The Hub Club

Your Source for **EI-Hub** Updates

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Message from the Bureau

In March 2023, the Bureau of Early Intervention (BEI) conducted a new readiness assessment survey to evaluate your and your organization's readiness to use the EI-Hub. We are grateful for the participation of over 600 individuals who provided valuable feedback. The results of the survey have given us invaluable insight into what is working well and what needs improvement in relation to the EI-Hub implementation. We are pleased to note that the vast majority of survey participants reported receiving our communications related to EI-Hub. While some respondents expressed reservations about the change, we are optimistic about the future and look forward to addressing any concerns through our communication and support efforts. The detailed feedback provided by respondents will enable us to make informed decisions as we move forward with the transition process.

Specifically, BEI and the EI-Hub Project Team are making efforts to improve communications and share more information with stakeholders. The distribution of the Hub Club newsletter, Transition Update articles, and ***Feedback on the EI-Hub System Log*** are a few examples of these efforts. Respondents to the survey also expressed a desire for additional hands-on training. The EI-Hub Project Team will continue to explore creative possibilities to provide training. Again, this will be informed by what you shared with us in the recent survey.

The Bureau is committed to the success of the EI-Hub implementation. While we acknowledge that transitioning to a new IT system is challenging, our leadership believes that the EI-Hub will offer several improvements compared to NYEIS. While NYEIS has worked well for many EI stakeholders for several years, it is built on an aging, unsupported IT platform that no longer meets the needs of New York State's EI program. The EI-Hub provides a modernized, supported platform that can be configured to meet the evolving needs of the EI program in the coming years. It also includes features that are not available in NYEIS, such as robust reporting capabilities and functionality to carryover data throughout the system, resulting in improved data integrity.

We understand that there is still more work to be done to ensure that stakeholders have a clear understanding of the EI-Hub and feel prepared to transition to the new system. By listening to feedback and making improvements, BEI and the EI-Hub Project Team can continue to work towards a successful implementation of the EI-Hub that meets the needs of all stakeholders.

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.

Features of the EI-Hub

Improved Data Integrity with the EI-Hub

The EI-Hub employs various measures to ensure the integrity of the Early Intervention Program's data. Firstly, the EI-Hub performs data validation checks to ensure that data entered is consistent with the required format and other data in the system. This has the added impact of improving the system's reporting capabilities. Secondly, access to the data is controlled to prevent unauthorized modifications or deletions. Lastly, although the amount of up-front data entry required in the EI-Hub may be more than users are accustomed to in NYEIS, this results in less data entry down the road as essential fields like child demographic and family information are carried forward. The system also allows for cloning of IFSPs and carryover of service information, saving significant data entry time. These measures implemented in the EI-Hub ensure the integrity of the data in the system.

Reporting Capabilities with the EI-Hub

The EI-Hub system's built-in reports provide a significant advantage for administrators by allowing them to extract data quickly. These reports are designed to meet EI programmatic regulatory requirements and offer valuable insights into program performance. With the ability to extract data quickly, administrators can easily monitor the progress of children on assigned caseloads, track trends and patterns within the Early Intervention Program, and ensure timely follow-up and services. This saves valuable time and resources, allowing administrators to focus on optimizing program performance and providing the best possible outcomes for children and families.

Moreover, the EI-Hub provides many dashboards equipped with a convenient download feature that allows users to export data and create customizable reports in Excel. By utilizing this feature, users can easily track the progress of children assigned to their caseload in real-time and ensure that they receive timely follow-up and services.

Utilizing the EI-Hub Sandbox for Training and Onboarding

If you're looking to gain hands-on experience with the EI-Hub, we encourage you to try the EI-Hub Sandbox. The Sandbox is a safe environment where users can explore the system and learn its features without affecting real data. By using the Sandbox, you'll be able to get familiar with the EI-Hub's interface and functionality, understand workflows, and test out various case scenarios (i.e., children needing varied levels of intervention) to see how the system responds. This will allow you to build your skills and confidence before using the system with real data.

Sandbox participants can complete the basic functions of a child's life cycle in the Early Intervention Program (the Backwards 'S') and the life cycle of a claim. It's important to note that the Sandbox environment is designed to simulate the functionality of the real EI-Hub system, with certain checks and balances in place to prevent unauthorized access. Therefore, you may not see certain features or data until specific conditions are met (such as a child being referred to you).

The Sandbox is open and accessible at **https://hub.uat.nyeihub.com**. We recommend that stakeholders take advantage of the Sandbox to help ensure a successful transition to the new system.

Frequently Asked Questions (FAQs)

When will the EI-Hub go-live?

The EI-Hub Project Team is working to assess the new go-live date. The Project Team is considering stakeholder feedback, training needs, and transition preparations as the new date is determined. ***The Bureau will give system users approximately two months advance notice with the announcement of the new go-live date.***

When will I be able to test third-party claims in the EI-Hub?

Testing of third-party claims (i.e. 837P files) is not available in the EI-Hub Sandbox environment; however, all providers will have an opportunity to submit a test file prior to the launch of the EI-Hub. The timeline for testing this functionality has not been finalized; more information will be sent to stakeholders when available. To learn more about third-party billing in the EI-Hub, please reference *Lifecycle of a Claim* infographic and/or the **837P**, **999**, and **277CA** Companion Guides available on the Learning Management System (LMS).

Upcoming Events

- **NYSACHO: Early Intervention & Children and Youth with Special Health Care Needs Summit: 2023 New York Municipality Statewide Meeting**– May 2nd-3rd at Albany Marriott
- **Early Intervention Coordinating Council (EICC)** - June 22, 2023 at NYS Convention Center, Empire State Plaza, Albany, NY

Key Transition Dates

- **Last day to submit new provider paper-based applications** – New Date TBA
- **Last day to submit amendments until after EI-Hub launch –** New Date TBA
- **Transition of NYEIS to Read-Only** – Two weeks prior to EI-Hub go-live
- **NYEIS Decommissioning –** 2-3 months after EI-Hub go-live
- **EI-Hub Go-Live** – New Date TBA 2-months ahead of planned go-live date

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