NYEIS Municipal Administration Information and Frequently Asked Questions

Background Information:
These municipal administration functions are the responsibility of the municipality. It is important to record data for these functions in NYEIS. Users with appropriate access rights can complete these functions. Municipal administration functions are identified in detail in **Unit 10 - Municipal Administration** in the NYEIS user manual. The NYEIS user manual is located in the NYEIS folder on the Health Commerce System (HCS).

User Account Administration
For additional information on creating NYEIS User Accounts, please see the targeted resources *Rendering Provider and Service Coordinator User Account Creation Frequently Asked Questions, NYEIS Quick Reference Guide and Sample NYEIS Rendering Provider and Service Coordinator User Account Creation*, are also located on the HCS in the NYEIS folder.

Every person who will access NYEIS must have a NYEIS User Account. The municipality administrator (MUNI_ProgramUserAdmin and MUNI_IT_SystemAdmin) are responsible for creating and managing municipal user accounts and all provider user accounts for providers that are approved to deliver services in their municipality.

There are several conditions that must be met prior to a NYEIS User account being created:
- The individual must first have a Health Commerce System (HCS) user account. The user ID/name created for the NYEIS user account must be identical to the individual's HCS user ID/name.
  - When creating a NYEIS user account, do not include any blank spaces before or after the NYEIS user ID/name. This will result in the ID/name not matching the HCS user account and result in NYEIS access being denied.
  - User IDs/names are case sensitive. Please verify that the NYEIS user ID/name matches the HCS user ID/name exactly.
- The appropriate user role must be determined for the individual.
- The name and State ID of the agency will be needed if the individual will
    1) serve in an administrative/ fiscal/ data entry role for an agency, or
    2) render services for <u>one</u> agency if the individual is a provider.
- Confirmation that the individual appears on the agency's Employee/Contractor page if the individual will render early intervention services for an agency. Individuals who serve in only an administrative/ fiscal/ data entry role for an agency and will not render EI services do not need to be listed on the agency's Employee/ Contractor page.
- Confirmation that the individual has been approved as an independent provider by NYSDOH Bureau of Early Intervention Provider Approval Unit and is registered in the NYEIS database if
    1) the individual will provide services as an independent provider, or
    2) the individual will be <u>contracted</u> by multiple provider agencies.

After the user's account is created and added to NYEIS, the system automatically assigns the user
- a home page,
- access rights based on the user role and;
- subscribes the user to the work queues appropriate for their user role.

See the NYEIS User Manual **Appendix I – NYEIS Work Queues by User Role** for information regarding user roles and work queue subscriptions**.**

Performing a User Search

A user account search <u>must</u> be conducted **prior** to adding a new NYEIS user. The user account search is used to determine if an individual currently has a NYEIS user account or to find a user account record to modify. If an account already exists, review details and determine if they need to be modified.

Creating a Municipal User Account

The following table summarizes the data that should be entered based upon the type of municipal user being added.

User Type	User Type	Municipality	Provider Name
Municipality User	Municipality	User's Municipality	Leave blank
Municipality Service Coordinator User	Municipality	User's Municipality	Service Coordinator's Name (selected using search)

Creating a Provider User Account

Users in the MUNI_ProgramUserAdmin and MUNI_IT_SystemAdmin roles, have the security access required to create provider user accounts. There are two provider user roles that can be utilized for individuals that are employed or contracted by and render services for more than one agency. The roles, PROV_ServiceCoordinator and PROV_RenderProvStaff, can be used when the individual renders service coordination services or non-service coordination services (such as Physical Therapy services).

Important Information:
- NYEIS <u>does not</u> accommodate Provider users who 1) work for more than one agency in an administrative, fiscal, or data entry capacity, or 2) work for more than one agency and are assigned the PROV_Eval User Role, or 3) work for more than one agency and perform a different job function for each agency. The administrative, fiscal, or data entry user roles and PROV_Eval user role must access work queues and utilize **User Home** page short cut links to perform their job responsibilities. These work queues and short cut links pertain to the provider agency that the user is associated with in their User Account. The NYEIS User Account does not permit multiple agencies to be selected.
- Some higher-level Provider user roles can perform functions associated with lower-level user roles. Utilize this capability if the user performs different job functions for <u>one</u> agency. For example, PROV_All can perform all activities associated with fiscal responsibilities, as well as render services (except for Service Coordination). The PROV_EVAL user role will enable an individual to perform all activities associated with managing evaluations and rendering services (except for Service Coordination).
- Provider Service Coordinator users are limited to one user role, the PROV_ServiceCoordinator role. Individuals given the PROV_ServiceCoordinator user role can also render services such as Physical Therapy, as long as they have the required licensure. The following targeted resources include additional

information on user account setup for rendering providers that also provide service coordination located on the HCS in the NYEIS Targeted Resource Folder: *Rendering Provider and Service Coordinator User Account Creation Frequently Asked Questions, NYEIS Quick Reference Guide, and Sample NYEIS Rendering Provider and Service Coordinator User Account Creation*.

If an individual is an approved independent provider they should be given the PROV_All user role and the **Provider Name** field should be associated with themselves, 1) if they will enter into a contract with one or more agencies to render services, and 2) if they will be recorded as Provider of Record on Service Authorizations that they are selected to render services for. However, they should be given the PROV_RenderProvStaff user role and the **Provider Name** field should be associated with an agency 1) if they will render services on behalf of a <u>single</u> agency, and 2) if the <u>agency</u> will be recorded as the Provider of Record on Service Authorizations that they are selected to render services for. See the NYEIS User Manual **Appendix M – NYEIS Provider User Account Creation** for user account creation examples.

Provider User Role Guide

User Role	Used when individual renders services for multiple agencies	Used when individual is an Independent provider	Utilizes Provider specific Work Queues	Utilizes My Cases page to manage assigned child / case	Utilizes Child Search to view assigned child / case	Can perform financial processes and tasks	Can be assigned as a Rendering Provider on a SA (requires appropriate licensure)	User Account Provider Name = agency's name	User Account Provider Name = individual's name
PROV_All	-	Yes	Yes	-	Yes	Yes	Yes	Yes	Yes
PROV_AllProgram	-	-	Yes	-	Yes	-	Yes	Yes	-
PROV_ServiceDirector	-	-	Yes	-	Yes	-	Yes	Yes	-
PROV_ServiceMngr	-	-	Yes	-	Yes	-	Yes	Yes	-
PROV_EVAL	-	-	Yes	-	-	-	Yes	Yes	-
PROV_RenderProvStaff	Yes	-	-	-	Yes	-	Yes	-	Yes
PROV_ServiceCoordinator	Yes	-	-	Yes	Yes	-	Yes	-	Yes
PROV_ProgramDataEntry	-	-	Yes	-	Yes	-	Yes	Yes	-
PROV_AllFiscal	-	-	Yes	-	Yes	Yes	-	Yes	-
PROV_FiscalAdmin	-	-	Yes	-	Yes	Yes	-	Yes	-
PROV_FiscalManager	-	-	Yes	-	Yes	Yes	-	Yes	-
PROV_QA	-	-	Yes	-	Yes	Yes	-	Yes	-

> **Important Information:**
> Individuals who will not render services, such as those with administrative, fiscal, or data entry responsibilities are not registered in the State provider database and do <u>not</u> need to be added to an agency's Employees/Contractors list.

Modifying and Deactivating a User Account

A user account may need to be modified to reflect a change in the user's role, provider associations, or security access to the system. A user account is deactivated by selecting the "INACTIVE" option from the list of user roles. Inactivating a user account will prevent the individual from accessing the NYEIS. However, the individual will continue to have access to the Health Commerce System. Please note that municipalities and providers should contact the municipal user administrator to inactivate the NYEIS user account once the user no longer needs access to NYEIS.

> **Important Information**
> <u>**Modifying the User Account may result in a change in the user's security access.**</u> For example, a change in User Role from PROV_RenderProvStaff to PROV_All will enable the user to see data that they were previously prevented from accessing. If the user is employed/contracted by multiple agencies the modification(s) will impact their security access to every organizations data. Carefully consider the impact of the modification.

Task Management

Designated municipal user roles (MUNI_EIO, MUNI_AllProgram, Muni_ProgramUserAdmin, and MUNI_AllFiscal) are permitted to view and manage tasks assigned to or reserved by municipal staff, or tasks that are waiting in a work queue to be acted on. Task management functionality is particularly useful for a number of reasons, including task workload management and reassigning tasks due to staff vacation or leave of absences. A user with appropriate access rights can use the supervisor metrics to view, complete, and/or forward tasks to another user.

Registration

Registration in NYEIS is completed by the municipality for referral sources and vendors. Registration of organizational contacts, insurance companies and clearing houses is limited to NYSDOH users. To register an insurance provider, submit a NYEIS Feature Request form to the Bureau of Early Intervention using the *NYEIS Feature Request/ Data Correction Request Upload* located on the Health Commerce System (HCS). The NYEIS Feature Request form can be found in the NYEIS folder located on the HCS.

Referral Sources
In order for a referral source to be selectable when searched, the individual or agency must first be registered in NYEIS as a referral source. Municipal users who create referrals must first search NYEIS to determine if the individual or agency is listed as a referral source. If the individual or agency is not listed in the search results, they then need to be registered. Please see **Unit 10 - Municipal Administration** in the NYEIS User Manual for additional information on registering referral sources in NYEIS.

Vendors

Vendors provide services such as Transportation, Assistive Technology Devices (ATD) and Respite. Vendors are managed separately and differently than providers in NYEIS. State approval is not required for vendors unless the vendor is also an approved EI Provider. Vendors do not have access to NYEIS. Vendors must first be registered in NYEIS by the municipality before being able to be selected on a service authorization. An organization registered as both a provider and vendor has two separate records in NYEIS, one for their provider role and the other for their vendor role. When a provider search is conducted, the organization's provider record will be returned in the search results. When a vendor search is conducted, the organization's vendor record will be returned in the search results. An organization registered as both a provider and vendor will have a distinct provider reference number and a vendor reference number.

Assistive Technology Device Vendors:

During 2014 and early 2015, the New York State Department of Health (NYSDOH) and the State Fiscal Agent (SFA) began implementing a new process for the acquisition of Assistive Technology Devices (ATD). This new process was rolled out incrementally to all municipalities and affects all ATD placed on a child's Individualized Family Service Plan (IFSP) with an ATD Service Authorization start date on or after the date in which the new ATD procurement process was implemented in your region. New ATD venders should not be registered in NYEIS. "The State Fiscal Agent (SFA)" must be selected as the Vender when creating the ATD service authorization in NYEIS. This Vender record has already been added to NYEIS and is available for selection.

Important Information:
Family members who provide **Vendor** services such as transportation (also known as Family Providers) must be registered in NYEIS in order to be searchable to add to SAs for family reimbursed transportation and respite services. When registering a family member as a vendor, only select the **Family Member** option in the vendor(s) type cluster. Do not select any of the other vendor type options. Vendor's who are classified as the 'Family Member' Vendor Type will only display in searches conducted by Municipal staff in the county which the family resides and do not display for searches conducted by another Municipality.

Alternative IDs from the Child Home Page

A child may have multiple types of numbers associated with their case, such as: Reference Number, Child Social Security Number, Parent's Social Security Number and Medicaid CIN number. These numbers can be entered on a child's record in NYEIS using the Alternative IDs link from the child's home page. Only municipal users with appropriate access rights will be able to access this information.

Important Information:
- The system automatically generates the child's **Reference Number**. The Reference Number is the child's Primary ID; it cannot be edited or deleted. The child's reference number is located next to the child's name on their home page.
- Municipalities are required to enter the child's social security number in the Alternative ID section.
- The Medicaid CIN is added and edited through the **Insurance Coverage** page on the **Child Home** page.

Collection/Documentation of Third Party Insurance Information

Amendments to Public Health Law effective 4/1/13, require the service coordinator to collect and document a child's insurance information. Municipalities may still assist with this process. For additional information on the collection and documentation of third party insurance information, please reference The *NYEIS Third Party Insurance Targeted Resource* which can be found in the NYEIS folder on the Health Commerce System.

Municipality of Fiscal Responsibility

This feature is used to assign financial responsibility for a child in foster care, a homeless child or a child in a residential facility licensed or operated by a state agency, to the correct municipality.

Municipality of residence is the municipality in which a child or child's family lived at the time they became homeless, at the time the local social services district assumed responsibility or custody for the child or family, or at the time a child was admitted for care or treatment in a facility licensed or operated by a state agency other than the Department of Health. The municipality of residence is fiscally responsible for the cost of EI services delivered to the child and family and subsequent vouchers will reflect the charge against the municipality of fiscal responsibility for the local share.

When a child is in foster care, is homeless, or is in a residential facility licensed or operated by a state agency, the municipality in which the child lives is considered to be the municipality of *current location* (the actual physical address of the foster home or facility the child is residing in). The Municipality of location delivers EI services to the child and family and receives 100% reimbursement for these services.

Question:
How is a municipality of fiscal responsibility assigned to a child in NYEIS?

Response:
A municipality of fiscal responsibility is assigned based on the child's address when a child is entered into NYEIS. The municipality assigned takes on financial responsibility for the child. For a child in foster care, residential care or a homeless child, the municipality of fiscal responsibility is the municipality in which the child or the child's family lived, *at the time* the child was placed in foster care, residential care or the family became homeless. This municipality may be different than the municipality of the child's *current* address and *must* be changed in NYEIS by utilizing the Municipality of Fiscal Responsibility link from the child's integrated case.

User Roles - Changing a Child's EIO/D in NYEIS via the User Roles link

Question:
How do I change the child's EIO/D in NYEIS?

Response:
Municipal users with appropriate access rights will be able to use the User Roles feature to change the child's Early Intervention Official Designee (EIO/D). This function will NOT change any other user's role in NYEIS. In order to access this feature, navigate to the child's integrated case page and click the User Roles link on the navigation bar.

Important Information:
If a change in EIO/D must occur, the change *must* be completed in NYEIS because tasks are dependent on this assignment. If an EIO/D is changed and there are outstanding tasks, each task *must* be manually forwarded to the new EIO/D.