



The Hub Club

Your Source for **EI-Hub** Updates



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Message from the Bureau

Since the release of the last Hub Club Newsletter, the Bureau has hosted two additional EI-Hub Live Demonstrations and the first in a series of data system transition focused webinars. The participation from the stakeholder community has been incredible! We've consistently seen upwards of 700 participants attending the live sessions with even more people accessing the session recordings available on the [EI-Hub Learning Management System \(LMS\)](#).

The sessions to date have been high-level overviews of the functionality, providing participants with a glimpse into the EI-Hub and what can be expected leading up to and at system launch. These sessions are intended to be informative and preparatory but more extensive system training is coming down the pipeline and will include system functionality job aids, comprehensive user guides, and for several features, eLearning modules which will include videos and documented resources.

The session registration forms and Q&A are a huge asset to our Project Team. We try to respond to as many questions as we are able to during the live sessions, but questions that go unanswered are not overlooked. We are using the feedback we receive to improve or refine the content that will be presented in future sessions, develop training resources and transition guidance, and to inform an upcoming Frequently Asked Questions (FAQs) document.

Please continue to provide feedback, give comments, and ask questions. We appreciate your engagement and will use this information to better align our content to your needs.

Raymond Pierce

Director, Bureau of Early Intervention

Do you have questions on the EI-Hub solution or any information in the Hub Club? If so, don't hesitate to get in touch with EIHub@health.ny.gov with your questions.

Featured Feature:

With the EI-Hub roll out, the New York State Early Intervention Program will be establishing a new online process for new providers to apply and enroll in the program. The new web-based provider application includes the Provider Application Screening Tool (PAST) which allows independent and agency providers to enter limited information to confirm that certain minimum criteria is met before they complete the full provider application. Should the screening indicate that minimum criteria is met, the provider will be prompted to enter their complete application into the Provider Application Tool (PAT). This is a fully online process including application completion, document upload, and approval processing. We are excited about this new resource as a way to provide a more efficient provider application process for interested providers. More information about the transition to the PAST and PAT, including timing, can be found below in **Addendum A**.

New providers are not the only ones who will benefit from a new web-based, streamlined processes with the launch of the EI-Hub. When the EI-Hub goes live, provider re-

approvals and amendment requests will be submitted directly through the EI-Hub system. This process will replace the current email process, expediting the submission and review of these requests. There will be a period of disruption before the EI-Hub has launched, when BEI will no longer be accepting re-approval or amendment requests. To remedy this, the Bureau will apply a one-time extension to accommodate providers whose re-approval falls within the transition period. For providers expected to be seeking an amendment between now and the transition to the EI-Hub, please see **Addendum B** below for the tentative last day for submission via the current process.

Frequently Asked Questions (FAQs)

How do I know if my re-approval will be extended?

Please review the Bureau's guidance in Addendum B. The guidance includes information on how to look up your re-approval date, the anticipated range of impacted re-approval end dates, and options for ensuring you secure your re-approval without experiencing any gaps.

What if I need to submit an amendment but can't get the documents submitted prior to the transition or if I submit an amendment request that hasn't been approved before the transition? Will I still be able to provide services?

If you are unable to submit an amendment to your agreement prior to April 1, you will still be eligible to provide the services that you are currently approved for. After EI Hub launch, you will be able to resubmit your amendment request and all required documentation through EI-Hub. For additional detail, please see Addendum B.

What about my license and certification information? How will that be updated and managed in the EI-Hub?

The EI-Hub will streamline the updating of licensure and certification information by allowing end users the ability to update their information in their EI-Hub provider profile. Verifications of this information will still apply but this change should help to alert providers to upcoming end dates and re-certification dates and provide a more efficient process overall. Training materials on who will be able to and how to make updates to provider license and certification information will be available closer to EI-Hub go-live.

Upcoming Events

- **EI-Hub Live Sessions** (Schedule available on EI-Hub LMS)
- **EI-Hub Transition Series** (Schedule available on EI-Hub LMS)
- **EICC Meeting** – March 3, 2022

Key Transition Dates

- **Last day to submit new provider paper-based applications** – March 1, 2022
- **Last day to submit amendments until after EI-Hub launch** – April 1, 2022
- **Transition of NYEIS to Read-Only** – Two weeks prior to EI-Hub go-live
- **EI-Hub Go-Live** – May 2022



Important Upcoming Changes to the Provider Application Process and Timelines for Submitting New Provider Applications to BEI

Dear Early Intervention Program Provider Applicants:

The New York State Early Intervention Program (EIP) is transitioning to a web-based provider application process to be rolled out as part of the program's transition to the new EIP integrated program management system, the EI-Hub, expected to launch May 2022. The new process, using the Provider Application Screening Tool (PAST) and Provider Application Tool (PAT) will replace our current paper-based process and allow for a more streamlined application experience for new independent and agency providers seeking a basic or appendix one agreement with the Bureau of Early Intervention (BEI).

To prepare for the shift to the web-based applications and new program management system, the BEI Provider Approval Unit (PAU) will stop accepting paper-based applications ahead of the launch. This ensures that the PAU will be able to process pending applications so that provider data is available in the EI-Hub at, or shortly after, system go-live. Provider applications that are submitted prior to the transition period and contain all required supporting documentation will be approved through the current paper process and data for approved providers will be entered into the EI-Hub by the PAU. The below table includes the last day for providers to submit a paper application to the PAU as well as the expected date new applicants will have access to the new electronic application portal. Applications postmarked after the last date for paper submissions will not be accepted or processed by PAU. The dates below are subject to change based on the EI-Hub go-live date.

Provider/Application Type	Last day for paper submissions	Access to PAST/PAT
New Agency Providers	March 1, 2022	April 4, 2022
Independent Providers – Basic	March 1, 2022	April 4, 2022
Independent Providers – Appendix One	March 1, 2022	April 4, 2022

The Early Intervention Program's provider application process is comprehensive and requires a significant time commitment to complete. With this in mind, we want to ensure new applicants have the information they need to determine if they should complete the paper-based application before the deadline or if they should wait until the PAT is available in April. The paper application includes all the information that will be required in the PAST and PAT. If you have been working on the paper application, this application can be used as a resource for what information will be data entered into the PAST and PAT. The time needed to complete the application process and receive a decision from the BEI PAU is dependent on a few factors including the volume of applicants under review by the PAU and if there is a need for follow up on missing materials or clarifying information. We encourage providers to consider their needs and timing when determining whether to submit a paper application prior to the submission deadline or to wait until the PAT is available. With either submission format, it is highly recommended providers reference the paper application provided by PAU to ensure all required application materials are available and submitted with your application. Please note, if you are an individual provider who has been approved by BEI in the past you will need to submit your application through the PAST/PAT.

We look forward to sharing more information about the electronic provider application screening and enrollment portal.

Frequently Asked Questions (FAQs)

Question: I am ready to submit my application to become an early intervention provider. Should I wait until the PAT is available?

Answer: If you are an individual provider who had EIP approval in the past, you will need to wait until the electronic application process has been launch (starting April 4, 2022) and submit your application utilizing the PAST and PAT. If you have never been approved by BEI, have completed the paper-based application, and have all required documentation prior to the cut-off date of March 1, 2022, you are welcome to submit your paper application to DOH by mail. Applications must be postmarked by March 1, 2022. Applications postmarked after this date will not be processed and the applicant will have to submit their application through the electronic application process.

Question: If my application is submitted before the cutoff date but approved during or after the system transition, how will I access the EIP system (EI-Hub)?

Answer: There is a planned two-week period where neither the current New York State Early Intervention System (NYEIS) or the EI-Hub will be accessible. If your application is approved before the two-week transition period then you will gain access to NYEIS and your provider profile, data, and any case information will be migrated to the EI-Hub. If your application is approved during or after the current system is taken offline, the information you provided in your application will be used to set up your provider profile in the EI-Hub and will be available when the EI-Hub launches. In both cases, the new provider will work with BEI to obtain access to the Health Commerce System (HCS) and obtain their EI-Hub user account. The new provider will then complete EI-Hub trainings to access EI-Hub and begin work in the EI-Hub.

Question: I had a previous agreement as an early intervention provider in New York State, can I still apply using the PAT and will it create a new provider profile?

Answer: If you are a provider who had a previous approval with the Bureau of Early Intervention that has lapsed, expired, or been withdrawn, you can still apply for a new agreement using the PAST or PAT. These online tools have a secure integration with data being migrated from NYEIS. If you are using the same FEIN or NPI to enroll as an early intervention provider, the PAST and PAT will connect your new application to your existing record with the Bureau of Early Intervention (BEI). This allows you to update your provider information and prevents duplicate providers in the system.

Question: I currently have a Basic Agreement with the Bureau of Early Intervention but would like to apply for an appendix one agreement. Do I use the PAT?

Answer: If you have a basic agreement with the Bureau of Early Intervention, you will be able to apply for an appendix one agreement using the PAT. The PAT will match your application with your existing provider profile using your NPI and other unique identifiers such as social security number and FEIN. This matching will allow you to apply for the appendix one agreement that will be associated with your existing profile. While your application is being reviewed you will still be able to provide services consistent with the basic agreement and once approved you will be able to receive service authorizations and claim as a provider of record with an appendix one agreement.

Question: I have an active agreement with the Bureau of Early Intervention, but my re-approval date is this spring, will I need to use the PAT to process my re-approval?

Answer: No, the PAT will not be used for providers seeking re-approval. Once the EI-Hub launches, re-approvals of existing agreements will be processed in the EI-Hub provider management portal. When the system launches there will be extensive training available to walk providers through the re-approval process. If you are expecting your approval to expire during or near the time of the system transition (between April and June 2022), you can submit your re-approval paperwork to PAU early for processing. Reapproval paperwork must be submitted to PAU no later than 3/18/2022. Alternatively, the Bureau of Early Intervention will be making a special one-time accommodation to providers whose agreements expire between March 2022 and June 2022 and will extend their expiration date to 7/1/2022 (if their paperwork is not received and processed prior to established deadlines). Please be aware, that providers must submit their reapproval paperwork in the EI-Hub 20 business days prior (6/3/2022) to the end date of your one-time extended agreement end date (7/1/2022) to ensure that PAU has time to process your reapproval request.

If you have questions or need further information, please contact the Bureau of Early Intervention at provider@health.ny.gov.

Important EI Hub Transition Timeframes for Submitting Provider Amendment Requests and Provider Re-approval Documents

Dear Colleagues:

Re-approval for individual and agency providers who have an approval/agreement expiring during the months of April 2022-June 2022:

The New York State (NYS) Department of Health (DOH) Early Intervention Program (EIP) will be adopting the EI-Hub as the new NYS EIP case and provider management system in May 2022. There are critical transition activities and dates providers should be aware of and plan for as the system transition approaches. One of these transition activities impacts providers who have agreement expiration dates between the months of April 2022 and June 2022. EIP providers are required to undergo reapproval every five years. In preparation for the transition to the EI-Hub, the Bureau of Early Intervention's (BEI) Provider Approval Unit (PAU) will stop accepting paper re-approval applications several weeks prior to the EI-Hub launch. Once the EI-Hub launches, providers will be able to submit their re-approval requests directly through the EI-Hub provider management module.

Providers are encouraged to be knowledgeable of their re-approval date. Providers can determine the end date of their approval/agreement by accessing the appropriate spreadsheet on the *Central Directory of Early Intervention Services and Resources* ([Information for Service Providers \(ny.gov\)](#)). The 'Primary Agreement End Date' is the agreement expiration date. If you determine your re-approval is due during the transition period or immediately following the system transition (during the months of April 2022 through June 2022), there are two options to prevent a lapse in your agreement.

1. Submit your paperwork for re-approval before March 18, 2022:

Providers who have agreements expiring between April 1, 2022 and June 30, 2022, will receive an email from DOH with their reapproval paperwork in the beginning of January 2022. To ensure the processing of re-approvals happen seamlessly, complete this paperwork, and submit to DOH as soon as possible, but no later than **March 18, 2022**. If your agreement is expiring on or before June 30, 2022 and you did not receive an email from DOH with the reapproval paperwork by January 28, 2022, please check your e-mail SPAM folder, if not present, email the Provider Approval Unit at eipProviderAgreement@health.ny.gov to request re-approval paperwork with a suggested Subject Line: Reapproval Paperwork Needed.

2. Submit in EI-Hub – One-time agreement extension:

If reapproval paperwork has not been received and processed by DOH prior to go-live, BEI will be implementing a one-time extension to provider agreements that are set to expire between March 1, 2022 and June 30, 2022. Agreements will be extended to **July 1, 2022**. This extension is expected to provide approved providers ample time to access EI-Hub training, become familiar with the EI-Hub and the new process for submitting a re-approval request, and submit their re-approval request through the EI-Hub provider management module. Please be aware, that you must submit your reapproval paperwork in the EI-Hub 4 weeks (6/3/2022) prior to the end date of your one-time extended agreement end date (7/1/2022) so that BEI has time to process your reapproval request. If your reapproval is submitted late and not processed by BEI before the end date of your agreement end date, you will not be able to be selected for services or bill for any dates of services after your agreement expiration date.

Current Agreement End Date	End Date Changes	Re-approval Path
Through March 31, 2022	Remains as is	Re-approval should be submitted using the current paper process before the existing agreement end-date.
April 1, 2022 – June 30, 2022	One time extension to 7/1/2022	<p>Providers may submit paperwork for early re-approval through the current process no later than March 18, 2022.</p> <p style="text-align: center;">Or</p> <p>If paperwork is not submitted early, providers will receive a one-time extension to 7/1/2022 and must submit their re-approval through the EI-Hub 20 business days prior (6/3/2022) to the end of this agreement extension end date.</p>
July 1, 2022, and forward	Remains as is	Providers will submit their re-approval request in the EI-Hub at least 20 business days prior to their existing agreement end date.

Amendments- applicable to any approved provider who is requesting an amendment to their approval:

The New York State (NYS) Early Intervention Program (EIP) will be adopting the EI-Hub as the new NYS EIP case and provider management system in May 2022. There are critical transition activities and dates providers should be aware of and plan for as the system transition approaches. Currently, amendment requests are submitted via email to the NYS Department of Health (DOH) Bureau of Early Intervention (BEI) Provider Approval, Due Process, and Monitoring Unit (PAU). After EI-Hub launches, approved providers will be using the EI-Hub to update their provider information and to submit amendment requests to PAU.

PAU will continue to accept amendment requests and all required documentation to support the request via the current process until **April 1, 2022**. This results in a several week period prior to the launch of the EI-Hub where providers will not be able to submit amendment requests. During this time, PAU will continue to process and approve amendments submitted on or before April 1, 2022 with the goal of having these amendments approved and active in the EI-Hub when it launches. If your amendment request is not received and approved by DOH prior to the date NYEIS goes offline, you will have to resubmit your amendment request and any required documentation through the EI-Hub after EI-Hub launch. If approved while NYEIS is still accessible, these changes will be reflected in the provider’s profile per the current process and providers will be able to begin providing services consistent with the amended approval.

Amendment Submission Date	Amendment Approval Date	Amendment Effective Date
On or before April 1, 2022	Before transition period, while NYEIS is still accessible.	Upon approval of the amendment, the provider profile will be updated in NYEIS and services will be provided consistent with the amendment. The amended provider profile will be reflected in the EI-Hub at go-live.
April 2, 2022 through launch of EI-Hub	N/A – Amendment request will not be accepted and must be re-submitted through the EI-Hub after go-live.	The amendment will need to be re-submitted through the EI-Hub once launched. Services provided will remain consistent with active agreement until the amendment is approved and reflected in the provider profile.
After launch of EI-Hub	Amendments will be submitted through the EI-Hub.	The amendment submission and approval process will occur through the EI-Hub. While the amendment is being processed the provider will continue to provider services consistent with the original agreement. Upon approval of the amendment the provider profile will be updated in EI-Hub, and services will be provided consistent with the amendment.