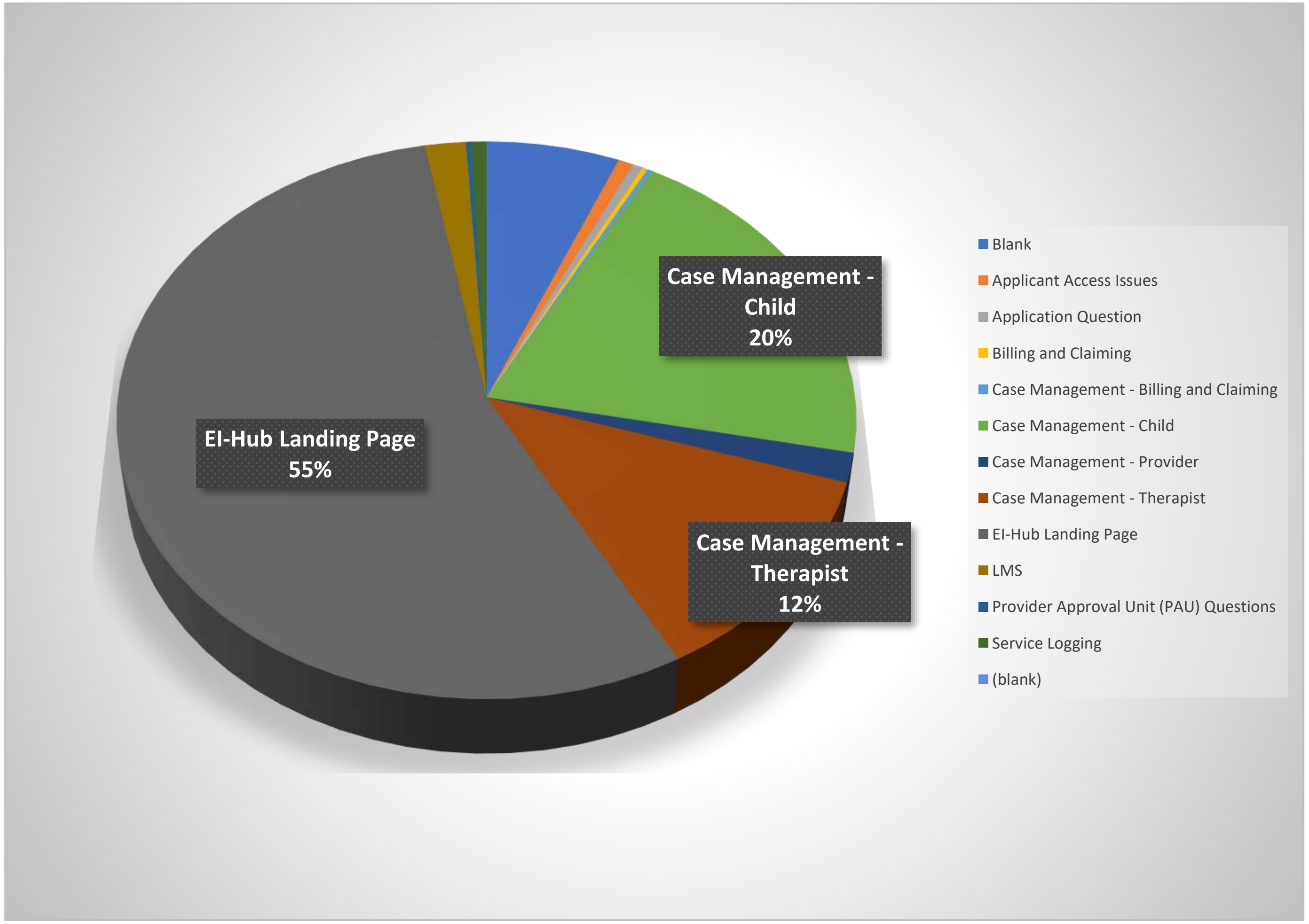
- Login issue (resolved)
- Website access issues (resolved)

Case Management Child

- Evaluations (job aid currently in review process)

Case Management Therapist

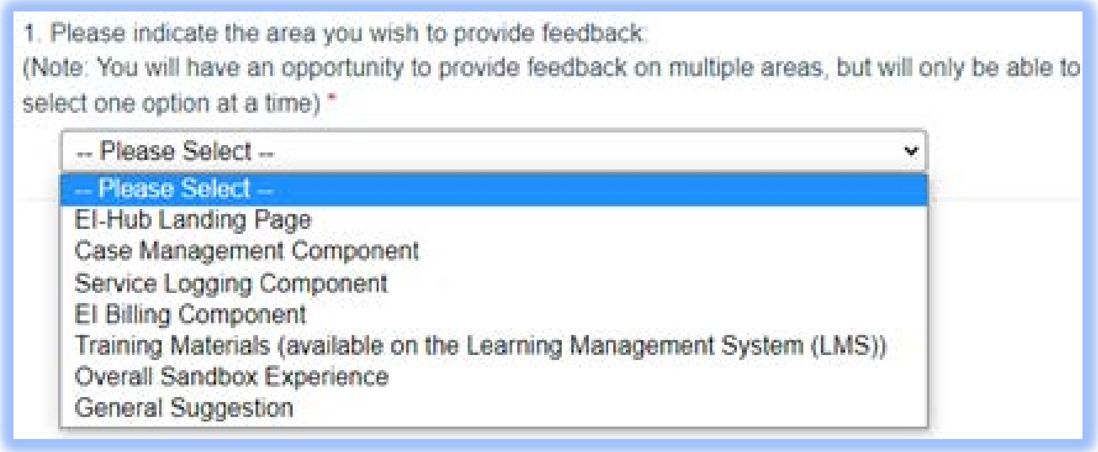
- Associating therapist to an agency (updated job aid on LMS)
- Creating new therapist records (bug resolved)



As of 2/10/2023

EI-Hub Sandbox – Feedback Form

Users can provide feedback on their Sandbox experience via the **Sandbox Feedback Form**, found on the EI-Hub Landing Page. In addition, this form can be used to provide feedback on any of the available training materials in the Learning Management System (LMS).

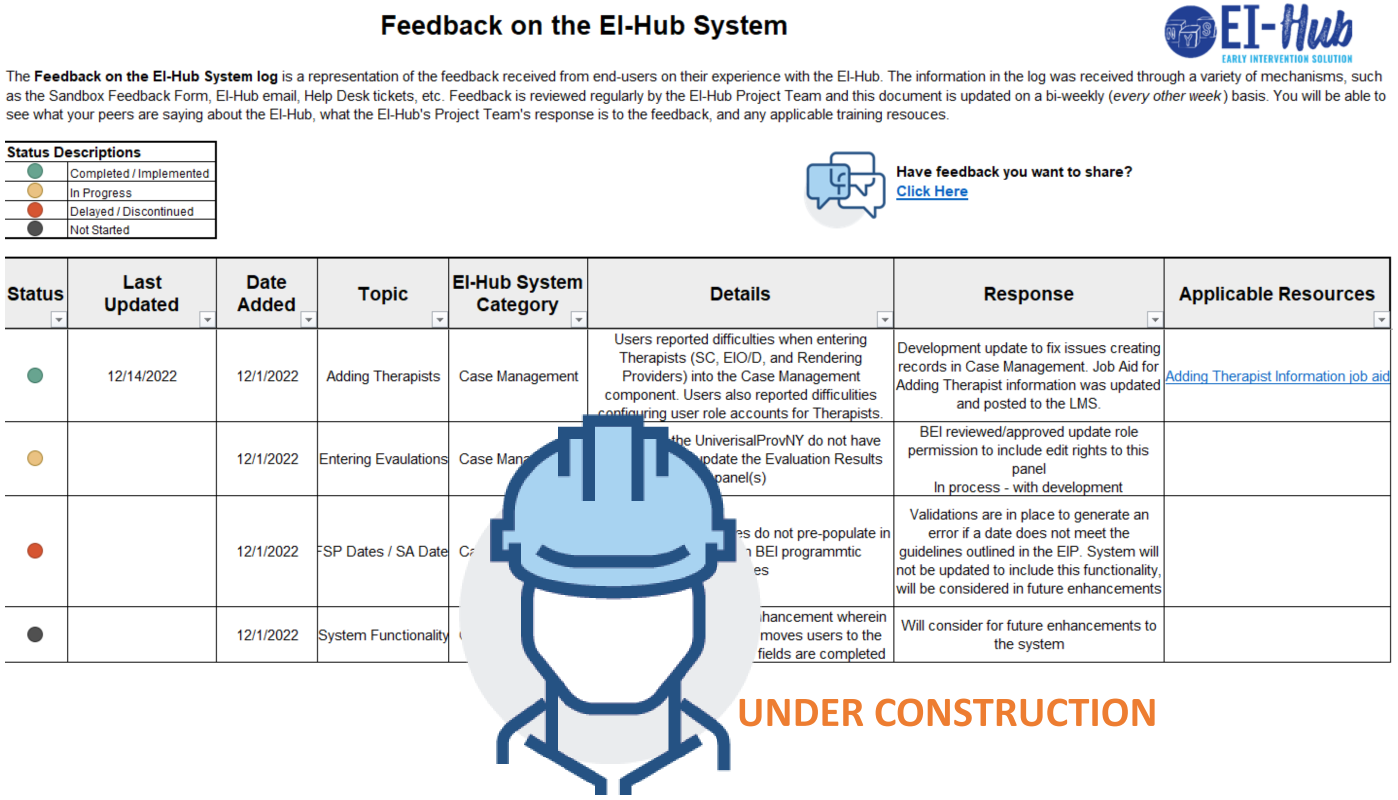


Feedback on the EI-Hub System

The **Feedback on the EI-Hub System** log is under development. The log will be a representation of the feedback received from end-users on their experience with the EI-Hub.

In the log, users can see what their peers say about the EI-Hub, the EI-Hub's Project Team's response to the feedback, and any appropriate training resources.

Once finalized, the log will be posted on the EI-Hub Landing page below the Sandbox Feedback Form link and will be updated bi-weekly.



Feedback on the EI-Hub System

The **Feedback on the EI-Hub System log** is a representation of the feedback received from end-users on their experience with the EI-Hub. The information in the log was received through a variety of mechanisms, such as the Sandbox Feedback Form, EI-Hub email, Help Desk tickets, etc. Feedback is reviewed regularly by the EI-Hub Project Team and this document is updated on a bi-weekly (*every other week*) basis. You will be able to see what your peers are saying about the EI-Hub, what the EI-Hub's Project Team's response is to the feedback, and any applicable training resouces.

Status Descriptions
Completed / Implemented
In Progress
Delayed / Discontinued
Not Started

Have feedback you want to share?
Click Here

Status	Last Updated	Date Added	Topic	EI-Hub System Category	Details	Response	Applicable Resources
	12/14/2022	12/1/2022	Adding Therapists	Case Management	Users reported difficulties when entering Therapists (SC, EIO/D, and Rendering Providers) into the Case Management component. Users also reported difficulties configuring user role accounts for Therapists.	Development update to fix issues creating records in Case Management. Job Aid for Adding Therapist information was updated and posted to the LMS.	Adding Therapist Information job aid
		12/1/2022	Entering Evaulations	Case Man	the UniverisalProvNY do not have pdate the Evaluation Results panel(s)	BEI reviewed/approved update role permission to include edit rights to this panel In process - with development	
		12/1/2022	FSP Dates / SA Date	C	es do not pre-populate in n BEI programmtic es	Validations are in place to generate an error if a date does not meet the guidelines outlined in the EIP. System will not be updated to include this functionality, will be considered in future enhancements	
		12/1/2022	System Functionality	(	hancement wherein moves users to the fields are completed	Will consider for future enhancements to the system	

User Acceptance Testing (UAT)

EI-Hub Sandbox is not a formal means for testing and validating the system's functionality. Instead, formal testing on the EI-Hub is conducted through User Acceptance Testing (UAT).

A group of county and agency representatives will be included in one of the later phases of UAT testing.

A new survey will be distributed to stakeholders to gather contact information of individuals interested in becoming involved in UAT.

Readiness Assessment Survey

The Bureau of Early Intervention (BEI) plans to send another readiness survey in March 2023 to gather information from stakeholders.

Consistent with readiness surveys distributed in the past, we are looking to assess your and your organization's readiness and ability to adopt the new system.

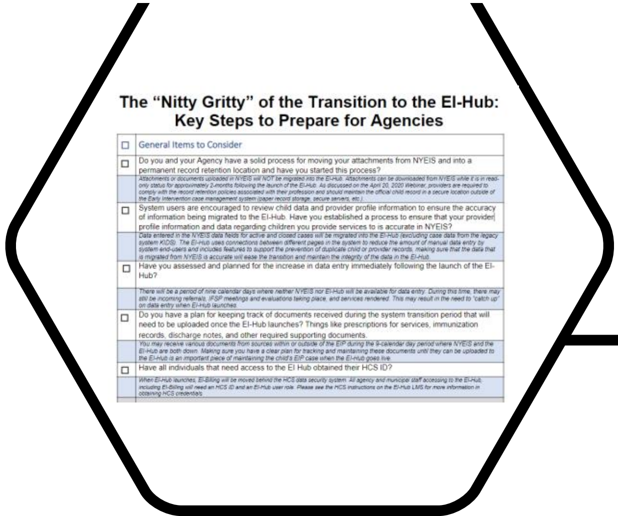
The survey also provides the opportunity to give direct feedback to BEI on the most significant training or support need from your and your organization's perspective to help ensure a successful transition to the EI-Hub.

Transition Preparation Checklists

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

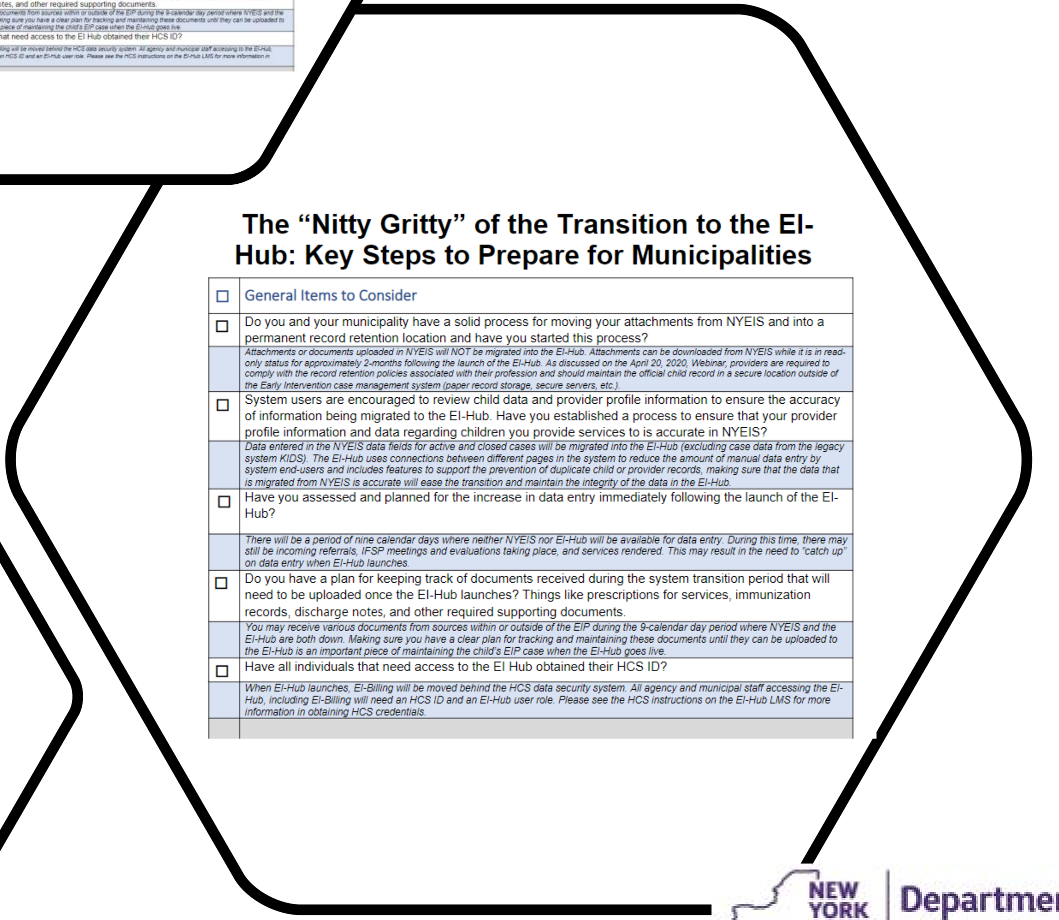
Checklists are adapted for:

- Municipalities
- Agencies
- Independent Providers



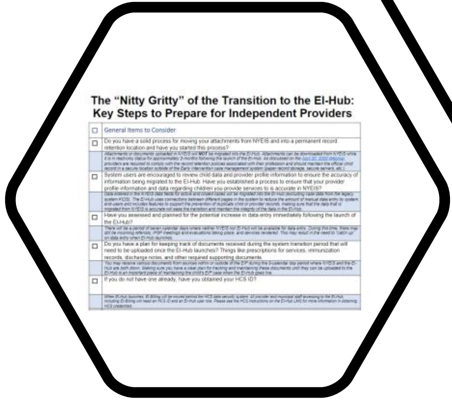
The "Nitty Gritty" of the Transition to the EI-Hub: Key Steps to Prepare for Agencies

☐	General Items to Consider



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

☐	General Items to Consider

Preparing for the Transition – System Downtime

Leading up to the transition to the EI-Hub, all users should be aware of the expected system downtime. Municipalities, Agencies, and Independent Providers need to consider how you will track and manage information during the system downtime and ensure timelines are being met.

WEEK 1

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

WEEK 2

	Mon	Tues	Wed	Thurs	**Fri**
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	Fri
NYEIS	Read only	Read only	Read only	Read only	Read only
Case Mgmt	UP	UP	UP	UP	UP

This is the last week to get new child information prior to the start of the transition from NYEIS to the EI-Hub	**NYEIS will be down, then transition to read-only status. Case Management will also be down to allow for data migration.**	**EI-Hub goes live. Migrated data will be present in Case Management and new child information can be entered. NYEIS continues in read-only format until being decommissioned.**

Preparing for the Transition - Data

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 /reconcile their existing data**, making necessary updates to ensure information is current and accurate
- ✓ **Close old cases** where children are no longer participating in the EIP
- ✓ **Submit any Data Change Requests** as part of the clean-up process; e.g. referral dates where there was a data entry error
- ✓ **Save attachments uploaded in NYEIS**. Attachments in NYEIS will not be migrated to the EI-Hub.

Although NYEIS will be available as read only for a period after the EI-Hub launch, **once NYEIS is fully decommissioned,** users will no longer be able to access NYEIS, NYEIS data, and/or attachments.

Preparing for the Transition – User Roles

At the launch of the EI-Hub, user roles will be pre-assigned for the Case Management and Service Logging components based on a user's equivalent account status in NYEIS.

The **User Role Crosswalk** provides guidance to support you in identifying the appropriate EI-Hub roles for system users.

Case Management module

- Each user will be assigned the corresponding user role (**1 role**) to their previous NYEIS user role.
- If a user needs an additional user role(s), the Role Administrator will be responsible for updating the user's account.

Service Logging module

- If your entity used **manual claims submission** in NYEIS for billing and claiming, you will have access to the EI-Hub's Service Logging component at the launch of the EI-Hub.
- If your entity used a **third-party system or clearinghouse** for billing and claims, you will not have access to the EI-Hub's Service Logging component.

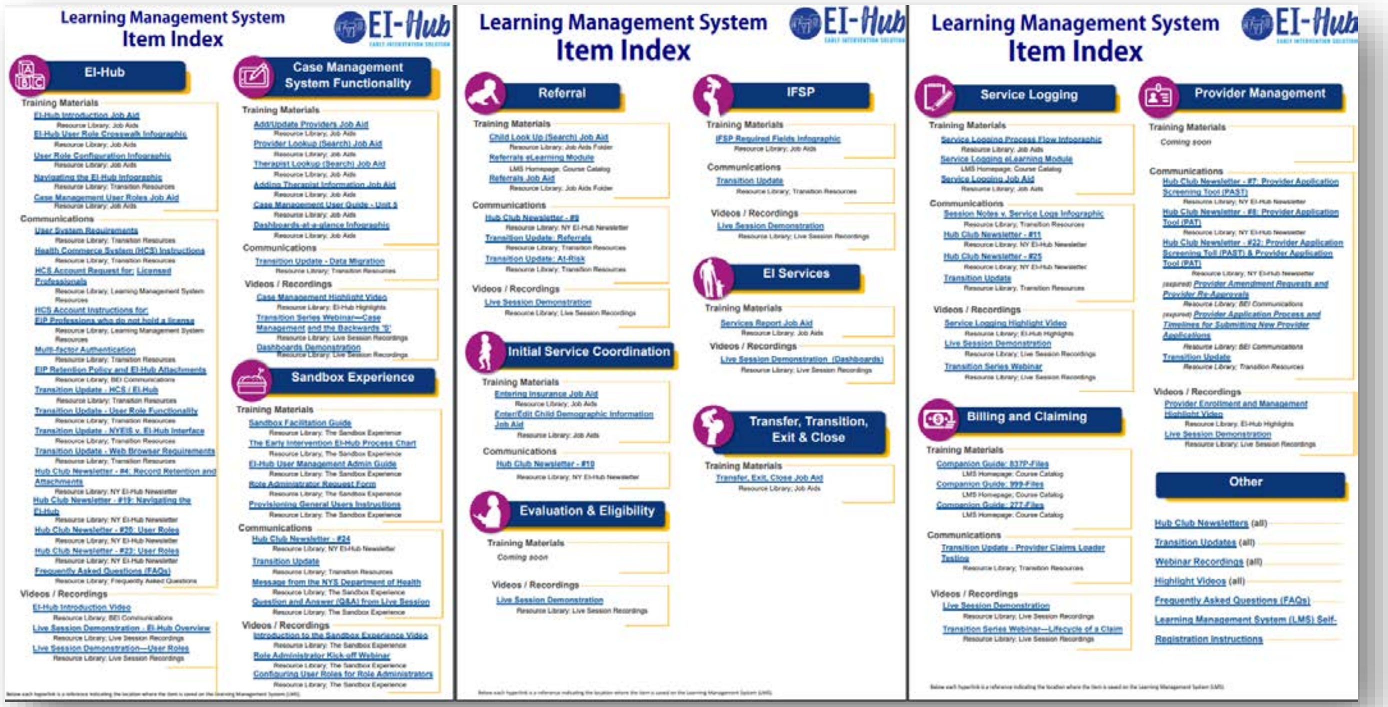
Billing Module

- EI Billing user roles will **not be migrated** at the launch of the EI-Hub. Role Administrators will need to configure user accounts that should have access to the EI Billing module.

LMS Item Index

The Learning Management System (LMS) is your resource for system onboarding, training, and references for the EI-Hub solution.

Remember: You can quickly locate training resources using the **LMS Item Index**.



Open Question & Answer (Q&A)