Early Intervention Coordinating Council (EICC)

June 22, 2023

Agenda

- Preparing for the transition

- EI-Hub Sandbox

- Training Resources

- User Role Migration

- User Acceptance Training (UAT)

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

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BEI has confirmed that the launch will take place no earlier than Fall 2023.

BEI has also committed to providing approximately two months' advance notice prior to the official launch date.

Preparing for the Transition

Start taking proactive steps now to ensure a smooth transition to the EI-Hub system.

- ✓ Store / Download attachments out of NYEIS
- ✓ Review / Correct data in NYEIS
- ✓ Review training resources
- ✓ Practice in the Sandbox
- ✓ Check third-party billing systems
- ✓ Review / Confirm user system requirements
- ✓ Ensure future users of the EI-Hub have an active Health Commerce System (HCS) account

EI-Hub Sandbox

The 'Sandbox' is a version of the EI-Hub that allows system users to experience the EI-Hub before it is launched.

The Sandbox Setup infographic informs Role Administrators how to step up and configure users in the EI-Hub Sandbox.

Follow this step-by-step guide is the simplest way to configure users.

Sandbox Setup Infographic
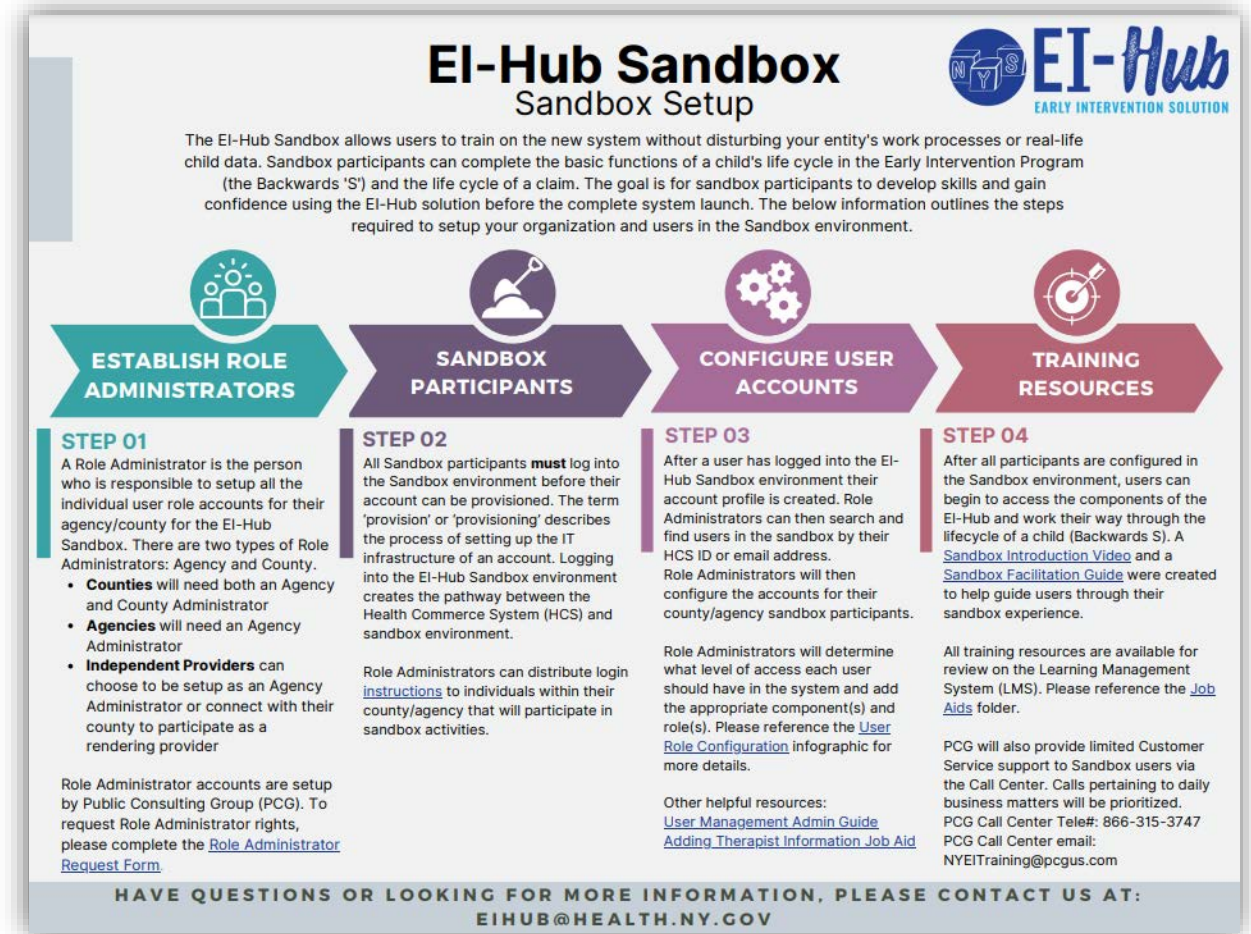
EI-Hub Sandbox – Feedback Form

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

Published in late March, **the Feedback on the EI-Hub System log** provides a comprehensive representation of feedback received from end-users on their experience with the EI-Hub. Review the log to gain a deeper understanding of user perspectives, the project team's actions, and available training materials.

The log is accessible on multiple platforms, including the EI Billing Knowledge Base, the Learning Management System (LMS), and the EI-Hub Sandbox landing page.

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 Management	Users with the UniverisalProvNY do not have permissions to update 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	Case Management	Users reported that dates do not pre-populate in the system based on BEI programmtic timelines	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	Case Management	Users suggested future enhancement wherein the system automatically moves users to the next tab once all required fields are completed	Will consider for future enhancements to the system	

Training Resources

Several new training resources have been recently added to the Learning Management System (LMS):

- Assigning EIO/Ds and Service Coordinators Job Aid

- Creating Service Authorizations

- Evaluations Job Aid / Infographic

- IFSP Job Aid

- Create / Edit Service Log Job Aid

LMS Item Index

User Roles Migration

Case Management

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

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.

EI Billing

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 Billing module.

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

EI-Hub Quick Start Guides

The **EI-Hub Quick Start Guides** has been specifically designed to assist users during the launch phase of the system. The guides give users the information they need to set up and use the EI-Hub solution. By posting this guide, we aim to provide you with essential information, allowing you to gain insights into how the EI-Hub will operate at go-live.

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 survey was distributed in May to stakeholders to gather contact information of individuals interested in becoming involved in UAT. If you are interested and did not have an opportunity to complete the survey, please email the Project Team at EIHub@health.ny.gov.

Individuals invited to participate in testing will be contacted directly with more information.

Open Question & Answer (Q&A)