



Department
of Health



EI-Hub
EARLY INTERVENTION SOLUTION

EI-Hub Update

June 2022

Agenda

- Transition Timeline
- EI-Hub Sandbox
- User Roles at Go-Live
- Service Logging
 - 837 Provider Loader Testing
 - Service Logs vs. Session Notes
- **Reminder: Resources Available on LMS**
 - Brief demo
- Questions
 - Frequently Asked Questions
 - Open Q&A

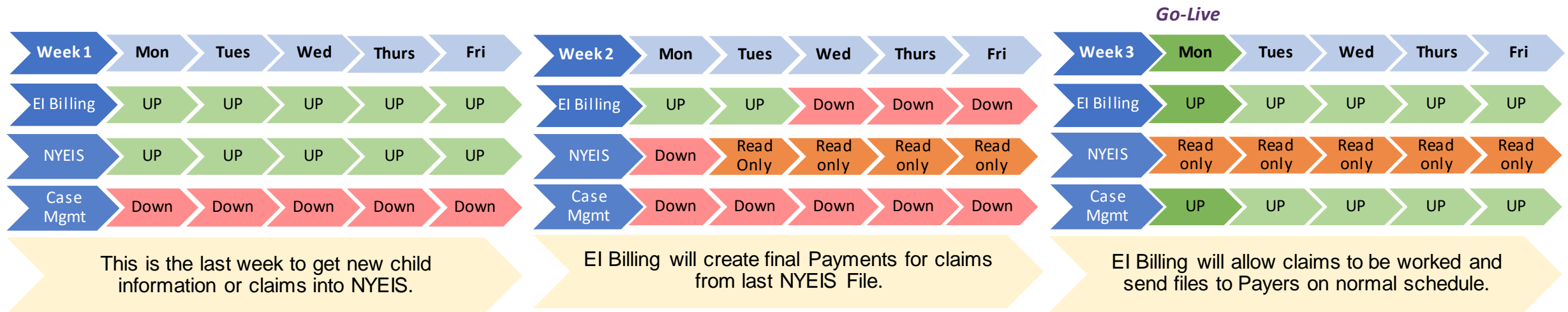
June 2022

Transition Timeline

Three-week Transition Timeline

Prior to NYEIS transitioning to read-only status, system users are encouraged to:

- Ensure applicable services are entered
- Approvals are issued
- Claims are filed





EI-Hub Sandbox

EI-Hub Sandbox

As part of the EI-Hub implementation process, PCG will implement a version of the EI-Hub that allows system users to experience the EI-Hub before it is launched.

EI-Hub Sandbox

The Sandbox will be:

- Open to all users
- Loaded with non-production (i.e. “dummy” or test) data
- Behind the Health Commerce System (HCS) firewall
- **Available two months prior to Go-Live through two months after Go-Live**

The Sandbox will not include:

- Provider Enrollment component
- 837 Claims Loader screens
- Provider Amendment or Re-Approval section of Case Management

EI-Hub Sandbox – User Support

- **PCG will provide limited Customer Service to Sandbox users via our Call Center.** Tickets are entered on behalf of those inquiring about the system or seeking help.
- **The Sandbox is not a formal means for collecting EI-Hub user feedback.**
 - There will be a more formal End-to-End User Acceptance Testing period for feedback from provider and municipal users.
 - PCG will provide an email address where users in the Sandbox can share their experiences. That information will be shared with the OCM team for evaluation and post-Go-Live improvements.

EI-Hub Sandbox – Security

- The Sandbox will have a limited amount of child, provider, county, service coordinator/EIOD, and therapist data at the opening of the Sandbox for a user to be able to complete the basic functions in the life cycle of a child (the backward 'S') and the life cycle of claims.
- System users will be instructed to **not enter data that is tied to a real person** or input information about real people that could be seen as or be actual PHI.
 - **Please note:** Due to system functionality, any NPIs and addresses entered must be real.
- The data load by system users in the Sandbox will be wiped out and replaced with the same starting data on a periodic basis prior to the Go-Live of the EI-Hub. This will be done to remove any data mismatches entered inadvertently by users, and to make Sandbox updates throughout the Sandbox period.

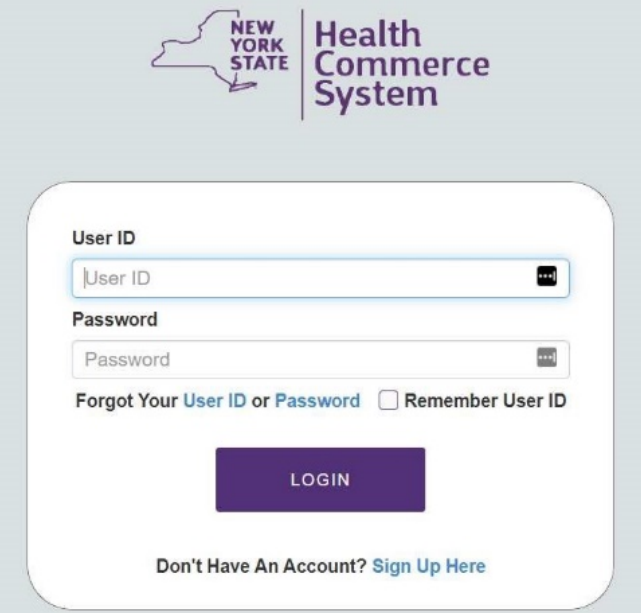
EI-Hub Sandbox – User Roles

- Prior to the opening of the EI-Hub Sandbox, PCG and BEI will engage providers and municipalities to establish Sandbox Role Administrators.
- Sandbox Role Administrators will be offered training at the opening of the Sandbox that will show how Administrators can assign user roles for their staff in the sandbox.
- Additional training resources will be available for all Sandbox users to help them navigate through the components of the EI-Hub, including Case Management, Service Logging, and Billing and Claiming.

Needed for Sandbox: HCS Account

At the launch of the EI-Hub, a HCS account will be required to access the below components:

- ❖ Case Management
 - ❖ Service Logging
 - ❖ Learning Management System (LMS)
 - ❖ EI Billing
- **An HCS account will also be required for access to the Sandbox**
 - If you currently have a HCS account, you will continue to use the same username and password to access the EI-Hub, including the Sandbox
 - If you are unsure whether you have an account, or if you need to establish a HCS account, please contact your HCS Coordinator



The screenshot shows the login interface for the Health Commerce System. At the top left is the New York State logo. To its right is the text "Health Commerce System". Below this is a white rounded rectangle containing the login form. The form has two input fields: "User ID" and "Password". Below the password field are two links: "Forgot Your User ID or Password" and "Remember User ID" with an unchecked checkbox. A purple "LOGIN" button is centered below the form. At the bottom of the form is a link: "Don't Have An Account? Sign Up Here".

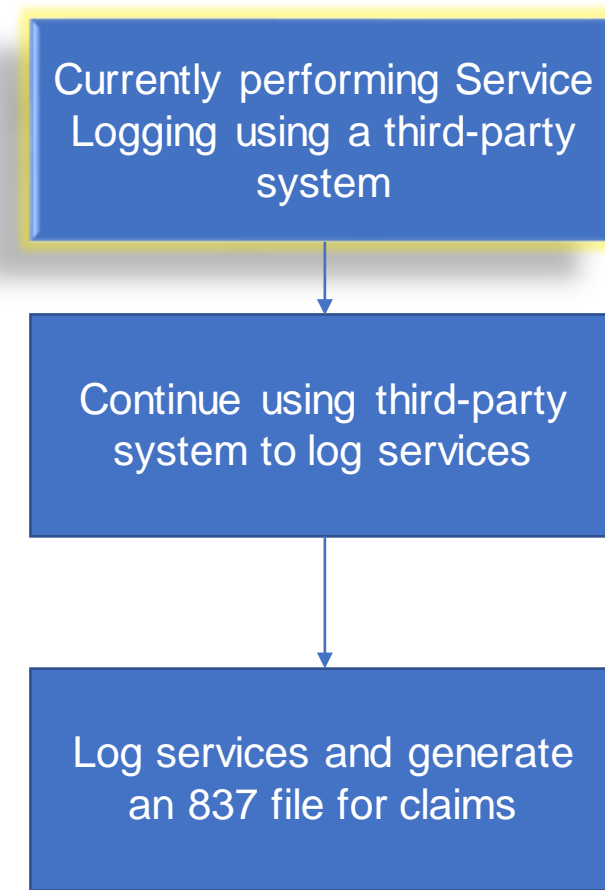
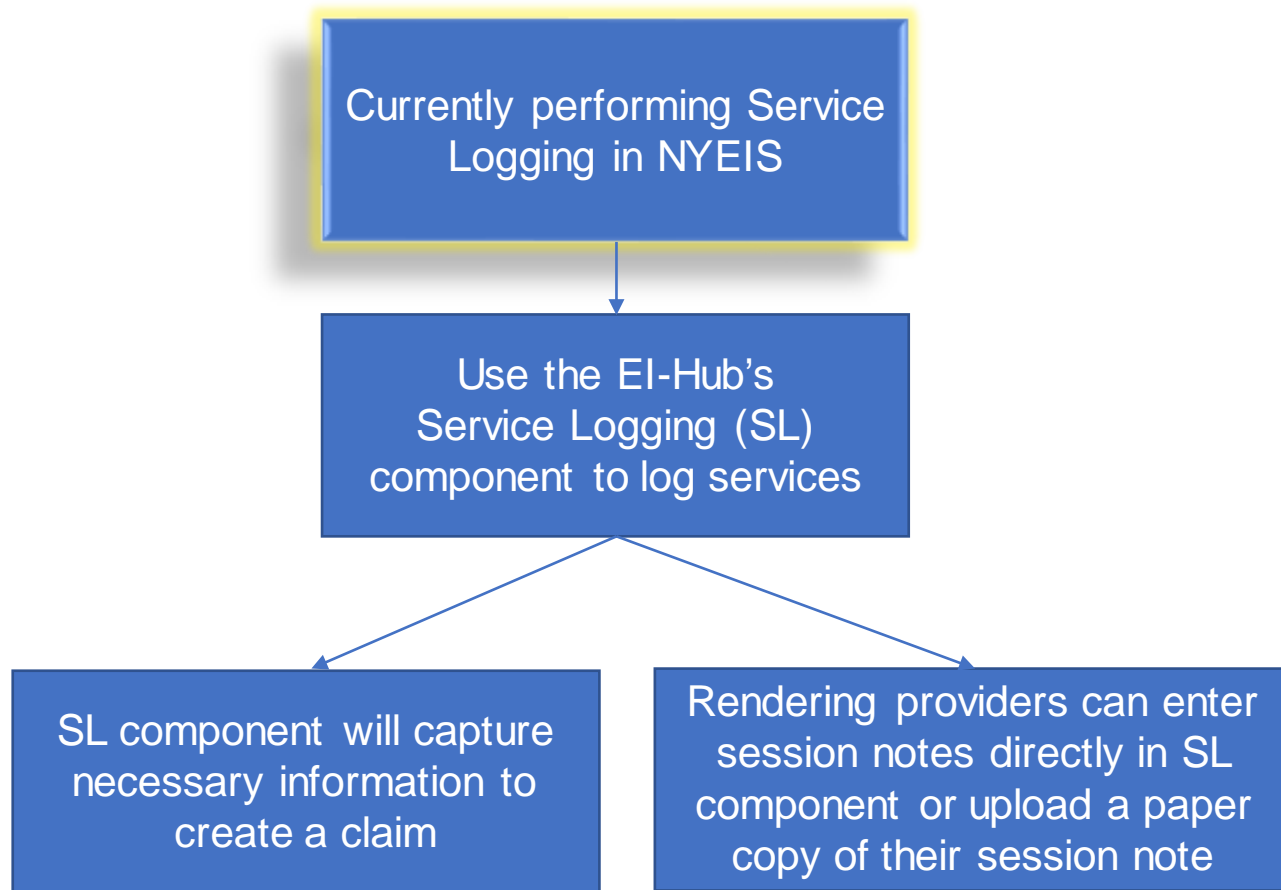
User Roles at Go-Live

User Roles at Go-Live

- Active employees and providers will be migrated to the EI-Hub and assigned a single user role based on their current user role in NYEIS.
 - Appendix providers (Agency Administrators and Independent providers) will be setup as superusers
- EI-Hub allows users to have more than one user role. Users will be able to move between roles to access records or data and perform activities associated with that role.
 - If applicable, users can be assigned both municipal and provider roles
 - Providers who work for multiple agencies will be able to switch between agencies
- Following the migration, role administrators will be responsible for maintaining their roster, ensuring all staff have the appropriate level of access, and assigning users any additional user roles.

Service Logging

Service Logging



Provider Claims Loader Testing

Provider Claims Loader Testing will provide an opportunity to test the submission of claims from third party systems/clearinghouses through the 837-file upload process.

Testing of this functionality will take a phased approach with all agencies and providers who currently utilize third party systems having an opportunity to test the process before go live.

Session Notes v. Service Logs

- Session notes provide an overview of the type of therapy provided to the child and a brief description of the child's progress made during the session as it relates to the outcome listed in the individualized family service plan (IFSP).
- Individual providers who directly render services to a child and family, or an approved provider agency, will maintain session notes following each child and family contact.
- The session note is signed and dated by the rendering provider.

Session Notes



- Service logs are a record of the services rendered to a child.
- The service log is signed by the parent or caregiver acknowledging that the service was received by the child on a specified date and verifying the start and end time of the service.
- Service logs are also commonly referred to as attendance logs.
- Service logs entered in the Service Logging component of the EI-Hub capture the required information to create a claim.

Service Logs



Both session notes and service logs are required to be collected and maintained by the provider of service.

Resources Available on LMS

LMS Reminder

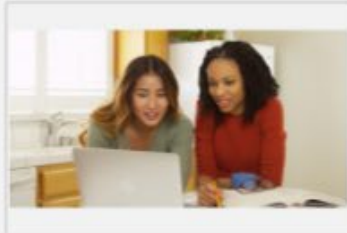
General

Announcements

NY EI-Hub Newsletters



BEI Communications



EI-Hub Highlights [Videos]



Learning Management System (LMS) ...



Job-Aids



Knowledge Base



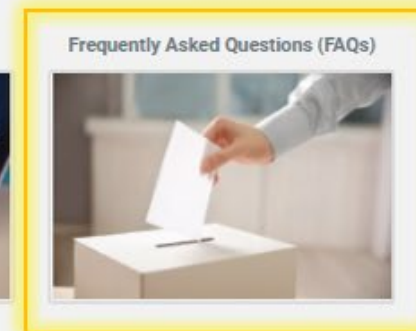
Transition Resources



Live Session Recordings



Frequently Asked Questions (FAQs)



Go to LMS Resource Library Demo

Frequently Asked Questions

Will I need a Health Commerce System (HCS) account to access EI Billing?



Will I need a Health Commerce System (HCS) account to access EI Billing?

Yes, while today users do not need a HCS account to access EI Billing, when the EI-Hub launches it will replace NYEIS and integrate the current EI Billing portal.

As a result, users will need a HCS account to access EI Billing.

Will the tasks currently in work queues in NYEIS transfer over to the EI-Hub?



Will the tasks currently in work queues in NYEIS transfer over to the EI-Hub?

No, tasks as they are today in NYEIS will not be transferred over to the EI-Hub.

Dashboards will replace the inbox and work queues currently used in NYEIS. However, many of the dashboards/tasks in EI-Hub mirror what is in NYEIS today and pending work in NYEIS will migrate to the EI-Hub equivalent.

What is the difference between role administrator and superuser?



What is the difference between role administrator and superuser?

The role administrator is the person who is responsible to setup all the individual user role accounts for their agency/county and maintaining their roster.

The superuser role is the highest-level user role in the EI-Hub. The superuser will have the most access to the screens within the EI-Hub system and child information. The superuser will be able to view all children assigned to their agency or county.

The role administrator and superuser serve different functions, but the same person can be assigned to both roles.

Are parents/caregivers required to sign the session note in addition to the service log?



Are parents/caregivers required to sign the session note in addition to the service log?

No, parents/caregivers are only required to sign the service log indicating that a service was received by the child on a specified date/time.

Open Question & Answer (Q&A)

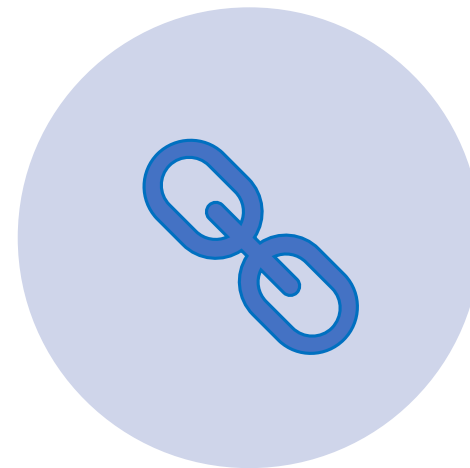


Staying Informed



HOW CAN I RECEIVE REGULAR UPDATES?

SIGN-UP FOR THE NYEIS LISTSERV TO RECEIVE UP TO DATE INFORMATION AND ACTIONS REQUIRED TO PREPARE FOR THE TRANSITION TO THE EI-HUB [CLICK HERE](#) FOR SIGN-UP INSTRUCTIONS.



OTHER HELPFUL LINKS

[HCS SIGN-UP INSTRUCTIONS](#)
[EI-HUB LEARNING MANAGEMENT SYSTEM \(LMS\) SELF-REGISTRATION INSTRUCTIONS](#)