



Early Intervention Coordinating Council (EICC)

June 22, 2023

EI-HUD EARLY INTERVENTION SOLUTION

Agenda

- Preparing for the transition
- EI-Hub Sandbox
- Training Resources
- User Role Migration
- User Acceptance Training (UAT)







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

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.



EI-Hub EARLY INTERVENTION SOLUTION

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 <u>training resources</u>
- ✓ Practice in the Sandbox
- ✓ Check <u>third-party billing systems</u>
- ✓ Review / Confirm <u>user system</u> requirements
- ✓ Ensure future users of the EI-Hub have an active Health Commerce System (HCS) account





EI-TUD EARLY INTERVENTION SOLUTION

EI-Hub Sandbox

The 'Sandbox' is a version of the EI-Hub that allows system users to experience the FI-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

El-Hub Sandbox Sandbox Setup



The EI-Hub Sandbox allows users to train on the new system without disturbing your entity's work processes or real-life child 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. The goal is for sandbox participants to develop skills and gain confidence using the EI-Hub solution before the complete system launch. The below information outlines the steps required to setup your organization and users in the Sandbox environment.



ESTABLISH ROLE ADMINISTRATORS



SANDBOX PARTICIPANTS



CONFIGURE USER ACCOUNTS



TRAINING RESOURCES

STEP 01

A Role Administrator is the person who is responsible to setup all the individual user role accounts for their agency/county for the EI-Hub Sandbox. There are two types of Role Administrators: Agency and County.

- Counties will need both an Agency and County Administrator
- Agencies will need an Agency Administrator
- Independent Providers can choose to be setup as an Agency Administrator or connect with their county to participate as a rendering provider

Role Administrator accounts are setup by Public Consulting Group (PCG). To request Role Administrator rights, please complete the <u>Role Administrator</u> Request Form.

STEP 02

All Sandbox participants must log into the Sandbox environment before their account can be provisioned. The term 'provision' or 'provisioning' describes the process of setting up the IT infrastructure of an account. Logging into the EI-Hub Sandbox environment creates the pathway between the Health Commerce System (HCS) and sandbox environment.

Role Administrators can distribute login instructions to individuals within their county/agency that will participate in sandbox activities.

STEP 03

After a user has logged into the EI-Hub Sandbox environment their account profile is created. Role Administrators can then search and find users in the sandbox by their HCS ID or email address. Role Administrators will then configure the accounts for their county/agency sandbox participants.

Role Administrators will determine what level of access each user should have in the system and add the appropriate component(s) and role(s). Please reference the <u>User Role Configuration</u> infographic for more details.

Other helpful resources:
<u>User Management Admin Guide</u>
<u>Adding Therapist Information Job Aid</u>

STEP 04

After all participants are configured in the Sandbox environment, users can begin to access the components of the EI-Hub and work their way through the lifecycle of a child (Backwards S). A Sandbox, Introduction Video and a Sandbox Facilitation Guide were created to help guide users through their sandbox experience.

All training resources are available for review on the Learning Management System (LMS). Please reference the <u>Job Aids</u> folder.

PCG will also provide limited Customer Service support to Sandbox users via the Call Center. Calls pertaining to daily business matters will be prioritized. PCG Call Center Tele#: 866-315-3747 PCG Call Center email: NYEITraining@pcgus.com

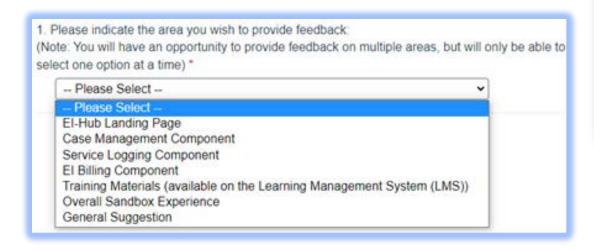
HAVE QUESTIONS OR LOOKING FOR MORE INFORMATION, PLEASE CONTACT US AT:



El-Hub Sandbox – Feedback Form



Users can provide feedback on their Sandbox experience via the **Sandbox Feedback Form**, found on the El-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 El-Hub System



Published in late March, the Feedback on the El-Hub System log provides a comprehensive representation of feedback received from end-users on their experience with the El-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 El Billing Knowledge Base, the Learning Management System (LMS), and the El-Hub Sandbox landing page.

Feedback on the El-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				



Status	Last Updated	Date Added	Topic	El-Hub System Category	Details ▼	Response ▽	Applicable Resources
•	12/14/2022	12/1/2022	Adding Therapists	Case Management	Users reported difficulties when entering Therapists (SC, ElO/D, and Rendering Providers) into the Case Management component. Users also reported difficulities 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 Therapiet 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		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 El-Hub's Service Logging component.

El Billing



El Billing user roles will **not be migrated** at the launch of the El-Hub. Role Administrators will need to configure user accounts that should have access to the Billing module.

The <u>User Role Crosswalk</u> provides guidance to support you in identifying the appropriate El-Hub roles for system users.



EI-Hub EARLY INTERVENTION SOLUTION

El-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.





EI-MUD

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)

