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### Document Revision History

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| 1/8/2015    | 4.01    | - Updated financials to reflect 4/1/13 cutover to SFA  
- Removed mention of ‘Find Task’ feature for muni or provider users  
- Added content relating to demographic data change history  
- Added content from unit 10 dealing with managing Child’s Insurance as this is now also handled by child’s Service Coordinator |
| 6/4/2012    | 1.6     | - Updated [Unit Overview](#) topic to state that the MUNI_ProgramUserAdmin user role can conduct the same NYEIS Case Management actions as the child’s EIO/D. |
| 10/24/2011  | 1.5     | - Updated [Attachments](#) subtopic. |
- Added [Case Lifecycle Status](#) subtopic  
- Added [Status History](#) subtopic |
| 3/31/2011   | 1.3     | - Updated Child Home page screen shots. Child Information cluster renamed “Child Name.”  
- Added Important Information to [Attachments](#) and [Record Communication](#) sections. Both features are currently disabled until an Anti-Virus scanning application is added to NYEIS.  
- Updated the [Alternate Names](#) section.  
- Added [Editing Child Homepage](#) section. |
| 1/31/2011   | 1.2     | - Edited Address Validation screen shots and guidance to reflect new required search fields: City, State and Zip.  
- Added Health Assessments section. |
| 11/2/2010   |         | - **Creating MS Word Communications** section – added Internet Explorer browser settings.  
- Added [Child Home Page](#) section including screen shot of left navigation bar.  
- Added [Addresses](#) section.  
- Added [Cases](#) section.  
- Added [Financials](#) section.  
- Added [Notes from the Child Home Page](#) section.  
- Added [Phone Numbers](#) section.  
- **Tasks** section – updated explanation about user-created |
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- Added At-Risk Follow Up section
- Added Audit Logs section.
- Added Referrals section.
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Case Management

Unit Overview

Cases are used to manage the delivery of services to a Child in NYEIS. Cases should be thought of as folders where information for a Child is stored. Examples of Cases/Folders are a child’s IFSPs and Service Authorizations. This Unit focuses primarily on the case management functions associated with the child’s homepage and integrated case homepage. Case management of other NYEIS “cases” (IFSPs, etc.) is covered in other User Manual Units (Unit 9: Provider Management, Unit 6: IFSP and Service Authorization, etc.).

An Integrated Case is a central location for the Child’s Case to be managed. An Integrated Case is created for a Child when an EIO/D is assigned.

It will be helpful to remember that Case Management in NYEIS refers to managing the Cases/Folders as described above. It does not refer to the responsibilities of a Service Coordinator in the EIP. Although many of the Case Management functions will be available to Service Coordinators, many are available to other NYEIS Users with assigned access rights.

Case management functions performed in NYEIS are normally carried out by the child’s assigned EIO/D or Service Coordinator. However, any municipal user assigned the MUNI_ProgramUserAdmin user role has the ability to perform the same case management functions as the child’s EIO/D.
INTEGRATED CASE HOME PAGE

Integrated Case Home Page Navigation Bar

1. **Navigation** section – displays all the different areas that can be reviewed, added or updated for a Child’s Integrated Case.

2. **Recent Items** section – displays the name of recently visited Children, Providers, Vendors, etc., as a link.

**Important Information**

The Navigation Bar is different depending on the page displayed and the User. Some links will not be available to all Users.
# Working with Integrated Case Home Page

1. **Case Tab Bar** – displays multiple tabs when more than one Case is open. Tabs are always linked to a Child. Examples of tabs include Integrated Case, Individualized Family Service Plan (IFSP) and Service Authorizations (SA).

2. **Header Bar** – displays page name and Reference Number (unique identifier for the Case). The reference number always stays with the Case.

3. **Options** section –

   - **Close Case**

     Select link to go to Close Case page. See Unit 10: Municipal Administration, Closing a Case for important additional information and process for closing a case.

---

**Integrated Case Home:** NYEIS Integrated Case - 62464

**Options**

- Close Case

**Details**

- **Case Reference:** 62464
- **Child’s Name:** Derek Stewart
- **Status:** Draft
- **Child’s Latest Referral Date:** 3/31/2011
- **Due Date of Initial IFSP:** 5/15/2011

**Service Coordination Service Authorizations**

<table>
<thead>
<tr>
<th>Case Reference</th>
<th>Start Date</th>
<th>End Date</th>
<th>Status</th>
</tr>
</thead>
</table>

**Evaluation Service Authorizations**

<table>
<thead>
<tr>
<th>Case Reference</th>
<th>Start Date</th>
<th>End Date</th>
<th>Status</th>
</tr>
</thead>
</table>

**IFSPs**

<table>
<thead>
<tr>
<th>Case Reference</th>
<th>IFSP Type</th>
<th>Start Date</th>
<th>End Date</th>
<th>Status</th>
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<tr>
<td>62468</td>
<td>Initial</td>
<td>3/31/2011</td>
<td>9/30/2011</td>
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</table>

**Service Authorization Home:** Vision - Basic - 44292
Details section – displays details about the Case.

- **Child’s Name** – clicking the child’s name will navigate the User to the Child Home page.
- **Status** - is either Draft (i.e., Open) or Closed. The Integrated Case Status field displays the current status. Click the Status History link in the Navigation menu to view the Status History.
- **Child’s Latest Referral Date** – displays the child’s current **New Referral** date or **Re-Referral** date. Does not display Additional Referral dates. See Unit 2: Referral and Intake for additional information regarding types of Referrals.

Service Coordination Service Authorizations section – displays the initial service coordination Service Authorization that can be viewed and changed by clicking Case Reference link.

Evaluation Service Authorizations section – displays a list of Evaluations and associated Service Authorizations that can be viewed by clicking Case Reference link. See Unit 5: Evaluation for complete information.

IFSPs section – displays list of Individual Family Service Plans (IFSP) that can be viewed and changed by clicking Case Reference link. Service Authorizations for each IFSP are accessible from the IFSP Service Authorizations List section on the IFSP Home Page. See Unit 6: IFSP & Service Authorization for complete information.

Comments section – displays comments about the Case.

ATTACHMENTS

The attachment link is available from the Integrated Case Navigation Bar and is used to attach documents that provide additional information regarding the Child in NYEIS.

Any file type may be attached depending on the Users software installed on their Personal Computer. Sample file types are (but not limited to): Word, Excel, PDF and JPG.

See Unit 1: Getting Started, Attachments for further information and instructions.
CASE PARTICIPANTS

A Case Participant is any person who has interaction with the Child’s Case through NYEIS. Case Participants do not have to be NYEIS Users. For example, a physician will be a Case Participant when a communication with them is documented in NYEIS and a Provider will be a Case Participant when a Service Authorization is issued to them through NYEIS. It is also important to note that some NYEIS Users that are Case Participants will not have access rights to perform all functions in NYEIS.

See Unit 10: Municipal Administration for information on registering specific types of Case Participants.

Viewing Case Participants

Users can View Case Participants associated with the Child’s Case.


2. Click Case Participants from the Navigation Bar. Case Participants page displays.

3. Click View link under Action column for Case Participant to display. View Participant Role page displays.

4. Review information. Click Close button when finished. Case Participants page displays.
Editing Case Participants

Case Participants are view only. Comments can only be added or changed when using the edit function. The edit function is used to add or change a comment that is specific to the Case Participant record for a specific Child.

1. Display the Child's Integrated Case Home Page.  
   \textit{See Unit 1: Getting Started, Displaying Integrated Case Home Page} for further information.

2. Click Case Participants from the Navigation Bar. Case Participants page displays.

3. Click Edit link under Action column for Case Participant to display. Modify Participant Role page displays.

4. Add or change Comments.

5. Click Save button. Participant comments are saved. Case Participants page displays.

Note:

- Click Edit button from the View Participant Role as an alternative for editing Comments.

\textbf{Exception:} Currently not available to all NYEIS User roles.
COMMUNICATIONS

Communications is an area in NYEIS to record Communications between Case Participants. Communications may be paper, telephone or Word Templates (available only to Municipal Users).

Communications are not meant to be recorded session notes for Providers or Service Coordinators. The Communication feature is a way for NYEIS Users to document and enhance the exchange of information.

For example, a Service Coordinator can use the Communication feature to document communications with the Evaluator regarding scheduled evaluation dates. The EIO/D can work with the feature to document contacting the CPSE chairperson regarding the transition conference, or a fiscal User to document contacting third party insurance regarding covered EI services.

Important Information - Sensitive Information/Information Extraneous to Early Intervention

It is important to remember that NYEIS information is subject to all Early Intervention Program (EIP) confidentiality requirements. Users must recognize that there may be sensitive or extraneous information communicated or in documents in children’s early intervention records that does not directly relate to the EIP. Early Intervention Officials and Early Intervention Providers are responsible for being aware of and adhering to other EIP confidentiality requirements that may apply to and restrict the information that should be included in children’s early intervention records.

When disclosing or re-disclosing any information, including Communication information in NYEIS, the Early Intervention Official or Early Intervention Provider must review the information and determine whether disclosure is necessary for the provision of early intervention services to the Child and/or family by the receiving party. For example, a physician’s report or social services report may not be necessary or appropriate to share with other early intervention Providers, and in these circumstances, would not be appropriate to record as Communication in NYEIS.
**Record Communication**

This feature is used to record any type of Communications related to a Child's Case (e.g., phone call, letter received).


2. Click **Communications** from the Navigation Bar. **Communications** page displays.

3. Click **Record Communication** button. **Record Communication** page displays.

4. Define correspondent by selecting one of the following items from the **Record Communication** page:

   - If correspondent is already a Case Participant, click **Case Participant** drop down. Select Participant (e.g., if a communication has already been documented in NYEIS, some of these may be available to select: Physician, Committee on Preschool Special Education (CPSE) chairperson).

   - If correspondent is registered in the system but has not yet had any interaction with NYEIS that has listed them as a participant (e.g., Referral Source), click **Participant** drop down. This drop down allows a User to search for a type of participant in NYEIS and remains on Child selection unless changed by the User. Select Participant Type. Click **Search**.

**Exception**

Currently not available to all NYEIS User roles.
icon. **Search** page displays. Type known information in **Search Criteria**. Click **Search** button. **Search Results** display. Click **Select** link under **Action** column to select correspondent. **Record Communication** page displays with correspondent name. Click Clear icon to clear selected name.

There are four **Participant Types** the Municipal user can select:

- **Child** – children that the Municipality is delivering services to.
- **Health Care Provider** – agencies and individual providers registered in NYEIS.
- **Referral** – registered referral sources.
- **Vendor** – SDOH approved Vendors registered in NYEIS.

gaard If correspondent is not registered in the System, type **Correspondent Name**. **Correspondent is automatically registered as a participant associated with the case. Correspondent does not display in a search.** After a communication is created for a new participant, the participant is available in Case Participant drop down.

5. Click **Next** button. Next **Record Communication** page displays.

6. Enter appropriate information in **Communication Details** section using Tab key to navigate from field-to-field. Be sure to select accurately from **Communication Type** drop down.

**Important Information**

Pro-Forma Type is not a **required** field but may be used by the User to track and identify a type of form used.
7. Enter appropriate information in **Communication Text** section. Be sure to type **Subject**.

8. Enter appropriate information in **Correspondent Details** section. *If address is not in the System, No Address Available must be selected.*

9. Continue to go through and enter appropriate information in the following sections: **Protected Information Related Request Details**, **Protected Information Disclosure Details**, **Disclosure Purpose** (multiple selections can be made), **Other Required or Permitted Disclosure Purpose** (multiple selections can be made), **Associated Files** and **Comments**.

The sections are related to the documentation of communications regarding protected Health Information under the Health Information Portability and Accountability Act (HIPAA) and/or confidentiality restrictions under the Family Educational Rights and Privacy Act (FERPA). If these fields are completed, a Protected Health Information Authorization **must** be captured in NYEIS. See **Protected Health Information Authorizations** for additional information.

**Protected Information Related Request Details** section – Select the type of request from the drop down.

**Protected Information Disclosure Details** section – complete check boxes as appropriate and select **Disclosure Type** from the drop down (enter additional disclosure details as appropriate).

Information may involve the Child's HIV status, family abuse situations, Court orders, subpoenas and other Protected Health Information. See **Protected Health Information Restrictions** and **Protected Health Information Authorizations** for additional information.

10. Click **Save** button. The status of the communication logged is automatically updated depending on the type of communication. Incoming logged communications show a **Status of Received**, outgoing logged communication show a **Status of Sent**. *Errors or additional information required will display at the top of the page if Communication is not completed. Apply changes. You must save again.* **Communications** page displays with Communication item added to list.
Creating MS Word Communication

NYEIS has templates that can be used to create letters and notices related to a Child.


2. Click Communications from the Navigation Bar. Communications page displays.

3. Click Create MS Word button. Create MS Word Communication page displays.

4. Define correspondent by selecting one of the following items from the Create MS Word Communication page:

   - If correspondent is already a Case Participant, click Case Participant drop down. Select Participant (e.g., Child, Physician, and Committee on Preschool Special Education (CPSE) chairperson).

   - If correspondent is registered in the system but has not yet had any interaction with NYEIS that has listed them as a participant (e.g., Referral Source), click Participant drop down. This drop down allows a User to search for a type of participant in NYEIS and remains on Child selection unless changed by the User.

There are four Participant Types the Municipal user can select:

- Child – children that the Municipality is delivering services to.
- Health Care Provider – agencies and individual providers registered in NYEIS.
- Referral – registered referral sources.
- Vendor – SDOH approved Vendors registered in NYEIS.

Select **Participant Type**. Click **Search** icon. **Search** page displays. Type known information in **Search Criteria**. Click **Search** button. **Search Results** display. Click **Select** link under **Action** column to select correspondent. **Record Communication** page displays with correspondent name. Click **Clear** icon to clear selected name.

- If correspondent is not registered in the System, type **Correspondent Name**. **Correspondent** is automatically registered as a participant associated with the case. **Correspondent does not display in a search.** After a communication is created for a new participant, the participant is available in Case Participant drop down.

5. Click **Next** button. The next **Create MS Word Communication** page displays.

6. Enter appropriate information in the following sections: **Correspondent Details** (Address is a *required* field. Click **Search** icon to locate valid address if correspondent is already registered in the System. If search result displays **No Address Available**, it *must* be selected in order to log the Communication in NYEIS), **Protected Information Related Request Details**, **Protected Information Disclosure Details**, **Disclosure Purpose** (multiple selections can be made), **Other Required or Permitted Disclosure Purpose** (multiple selections can be made) and **Associated Files**.
The sections are related to the documentation of communications regarding protected Health Information under the Health Information Portability and Accountability Act (HIPAA) and/or confidentiality restrictions under the Family Educational Rights and Privacy Act (FERPA). If these fields are completed, a Protected Health Information Authorization must be captured in NYEIS. See Protected Health Information Authorizations for additional information.

**Protected Information Related Request Details** section – Select the type of request from the drop down.

**Protected Information Disclosure Details** section – complete check boxes as appropriate and select Disclosure Type from the drop down (enter additional disclosure details as appropriate).

This information may involve the Child's HIV status, family abuse situations, Court orders, subpoenas and other Protected Health Information. See Protected Health Information Restrictions and Protected Health Information Authorizations for additional information.

7. Click Search icon in Template Name field under Template section. MS Word Templates page displays.

8. Click Select link under Action column for desired template. Template displays in the Template Name field. Many types of templates have been developed and are available for use in NYEIS. Examples include: assignment of initial service coordinator, eligibility/ineligibility notification to parents, scheduling of IFSP meetings and transition letters.

9. Click Save button. Errors or additional information required will display at the top of the page if Communication is not completed. Apply changes. You must save again. Selected template displays.

10. Apply changes.

11. Close file and Exit Application. Click Yes button to save changes. Communications page displays. The Status of the Communication logged is automatically set to Draft by the system. To update the Status to Sent, click View in the Action column next to the correspondence. Click the [Mark as Sent] link next to the Communications Status field in the Communications Details cluster. Confirmation page displays with the message Are you sure you want to mark this communication as sent? Click Yes button. Communication Status displays as Sent.
**Important Information**
Always save changed templates that contain Child information into the NYEIS database and not to a local drive. NYEIS is a secure location and database maintains the confidentiality of the Child data.

NYEIS templates can be edited by the Municipality and downloaded to the network or Personal Computer without Child-specific information. Then, data can be entered.

**Notes:**

- When a template displays, some fields will automatically populate (e.g., Name, Address, Phone Number).

- Selected fields can be edited when using templates.

- Users must have Microsoft Word 2003 or newer in order for the template function to work properly. Users should contact their local IT support staff to ensure that the following Internet Explorer browser settings are configured:
  
  a. Popup blocker in the Internet Explorer browser on the user machine should be disabled.
  b. Add the Cúram server host name including protocol (https://commerce.health.state.ny.us) to the list of trusted sites in the Internet Explorer.
  c. The following ActiveX scripting options for the "Trusted sites" security zone must be set as follows:
     - ActiveX controls and plugins/Automatic prompting for ActiveX controls: **Enable**
     - ActiveX controls and plugins/Download signed ActiveX controls: **Enable**
     - ActiveX controls and plugins/Run ActiveX controls and plugins: **Enable**
     - ActiveX controls and plugins/Binary and script behaviors: **Enable**
     - ActiveX controls and plugins/Allow previously unused ActiveX controls to run without prompt: **Enable**
     - ActiveX controls and plugins/Script ActiveX controls marked as safe for scripting: **Enable**
Viewing Communications

The information below outlines the general steps for viewing any type of Communication (recording/MS Word). The title of the page reflects the type of Communication being viewed.


2. Click Communications from the Navigation Bar. Communications page displays.

3. Click View link under Action column for Communication to display. View Communication page displays.

4. Review information.

If the communication is MS Word communication, the Communication Status displays as Draft unless the User indicates it has been sent using the Mark as Sent feature. [When viewing an MS Word Communication, Communication Status displays as Draft. Click Mark as Sent link from
Communication Status field. Confirmation page displays with the message *Are you sure you want to mark this communication as sent?* Click Yes button. Communication Status displays as Sent.]

5. Click Close button. Communications page displays.

---

**Editing Communications**

The information below outlines the general steps for editing any type of Communication (recording/MS Word). The title of the page reflects the type of Communication being edited.


2. Click Communications from the Navigation Bar. Communications page displays.

3. Click Edit link under Action column for Communication to display. Modify Communication page displays.
4. Apply necessary changes.

5. Click Save button. Communications page displays.

---

**Deleting Communications**

The information below outlines the general steps for deleting an MS Word type of Communication. MS Word Communications can only be deleted when in Draft status. **A Non-MS Word Communication cannot be deleted.**


2. Click Communications from the Navigation Bar. Communications page displays.

3. Click View link under Action column for the Communication to delete. View Communication page displays.

4. Click Delete button. Delete Communication page displays the message *Are you sure you want to delete this communication?*
5. Click Yes button. **View Communication** page displays. Notice the **Status** field displays Canceled.

6. Click Close button. **Communications** page displays with Canceled in the **Status** column.

**Important Information**

Only an MS Word Communication with a status set to “Draft” can be deleted. If a MS Word Communication is marked as “Sent”, it cannot be deleted. Non-MS Word Communications can NEVER be deleted; they always have a Status of “Received” or “Sent” based on if the record of the communication was incoming or outgoing.

**EVENTS**

The Calendar Application is used when a User needs to record and share important Events or milestones for a Child among many NYEIS Users. Events can be placed on the Child’s Integrated Case and will display on the common Child calendar. The Calendar is accessible to Users with assigned access rights.

If a User needs to record their important events or milestones to track and remember, the My Calendar function from their personal Home Page is used. Events will be placed on the User’s personal calendar.

See **Unit 1: Getting Started** for further detail on displaying the User calendar.

**Calendar Views**


2. Click **Events** from the Navigation Bar. **Events** page displays in a Month view with current day in a different color.
3. Use the Tabs above the Calendar to switch to one of the following views: go to today, day, week, month or go to date.

**Creating a New Activity**

Activities can be created by a User to invite other Case Participants. For example, an EIO/D can schedule a conference call to discuss information about a Child’s services with an ongoing Service Coordinator and a Service Provider.


2. Click Events from the Navigation Bar. Events page displays in a Month view with the current day in a different color.
3. Click **New Activity** button. **Create Activity** page displays.

4. Enter appropriate information for the following sections using **Tab** key to navigate from field-to-field: **Details**, **Time**, **Concerning** (displays a selection of Case Participants) and **Comments**. **Fields requiring data entry are marked with an asterisk.** A field can also be required based on logic that will not have an asterisk. **Date fields must be formatted as mm/dd/yyyy format.**
5. Click **Save** button to save Activity and return to **Events** page. Activity displays on specified date.

OR

Click **Save & New** button to save Activity and create an additional Activity.

OR

Click **Save & Invite** button to invite Attendees. See **Inviting Attendees** for further information.

---

**Inviting Attendees**

Only registered users of NYEIS can be invited to an Activity/Event.


2. Click **Events** from the Navigation Bar. **Events** page displays in a **Month** view with the current day in a different color.
3. Click **New Activity** button. **Create Activity** page displays.

4. Enter appropriate information for the following sections using **Tab** key to navigate from field-to-field: **Details, Time, Concerning** (displays a selection of Case Participants) and **Comments**. Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as **mm/dd/yyyy** format.

5. Click **Save & Invite** button. **Invite Attendee** page displays.

**Note:**

- Only registered users of NYEIS may be invited to an activity or event.

6. Select **Attendee** type from drop down in **Details** section.
7. Click **Search** icon for **Attendee** field. **Search** page displays.

8. Type all known information in **Search Criteria** section. *If searching for a Provider, be sure to enter as much detail as possible to narrow down search results. The search results are not limited to the Child’s Case that is currently open.*

9. Click **Search** button. Records matching display in **Search Results** section. *To search again, click **Reset** button.*

10. Click **Select** link under **Action** column to select individual. **Invite Attendee** page redispays with **Attendee** populated. *Click Clear icon to clear selected name.*
11. Click **Save & New** button to save Attendee and search to invite another Attendee. Repeat **Steps 6 through 10**.

OR

Click **Save** button to save Activity and return to **Events** page. Activity displays on specified date. An invite has been sent to the User’s Inbox to accept or reject.

**Notes:**

- To remove an Attendee from list, click the Event from Calendar view. **View Activity Details** page displays. Click **Remove** link from **Attendees** section to remove individual. **Remove Attendee** page displays with the message **Are you sure you want to remove this attendee?** Click **Yes** button. If the Attendee has accepted the invitation, the individual is removed from Attendees section and Event is removed from their events list and calendar. Click **Close** button.

- If an attendee is removed from an invite the meeting is removed from their personal calendar but no notification is sent to inform them.

---

**Creating Recurring Meeting Activity**

The Recurring Events function in NYEIS is useful to record Events that occur on the same schedule for a period of time. A good example would be recording the schedule for multiple services a Child receives. If entered on the Child’s calendar, other authorized Service Providers, the Service Coordinator and the EIO/D will be able to view the schedule of services (e.g., PT every Tuesday and Thursday from 10:00 A.M. - 10:30 A.M.).


2. Click **Events** from the Navigation Bar. **Events** page displays in a Month view with the current day in a different color.
3. Click New Recurring Activity button. Create Recurring Activity page displays.

4. Enter appropriate information for the following sections using Tab key to navigate from field-to-field: Details, Time and Concerning (displays a selection of Case Participants). Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as mm/dd/yyyy format.
5. To select a frequency pattern, click **Frequency Pattern** button from **Frequency** field. **Select a Frequency Pattern** window displays.

![Select a Frequency Pattern](image)

6. Select details for the recurring Activity. Click **OK**. **Create Recurring Activity** page displays with **Frequency** field populated.

![Create Recurring Activity](image)

7. Specify the **Number of Occurrences** for the Event or define a **To Date** in **Recurrence Duration** section.

8. Type **Comments (Optional)**.
9. Click **Save** button to save Activity and return to **Events** page. Activity displays on specified date.

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
</tr>
</thead>
<tbody>
<tr>
<td>29</td>
<td>30</td>
</tr>
<tr>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>12</td>
<td>13</td>
</tr>
<tr>
<td><strong>00:00</strong> - Weekly</td>
<td><strong>00:00</strong> - Test App</td>
</tr>
<tr>
<td>19</td>
<td>20</td>
</tr>
<tr>
<td><strong>00:00</strong> - Weekly</td>
<td><strong>00:00</strong> - Weekly</td>
</tr>
<tr>
<td>26</td>
<td>27</td>
</tr>
<tr>
<td><strong>00:00</strong> - Weekly</td>
<td><strong>00:00</strong> - Weekly</td>
</tr>
</tbody>
</table>

OR

Click **Save & New** button to save Activity and create an additional Activity.

OR

Click **Save & Invite** button to invite Attendees. See **Inviting Attendees** for further information.
Responding to an Invite

1. Display User Home Page. Click **Home** from Menu Bar. **My Calendar** section displays Invites.

<table>
<thead>
<tr>
<th>Start Date</th>
<th>Subject</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/7/2009 15:00</td>
<td>Follow-up Meeting</td>
</tr>
<tr>
<td>4/9/2009 00:00</td>
<td>Weekly P/T</td>
</tr>
<tr>
<td>4/9/2009 09:00</td>
<td>Vendor Meeting</td>
</tr>
<tr>
<td>4/10/2009 09:00</td>
<td>Child Meeting</td>
</tr>
<tr>
<td>4/10/2009 10:00</td>
<td>Status meeting</td>
</tr>
<tr>
<td>4/13/2009 00:00</td>
<td>Weekly P/T</td>
</tr>
<tr>
<td>4/13/2009 10:00</td>
<td>Test Appt</td>
</tr>
</tbody>
</table>

2. Click **Subject** link for invite to display. **View Activities Detail** page displays.

3. Click **Accept** button to accept meeting. **Accept Invitation** page displays with the message *Are you sure you want to accept this invitation?* Click **Yes** button. **View Activities Detail** page displays. **Status** under the **Attendees** section is changed to **Accepted**.

OR

Click **Reject** button to reject meeting. **Reject Invitation** page displays with the message *Are you sure you want to reject this invitation?* Click **Yes** button. **My Calendar** page displays with invite removed.
Editing Activities


2. Click Events from the Navigation Bar.  Events page displays in a Month view with the current day in a different color.

3. Locate Activity to edit.  Click link.  View Activity Details page displays.

   ![View Activity Details](image)

4. Click Edit button.  Modify Activity page displays.

   ![Modify Activity](image)

5. Apply necessary changes.

6. Click Save button. Changes are saved.  Events page displays.

   OR

   Click Save & Invite button to invite additional Attendees to Activity.
Notes:

- The user that creates an event on a child’s calendar also has that event populated on their own personal calendar.

- Any change made to an Event is automatically updated by NYEIS and displayed on the Users calendar for an Activity that has been accepted. *Users will not be notified by NYEIS that a change has been made.*

- Any User that has access rights to a Child’s Case may edit the Child’s Calendar. A User may not edit a Calendar Event on another User’s Calendar.

Deleting Activities


2. Click Events from the Navigation Bar. Events page displays in a Month view with the current day in a different color.

3. Locate Activity to delete. Click link. View Activity Details page displays.

![View Activity Details](image)

4. Click Delete button. Delete Activity page displays with message *Are you sure you want to delete this activity?*
5. Click **Yes** button. **Events** page displays and Activity is removed.

### Important Information

Be sure to check your Calendar on a regular basis in case there have been deleted Activities. Deleted activities are automatically removed from a User's Calendar without system notification.

### Note:

- Users having access rights to a Child’s Case may delete an Event on the Child’s Calendar, even if they did not create the Calendar Event. Users may not delete a Calendar Event on another User’s calendar even if they have been invited to the Event.

### NOTES

Notes are used to provide additional information regarding the Case. Notes are viewed by Users that have assigned access rights to the Case.

**Notes are not meant to be an area for Users to record their Case/Progress Notes.**

A Note is stored and later viewable in the location where it was created (e.g., Child Home page, Integrated Case, IFSP, Service Authorization). A Note created in an IFSP Case cannot be viewed from the Child’s Integrated Case or the Child Homepage.

### Important Information - Sensitive Information/Information Extraneous to Early Intervention

It is important to recognize when adding Notes to a Child’s case that there may be sensitive or extraneous information communicated or known about the Child that does not directly relate to the Early Intervention Program. Early Intervention Officials and Early Intervention Providers are responsible for being aware of and adhering to other confidentiality requirements that may apply to information included in children’s early intervention records.
When disclosing or re-disclosing any information, including entering Notes in NYEIS, the Early Intervention Official or Early Intervention Provider must consider whether disclosure is necessary for the provision of early intervention services to the Child and/or family by the receiving party. For example, certain types of protected health information or family circumstances may not be necessary or appropriate to share with other Early Intervention Providers, and in these circumstances, would not be appropriate to record Notes in NYEIS.

A Note cannot be edited after it is created. If a change needs to be made to an original Note, the new Note text is added at the end. Notes are viewed by everyone that has access rights to the Case.

**Creating Notes**

1. Display the Child's Integrated Case Home Page.  
   See Unit 1: Getting Started, Displaying Integrated Case Home Page for further information.

2. Click Notes from the Navigation Bar. Notes page displays.

3. Click New button. Create Note page displays.

4. Type Text in Note Text section.

5. Click Save button to save Note and return to Notes page with new Note listed.

   OR

   Click Save & New button to save Note and create a new Note.
**Viewing Notes**

1. Display the Child's Integrated Case Home Page.  
   See Unit 1: Getting Started, Displaying Integrated Case Home Page for further information.

2. Click Notes from the Navigation Bar. Notes page displays.

3. Click View link under Action column for Note to display. View Note page displays.

4. Review information.

5. Click Close button. Notes page displays.

**Editing Notes**

The text for Notes cannot be edited. New text is appended (added to the bottom) and original text is set to the History Note section.

1. Display the Child's Integrated Case Home Page.  
   See Unit 1: Getting Started, Displaying Integrated Case Home Page for further information.

2. Click Notes from the Navigation Bar. Notes page displays.
3. Click Edit link under Action column for Note to change. Modify Note page displays with original Note listed under Note History section.

4. Apply necessary changes to Details section. Type new Text in Note Text section.

5. Click Save button. Note is saved. Notes page displays.

6. Click View link under Action column to display the updated note.
Deleting Notes

When a Note is deleted, the entire Note with its history is removed from the Live System. Notes will be stored in the NYEIS database and can be retrieved by the State Administrators. Only certain Users with access rights may delete Notes.


2. Click Notes from the Navigation Bar. Notes page displays.

3. Click View link under Action column for Note to delete. View Note page displays.

4. Click Delete button. Delete Note page displays with the message Are you sure you want to delete this note?

5. Click Yes button. Notes page displays with Note deleted.
**TASKS (OPEN TASKS SUMMARY)**

The Open Task Summary page displays a list of the tasks that are open and would need to be actioned before the Integrated Case can be Transferred or Closed.

The page also lists all User-Created tasks that are associated with the Child’s case. It includes Tasks created by a User on the Child’s Home page, Integrated Case Home page, IFSP Home page, and Service Authorization Home page. All User-Created tasks must also be closed. Keep in mind that a User-Created Task can be manually closed by the person who is assigned the Task. See Unit 1: Getting Started, Closing a Task for further information.

Second, it offers a way for the User to create a Task. Note that when a User creates a task, the record of that task will only be found in the location where the task was generated (in this case, the Child’s Integrated Case). See Unit 1: Getting Started, Creating a Task for further information on Tasks.

### Viewing Open Tasks


The page list all of the currently open Tasks associated with the Integrated Case that must be actioned before the system will allow the Integrated Case to be Transferred or Closed.

### Important Information

The Open Tasks Summary page does not display all open Tasks associated with the Child’s case. It only displays Open Tasks that are required to be actioned before the IC is Transferred or Closed. It also displays any User-Created Tasks that were created.
Four columns display information about the Task:

**Task ID** – the system-created unique Task identifier.

**Source Case Reference** – the case/folder that the Task is associated with. Examples are Integrated Case, IFSP, or Service Authorization. Click the link to determine what type of case the Task is related to.

**Task Subject** – a description of the specific task.

**Task Assignment** – specifies the location of the Task, and the Municipality or Provider who currently ‘owns’ the Task.

In the first Task example listed above (67339), the location is ‘258_ServiceAuthorizations’ work queue of agency ‘Children’s Health Care’. The number preceding the Work Queue name (e.g., ‘258’) refers to the agency’s State ID number.

In the second Task example listed above (88635), the location is User John Bobeck’s Assigned To or Reserved By inbox. The User is associated with the ‘Albany’ agency. In this case, the agency is Albany municipality. If John worked for a provider agency such as Children’s Health Care, it would display as ‘John Bobeck (Children’s Health Care)’. If John was an Individual Provider it would display ‘John Bobeck (Bobeck, John)’. 
Creating a Task

   Refer to Unit 1: Getting Started, Displaying Integrated Case Home Page for further information.

2. Click Tasks from the Navigation menu. Open Tasks Summary page displays.

3. Click New button. Create User Task page displays.  
   Refer to Unit 1: Getting Started, Creating a Task for instructions.

Exception
Currently not available to all NYEIS User roles.
ASSIGN EVALUATOR FOR MDE

See Unit 5: Evaluation for detail.

CHILD’S COMPLETED EVALUATIONS

See Unit 5: Evaluation for detail.

ELIGIBILITY

See Unit 5: Evaluation for detail.

IFSPs

See Unit 6: IFSP & Service Authorizations for detail.

TRANSFERS

See Unit 7: Transfers & Transitions for detail.

TRANSITIONS

See Unit 7: Transfers & Transitions for detail.

MEDIATIONS

See Unit 14: Due Process for detail.

IMPARTIAL HEARINGS

See Unit 14: Due Process for detail.

Features selected above are not available to all Users.
USER ROLES

User Roles allow authorized users to view information on the history and current EIO/D and Service Coordinator. The User Roles feature is also used to change the Supervisor of a Child’s Case who is the Child’s Early Intervention Official Designee (EIO/D). This function will not change any other User’s role in NYEIS.

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.

Important Information

For the initial assignment of the EIO/D, be sure to always use the system generated ‘Assign EIO/D’ task to manage that assignment, not the ‘New EIO/D’ button on the User Roles page. Use of the ‘New EIO/D’ button is fine for subsequent changes to the initial EIO/D assignment.

See Unit 10: Municipal Administration for further information.

STATUS HISTORY

The Status History page provides an historical view of when the Integrated Case was opened, and when it was closed. An Integrated Case may be opened and closed several times during the child’s participation in the Early Intervention program.

See Unit 10: Municipal Administration, Closing a Case and Re-opening a Closed Case for more information regarding these two processes.


2. Click Status History from the Navigation Bar. Status History page displays.
Note:

- An Integrated Case with a Status of Draft is Open and indicates that the child’s case is ‘In Progress’.

**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.

A Municipality is assigned based on the Child’s address when a Child is entered into the System. 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 financial 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.

See Unit 10: Municipal Administration for further information on this topic.
**PROTECTED HEALTH INFORMATION RESTRICTIONS**

If there is an active restriction, there will be a notice section on the Child Homepage indicating that an information disclosure restriction applies.

---

**Important Information**

Once a protected Health Information Restriction is placed on a Child Case, it cannot be deleted. A deletion changes the status to cancelled; however, the record of the restriction is still available to be viewed.

---

**Recording a Protected Health Information Restriction**

1. Display the Child’s Integrated Case Home Page.  
   - See Unit 1: Getting Started, Displaying Integrated Case Home Page for further information.

2. Click Protected Health Information Restrictions from the Navigation Bar. Restrictions on Protected Health Information Disclosures page displays.

3. Click Record button. Record Restriction on Protected Health Information Disclosures page displays with the following sections: Protected Health Information Restriction Details, Associated Files and Comments.
4. Enter appropriate information using Tab key to navigate from field-to-field. Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as mm/dd/yyyy format.

**Information Restricted from Disclosure Details** field must be completed with a short description or title of the information that is restricted (e.g., HIV Status, Autism Diagnosis, Psychological Evaluation Results).

Associated Files may be described and attached.

5. Click Save button. **Restrictions on Protected Health Information Disclosures** page displays.

### Viewing a Protected Health Information Restriction


2. Click **Protected Health Information Restrictions** from the Navigation Bar. **Restrictions on Protected Health Information Disclosures** page displays.

3. Click View link under Action column for Restriction. **View Restriction on Protected Health Information Disclosures** page displays.
4. Review information.

5. Click Close button. **Restrictions on Protected Health Information Disclosures** page displays.

### Editing a Protected Health Information Restriction


2. Click **Protected Health Information Restrictions** from the Navigation Bar. **Restrictions on Protected Health Information Disclosures** page displays.

3. Click **Edit** link under **Action** column for Restriction. **Modify Restriction on Protected Health Information Disclosures** page displays.

**Note:**

- Only users with appropriate access rights may edit Protected Health Information Restrictions.
4. Apply necessary changes.

5. Click Close button. Restrictions on Protected Health Information Disclosures page displays.

Deleting a Protected Health Information Restriction


2. Click Protected Health Information Restrictions from the Navigation Bar. Restrictions on Protected Health Information Disclosures page displays.

3. Click View link under Action column for Restriction. View Restriction on Protected Health Information Disclosures page displays.
4. Click **Delete** button. **Remove Restriction on Protected Health Information Disclosures** page displays with the message *Are you sure you want to remove this Restriction?*

**Remove Restriction on Protected Health Information Disclosures**

<table>
<thead>
<tr>
<th>Are you sure you want to remove this Restriction?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

**Note:**

- Only users with appropriate access rights may delete a Protected Health Information Restriction.

5. Click **Yes** button. **View Restrictions on Protected Health Information Disclosures** page displays.

6. Click **Close** button. **Restrictions on Protected Health Information Disclosures** page displays. **Restriction Status** is set to Canceled.

**PROTECTED HEALTH INFORMATION AUTHORIZATIONS**

If there is an information disclosure on a Child’s Case and there has been permission obtained to release information contained in the restriction, this authorization **must** be captured here.

**Recording a Protected Health Information Authorization**


2. Click **Protected Health Information Authorizations** from the Navigation Bar. **Authorizations on Protected Health Information** page displays.
3. Click **Record** button. **Select Authorizing Participant** page displays.

   ![Select Authorizing Participant NYIES Integrated Case - 2B27]

   **Important Information**

   The parent/legal guardian must be the authorizing Participant. If the parent is already a Case Participant they will be listed in the **Case Participant** drop down. If the parent is not listed, they will need to be entered in the **Participant Name** field.

4. Select from one of the following:

   ✅ If **Authorizing Participant** (parent/legal guardian) is already a Case Participant, click **Case Participant** drop down. Select Participant (e.g., Child, Physician, and Committee on Preschool Special Education (CPSE) chairperson).

   ✅ If **Authorizing Participant** (parent/legal guardian) is registered in the system but has not yet had any interaction with NYEIS that has listed them as a participant (e.g., Referral Source), click **Participant** drop down. This drop down allows a User to search for a type of participant in NYEIS and remains on Child selection unless changed by the User. Select Participant Type. Click **Search** icon. **Search** page displays. Type known information in **Search Criteria**. Click **Search** button. **Search Results** display. Click **Select** link under **Action** column to select correspondent. **Select Authorizing Participant** page displays with correspondent name. Click **Clear** icon to clear selected name.

   ✅ If **Authorizing Participant** (parent/legal guardian) is not registered in the System, type **Authorizing Participant Name**. **Authorizing Participant is automatically registered as a person in the System. Authorizing Participant is only associated with Case. Authorizing Participant does not display in a search.** After a communication is created for a new participant, the participant is available in Case Participant drop down.

5. Click **Next** button. **Record Protected Information Authorization** page displays with the following sections: **Authorization Details**, **Person/Entity Authorized to Receive/Use Protected Information**, **Associated Files** and **Comments**.
6. Enter appropriate information using **Tab** key to navigate from field-to-field. Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as **mm/dd/yyyy** format.

7. Click **Save & New** button to add additional Authorizations. 

   OR

   Click **Save** button. **Authorizations on Protected Information** page displays.

### Viewing a Protected Health Information Authorization

1. Display the Child's Integrated Case Home Page.  
   ![View Integrated Case Home Page](Image)
   
   *See Unit 1: Getting Started, Displaying Integrated Case Home Page* for further information.

2. Click **Protected Health Information Authorizations** from the Navigation Bar. **Authorizations on Protected Health Information** page displays.

3. Click **View** link under **Action** column for Authorization. **View Protected Information Authorization** page displays.
4. Review information.

5. Click Close button. **Authorizations on Protected Health Information** page displays.

### Editing a Protected Health Information Authorization

1. Display the Child’s Integrated Case Home Page.  
   
   ![Image of Protected Information Authorization](image)

   See Unit 1: Getting Started, Displaying Integrated Case Home Page for further information.

2. Click Protected Health Information Authorizations from the Navigation Bar. **Authorizations on Protected Health Information** page displays.

3. Click Edit link under Action column for Authorization. **Modify Protected Information Authorization** page displays.

**Note:**

- Only users with appropriate access rights may edit a Protected Health Information Authorization.
4. Apply necessary changes.

5. Click Close button. Authorizations on Protected Health Information page displays.

**Revoking a Protected Health Information Authorization**


2. Click Protected Health Information Authorizations from the Navigation Bar. Authorizations on Protected Health Information page displays.

3. Click Revoke link under Action column for Authorization. Revoke Protected Information Authorization page displays with the message Are you sure you want to revoke this Authorization?
Notes:

- Only users with appropriate access rights may revoke a Protected Health Information Authorization.

- Click Yes button. Authorizations on Protected Health Information page displays. Status is set to Canceled.

HEALTH ASSESSMENTS

Health Assessments pages are NOT associated with a Child’s Multidisciplinary Evaluation. Information on the required Health Assessment (which is part of the MDE) must be entered into NYEIS in the External Evaluation section of the MDE, documented in the Comments section of the Physical Domain field in the Developmental Assessment section of the MDE or in the scanned copy of the completed MDE report that should be attached to the MDE in NYEIS.

Health Assessment pages can be completed by authorized Users to document any additional Health Assessments completed for the Child any time after eligibility has been established. In addition, documentation of ongoing assessments of a child’s developmental status performed by a provider can be documented using the Health Assessment pages. Any diagnostic information (ICD codes) captured on the Health Assessment pages will ultimately be available to view on the child’s Home Page as well to select upon invoicing for services delivered.

Creating Health Assessments


2. Click Health Assessments from the Navigation Bar. Additional Health Assessment(s) page displays.
3. Click New button. **Additional Health/Developmental Information** page displays with the following sections: **Child Details, Parental Consent, Health/Developmental Information Submitter Details, Health Assessment, Developmental Assessment, Evaluation Diagnosis Results and General Comments.**

4. Navigate from field-to-field using **Tab** key to fill in information. Required fields are marked with an asterisk. Date fields must be formatted as **mm/dd/yyyy** format.

   If there has been a diagnosis established while completing an additional health assessment, it may be entered using the **EI Eligible ICD Codes** (codes that make a Child eligible for the Early Intervention Program) or by entering an **Other Eligible Diagnosis Code**. If other ICD code is recorded, a justification is not required.

   Any diagnostic information (ICD codes) captured on the Health Assessment pages will ultimately be available to view on the child’s Home Page as well to select upon invoicing for services delivered.

5. Click **Save** button. **Additional Health Assessment(s)** page displays.
### Viewing Health Assessments


2. Click **Health Assessments** from the Navigation Bar. **Additional Health Assessment(s)** page displays.

3. Click **View** link under **Action** column for specific Assessment. **Additional Health/Developmental Information** page displays.

4. Review Assessment.

5. Click **Close** button. **Additional Health Assessment(s)** page displays.
Editing Health Assessments


2. Click Health Assessments from the Navigation Bar. Additional Health Assessment(s) page displays.

3. Click Edit link under Action column for specific Assessment. Additional Health/Developmental Information page displays.

4. Apply necessary changes.

5. Click Save button. Additional Health Assessment(s) page displays.
Deleting Health Assessments

1. Display the Child's Integrated Case Home Page.  
   See Unit 1: Getting Started, Displaying Integrated Case Home Page for further information.

2. Click Health Assessments from the Navigation Bar. Additional Health Assessment(s) page displays.

3. Click View link under Action column for specific Assessment. Additional Health/Developmental Information page displays.

4. Click Delete button. Cancel Additional Health/Developmental Information page displays with the message Are you sure you want to cancel this Additional Health/Developmental Information?

5. Click Yes button. Additional Health Assessment(s) page displays. Status for Assessment is set to Canceled.
**CASE LIFECYCLE STATUS**

The Case Lifecycle Status provides a convenient summary of Case ‘events’ that have occurred during the life of the child’s Integrated Case. Events that are tracked in the Lifecycle Status include:

<table>
<thead>
<tr>
<th>Event</th>
<th>Status Achieved When …</th>
</tr>
</thead>
<tbody>
<tr>
<td>EIO/D Assigned</td>
<td>Assign EIO/D Task is completed</td>
</tr>
<tr>
<td>Service Coordinator Assigned</td>
<td>Accept/Reject Service Coordination Task is Accepted by Agency</td>
</tr>
<tr>
<td>MDE Agency Assigned</td>
<td>MDE Assignment is Accepted by the Agency</td>
</tr>
<tr>
<td>MDE Agency Rejection</td>
<td>MDE Assignment is Rejected by the assigned Agency</td>
</tr>
<tr>
<td>MDE Submitted</td>
<td>MDE Evaluation Agency submits the MDE</td>
</tr>
<tr>
<td>MDE Rejected</td>
<td>EIO/D has Rejected the submitted MDE</td>
</tr>
<tr>
<td>MDE Approved</td>
<td>EIO/D has Approved the submitted MDE</td>
</tr>
<tr>
<td>Interim IFSP</td>
<td>Interim IFSP is Approved by the EIO/D</td>
</tr>
<tr>
<td>IFSP Initial Submitted</td>
<td>IFSP is Submitted to the EIO/D for approval</td>
</tr>
<tr>
<td>IFSP Initial Approved</td>
<td>IFSP is approved by the EIO/D</td>
</tr>
<tr>
<td>IFSP 6 Month Review Submitted</td>
<td>IFSP is Submitted to the EIO/D for approval</td>
</tr>
<tr>
<td>IFSP 6 Month Review Approved</td>
<td>IFSP is approved by the EIO/D</td>
</tr>
<tr>
<td>IFSP 12 Month Review Submitted</td>
<td>IFSP is Submitted to the EIO/D for approval</td>
</tr>
<tr>
<td>IFSP 12 Month Review Approved</td>
<td>IFSP is approved by the EIO/D</td>
</tr>
<tr>
<td>IFSP 18 Month Review Submitted</td>
<td>IFSP is Submitted to the EIO/D for approval</td>
</tr>
<tr>
<td>IFSP 18 Month Review Approved</td>
<td>IFSP is approved by the EIO/D</td>
</tr>
<tr>
<td>IFSP 24 Month Review Submitted</td>
<td>IFSP is Submitted to the EIO/D for approval</td>
</tr>
<tr>
<td>IFSP 24 Month Review Approved</td>
<td>IFSP is approved by the EIO/D</td>
</tr>
<tr>
<td>IFSP 30 Month Review Submitted</td>
<td>IFSP is Submitted to the EIO/D for approval</td>
</tr>
<tr>
<td>IFSP 30 Month Review Approved</td>
<td>IFSP is approved by the EIO/D</td>
</tr>
<tr>
<td>IFSP 36 Month review Submitted</td>
<td>IFSP is Submitted to the EIO/D for approval</td>
</tr>
<tr>
<td>IFSP 36 Month Review Approved</td>
<td>IFSP is approved by the EIO/D</td>
</tr>
</tbody>
</table>
Approved

| Transfer to other municipality | Transfer record is created by the Transferring county |
| Transfer from other municipality | Transfer is accepted by the Receiving county |

Whereas the Status displayed on the My Cases page displays the most recent Case Lifecycle event, this page displays a history of all events that have occurred on the child’s case.


2. Click **Case Lifecycle Status** from the Navigation Bar. **Case Lifecycle Status** page displays with the most recent event listed at the top.

![Case Lifecycle Status](image)

**Notes:**

- The Status page does not display when the Integrated Case was opened or closed. To view that history, select Status History in the Navigation Bar. See Status History.

- The Case Lifecycle Status events may not occur in the same sequence for every case. For example, a child may have an Interim IFSP approved on a date prior to the MDE Accepted. In that scenario, the Interim IFSP event will be listed before the MDE Approved event.

- Some Case Lifecycle Status events may appear multiple times. For example, the Service Coordinator Assigned event will be listed when the Initial Service Coordinator is assigned, and again when the Ongoing Service Coordinator is assigned.

- When an Integrated Case is Transferred, the Receiving County can view the Integrated Case event history achieved in the Transferring County.
CHILD HOME PAGE

Child Home Page Navigation Bar

- At-Risk Follow Up
  See Unit 3: At-Risk Children for detail.

- Referrals
  See Unit 2: Referral & Intake for detail.

- Insurance Coverage
  See Unit 10: Municipal Administration for detail.
Child Home Page

The Home page displays the child’s personal information, such as Contacts, Demographics, Family Information, Insurance, Eligibility, Diagnosis, and other useful information relevant to maintaining the child’s record.

The ability to change Child information on the Child Home Page is limited to certain User roles in NYEIS. Users not authorized to edit Child information, need to submit a data change request. See Data Change Request from Provider View of Child Homepage for further information.

Editing Child Homepage


2. Click Edit button. Modify Child page displays.
3. Apply necessary changes or new information to **Child’s Information**, **Family Information**, **Insurance Information**, **Primary Care Physician**, **Child’s Place of Birth**, **Child Outcomes**, **Foster Care**, and/or **Comments** sections.
Important Information

- If the child is in foster care, the Foster Care cluster must be completed to provide accurate contact information. Information on the foster family should also be recorded in the Child’s Living Arrangement, Caregiver Relationship and Caregiver’s Name (if Other than Parent) fields.

- The child’s municipality of fiscal responsibility may need to be changed. See Unit 10: Municipal Administration, Municipality of Fiscal Responsibility for further information.

- Regarding editing the child homepage to include information on a surrogate parent:
  
  a) There is currently no specific field in NYEIS to indicate that a surrogate parent has been assigned and the name of the surrogate.
  
  b) This information should be detailed in the comments section of the child’s homepage.
  
  c) If parental rights have been terminated, the child’s homepage may need to be edited in the “Family Information” cluster for mother and/or father information, as this information is pulled into the service authorizations.
  
  d) The surrogate parents’ information should be entered in place of the parents’ information, and the information regarding the parents (whose rights have been terminated) should be deleted.
  
  e) Information should also be captured in the comments section indicating that the individual is the surrogate parent that has been appointed by the municipality and that parental rights have been terminated.

- Information in the Child Outcomes cluster should be completed when the child is included in a cohort sample year.

4. Click Save button. Child Home page displays.
**ADDRESSES**

**Creating Addresses**

1. Display Child Home Page. See **Unit 1: Getting Started, Displaying Child Home Page** for further information.

2. Click **Addresses** from the Navigation Bar. **Addresses** page displays.

3. Click **New** button. **Create Addresses** page displays.

4. Enter appropriate information for the following sections using **Tab** key to navigate from section to section: **Details**, **Address** and **Comments**. Select the type of address being recorded from the **Type** field drop-down menu.
The **From:** date field auto populated with today’s date; it can be changed. *Date fields must be formatted as mm/dd/yyyy format.* Click the **Primary** checkbox to indicate that the address is the primary mailing address.

**Important Information**

- Only one address can be designated as Primary.
- A Primary address is required in order for the system to include an address in a Communication Template. *See Communications, Creating MS Word Communication for more information.*

5. Click **Search** icon in **Address** section to confirm address information for the **Primary Address** and **Mailing Address** fields. **A Primary Address must be entered in the address section.** **Address Validation** page displays.

**Address Validation**

Validate an entered address with USPS

<table>
<thead>
<tr>
<th>Address Line 1:</th>
<th>Address Line 2:</th>
</tr>
</thead>
<tbody>
<tr>
<td>City:</td>
<td>State:</td>
</tr>
<tr>
<td>County:</td>
<td>Zip:</td>
</tr>
</tbody>
</table>

Use the **Tab** key to move from field-to-field to fill in information. **City, State, County** and **Zip** are required fields. **Address 1** is the street number and name; **Address 2** is the apartment number, suite #, etc. **Census Tract** field will not be used at this time. Click **Submit** button. **Validation of address takes place immediately upon submission.** The lower section of the page provides a list of available addresses. The first address listed in the results is the address that was manually entered. Select this address if the other addresses do not match from validation process. Click **Select** link under **Action** column. Address displays.

**Important Information**

- Regarding addresses and children in Foster Care:
  a) If parental rights are still in place and the child was in foster care upon referral to the EIP:
  b) An additional address for the biological parents should be added from the Address link off the child’s homepage navigation bar.
  c) The type of address should be “physical” (the parents’ physical address) and the user should not select “primary” (as the primary
address would be the address of the child’s residence foster care address).

d) Information should be entered into the comments section when creating the additional address to indicate that this is the biological parents’ address.

e) Information that the biological parents’ address has been entered as an additional address should be included in the comments section of the child’s homepage.

- If a child is placed in foster care after being referred to the EIP:
  a) The current address information should be edited to change the type of address to “referral address” indicating that this was the address at the time of referral.
  b) A new address should then be created with a type of “physical” (physical address of the child). The primary check box must be selected.
  c) The foster care cluster on the child’s homepage must be completed.

6. Click **Save** button to save Address and return to **Addresses** page with new address listed.

Or

Click **Save & New** button to save Address and create a new Address.

**Notes:**

- Child data cannot be edited through the IFSP Amendment process.

- The ability to change Child information on the Child Home Page is limited to certain User roles in NYEIS. Users not authorized to edit Child information need to submit a data change request. For further information, see **Data Change Request from the Child Homepage (Provider View)**.
Viewing Addresses


2. Click Addresses from the Navigation Bar. Addresses page displays.

<table>
<thead>
<tr>
<th>Action</th>
<th>Primary</th>
<th>Type</th>
<th>Address</th>
<th>City</th>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>Yes</td>
<td>Registered</td>
<td>785 Terrace Ln</td>
<td>Albany</td>
<td>10/14/2010</td>
<td></td>
</tr>
</tbody>
</table>

3. Click View link under Action column for the Alternative Name to display. View Alternative Name page displays.

View Address: Sarah Abercrombie - 455

Details

- Type: Registered
- From: 10/14/2013
- Address: 785 Terrace Ln
- City: Albany
- State: New York
- ZIP: 10001

Comments

- Primary: Yes
- Census Tract:
- Tax:

4. Review information.

5. Click Close button. Addresses page displays.
## Editing Addresses


2. Click Addresses from the Navigation Bar. Addresses page displays.

<table>
<thead>
<tr>
<th>Action</th>
<th>Primary</th>
<th>Type</th>
<th>Address</th>
<th>City</th>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>No</td>
<td>Record Location</td>
<td>145 Sanford Lane</td>
<td>Albany</td>
<td>11/17/2010</td>
<td></td>
</tr>
<tr>
<td>View</td>
<td>Yes</td>
<td>Registered</td>
<td>765 Terrace Ln</td>
<td>Albany</td>
<td>10/14/2010</td>
<td></td>
</tr>
</tbody>
</table>

3. Click Edit link under Action column of Address to change. Modify Address page displays.

4. Apply necessary changes to Details, Address or Comments sections.

5. Click Save button. Addresses page displays.
Deleting Addresses


2. Click Addresses from the Navigation Bar.  Addresses page displays.

<table>
<thead>
<tr>
<th>Addresses: Sarah Abercrombie - 455</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action</td>
</tr>
<tr>
<td>--------</td>
</tr>
<tr>
<td>View</td>
</tr>
<tr>
<td>View</td>
</tr>
</tbody>
</table>

3. Click Edit button.  Modify Address page displays. Enter a date in the To field.  The date should represent the last known day that the address was valid.  Date fields must be formatted as mm/dd/yyyy format.

<table>
<thead>
<tr>
<th>Modify Address: Sarah Abercrombie - 455</th>
</tr>
</thead>
<tbody>
<tr>
<td>Details</td>
</tr>
<tr>
<td>---------</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Address</td>
</tr>
<tr>
<td>Comments</td>
</tr>
</tbody>
</table>

4. Click Save button.  Addresses page displays with the To date field displaying the recorded end date for the address.

<table>
<thead>
<tr>
<th>Addresses: Sarah Abercrombie - 455</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action</td>
</tr>
<tr>
<td>--------</td>
</tr>
<tr>
<td>View</td>
</tr>
<tr>
<td>View</td>
</tr>
</tbody>
</table>

Notes:

- After end dating a Primary address, you must designate another address as Primary.  There must be at least one Primary address.
- The ability to change Child information on the Child Home Page is limited to certain User roles in NYEIS. Users not authorized to edit Child information need to submit a data change request. See **Demographic Data Change Request from the Child Homepage (Provider View)** for further information.

- Child data cannot be edited through the IFSP Amendment process.

**ALTERNATIVE IDs**

See **Unit 10: Municipal Administration, Alternate ID’s from the Child Home Page** for further information.

**ALTERNATIVE NAMES**

Alternate Names record lists the child’s registered name as well as all other alternative names or aliases for the child. The Alternative Name Type “Registered” is assigned to the name recorded for the child in the Referral and cannot be deleted. However, certain municipal roles are able to end date the child’s current “Registered” name and afterward a new “Registered” name can be recorded. See **Editing Alternative Names**.
Creating Alternative Names


2. Click Alternative Names from the Navigation Bar. Alternative Names page displays.

3. Click New button. Create Alternative Name page displays.

4. Enter appropriate information for the following sections using Tab key to navigate from field-to-field: Details and Comments. Fields requiring data entry are marked with an asterisk. A field can also be required based
on logic that will not have an asterisk. Date fields must be formatted as mm/dd/yyyy format.

5. Click Save button to save Alternative Name and return to Alternative Names page with new name listed.

OR

Click Save & New button to save Alternative Name and create a new Alternative Name.

Notes:

- The ability to change Child information on the Child Home Page is limited to certain User roles in NYEIS. Users not authorized to edit Child information need to submit a data change request. See Data Change Request from the Child Homepage (Provider View) for further information.
- Child data cannot be edited through the IFSP Amendment process.

### Viewing Alternative Names


2. Click Alternative Names from the Navigation Bar. Alternative Names page displays.

3. Click View link under Action column for the Alternative Name to display. View Alternative Name page displays.
4. Review information.

5. Click Close button. Alternative Names page displays.

**Editing Alternative Names**

**Important Information**
- An Alternative Name classified with the type of “Registered” cannot be changed to a different type (e.g., alias).
- End dating the current “Registered” name and creating a new “Registered” name will change the name on all of the Child’s cases (i.e., Integrated Case, IFSP and Service Authorization).
- Only certain municipal roles have the ability to end date the current “Registered” name and create a new one.


2. Click Alternative Names from the Navigation Bar. Alternative Names page displays.

3. Click Edit link under Action column for Alternative Name to change. Modify Alternative Name page displays.
4. Apply necessary changes to **Details** section.

   a. A date must be recorded in the “From Date” field. This field records the effective date of the new Alternative Name record.

5. Click **Save** button. **Alternative Names** page displays.

**Note:**

- If you want to keep a history of Alternative Names, simply record a date in the **To:** field. Then create a new Alternative Name record with the desired change to the name.

---

**Deleting Alternative Names**

An Alternative Name record is actually not deleted but rather the status is changed to “Canceled”. This is done to preserve a visible history of Alternative Names recorded for the child. The Alternative Name with a Type of “Registered” cannot be deleted (i.e., Canceled).

1. Display Child Home Page. [See Unit 1: Getting Started, Displaying Child Home Page](#) for further information.

2. Click **Alternative Names** from the Navigation Bar. **Alternative Names** page displays.
3. Click View link under Action column for the Alternative Name to display. View Alternative Name page displays.

4. Click Delete button. Delete Alternative Name page displays with the message *Are you sure you want to delete this alternative name?*

5. Click Yes button. Alternative Names page displays with Status changed to Canceled.
CASES


2. Click Cases from the Navigation Bar. Cases page displays.

3. Select Case Reference number next to NYEIS Integrated Case will in the Type column will display the child’s Integrated Case Home Page. See Unit 1: Getting Started for further information.
COMMUNICATION EXCEPTIONS FROM THE CHILD HOME PAGE

Communication Exceptions are used to note when a particular form of communication cannot be used, e.g. phone for a deaf parent.

Creating Communication Exceptions


2. Click Communication Exceptions from the Navigation Bar. Communication Exceptions page displays.

3. Click New button. Create Communication Exception page displays.
4. Enter appropriate information for the following sections using Tab key to navigate from field-to-field: Details and Comments. Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as mm/dd/yyyy format.

5. Click Save button to save Communication Exception and return to Communication Exceptions page with new exception listed.

OR

Click Save & New button to save Communication Exception and create a new Communication Exception.

Notes:

- If there is a Communication Exception, the exception is noted on the Child Homepage. Scroll to the Communication Exception section. Yes displays.

- The ability to change Child information on the Child Home Page is limited to certain User roles in NYEIS. Users not authorized to edit Child information need to submit a data change request. See Data Change Request from the Child Homepage (Provider View) for further information.

- Child data cannot be edited through the IFSP Amendment process.

Viewing Communication Exceptions


2. Click Communication Exceptions from the Navigation Bar. Communication Exceptions page displays.

3. Click View link under Action column for the Communication Exception to display. View Communication Exception page displays.
4. Review information.

5. Click Close button. Communication Exceptions page displays.

---

**Editing Communication Exceptions**


2. Click Communication Exceptions from the Navigation Bar. Communication Exceptions page displays.

3. Click Edit link under Action column for Communication Exception to change. Modify Communication Exception page displays.

---

4. Apply necessary changes to Details and Comments sections.

5. Click Save button. Communication Exception is saved. Communication Exception page displays.
Deleting Communication Exceptions


2. Click Communication Exceptions from the Navigation Bar. Communication Exceptions page displays.

3. Click View link under Action column for the Communication Exception to display. View Communication Exception page displays.

4. Click Delete button. Delete Communication Exception page displays with the message Are you sure you want to delete this communication exception?

5. Click Yes button. Communication Exceptions page displays with Status changed to Canceled.
Important Information:

While NYEIS continues to be the initial point of entry for newly submitted claims of all types (General Service, Service Coordination, Transportation, Respite, ATD) any General Service and/or Service Coordination claiming submitted on or after 4/1/2013 is managed by a State Fiscal Agent for Provider payment and insurance billing. As it pertains to General Service or Service Coordination billing, the financial information available in NYEIS and explained below pertains to and is consistent with only those claims submitted to NYEIS up to 3/31/2013.

Vendor-based claims such as Transportation, Respite and ATD services continue to be managed entirely through NYEIS, and the information below is applicable regardless of when the claim was submitted.

For questions relating further claims processing managed to the State Fiscal Agent, please visit https://www.eibilling.com/

Financials allows a User to view a summary of invoices and payments for the child.

1. Display Child Home Page. Refer to Unit 1: Getting Started, Displaying Child Home Page for further information.

2. Click Financials from the Navigation Bar. Financial page displays.
Adding and Modifying Financial information

Refer to Unit 12: Municipal Financials, Financial Claiming for further information.

NOTES FROM THE CHILD HOME PAGE

1. Display Child Home Page. Refer to Unit 1: Getting Started, Displaying Child Home Page for further information.

Exception
Currently not available to all NYEIS User roles.

2. Click Notes from the Navigation Bar. Notes page displays.

Notes: Dean Torres - 203

<table>
<thead>
<tr>
<th>Action</th>
<th>Entered By</th>
<th>Date</th>
<th>Text</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>shawna</td>
<td>10/26/2010</td>
<td>Notes for the child that are viewable to providers and MJRI staff are here.</td>
<td>Active</td>
</tr>
<tr>
<td></td>
<td>thornton</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Refer to Integrated Case Homepage Notes for further information.
Creating Phone Numbers

1. Display Child Home Page. Refer to Unit 1: Getting Started, Displaying Child Home Page for further information.

2. Click Phone Numbers from the Navigation Bar. Phone Numbers page displays.

3. Click New button. Create Phone Number page displays.

4. Enter appropriate information for the following sections using Tab key to navigate from field-to-field: Details and Comments. Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as mm/dd/yyyy format.

Exception: Currently not available to all NYEIS User roles.
5. Click **Save** button to save Phone Number and return to **Phone Numbers** page with new phone number listed.

Or

Click **Save & New** button to save Phone Number and create a new Phone Number.

**Notes:**

- Click the **Primary** check box to make the phone number the primary contact number.

- The ability to change Child information on the Child Home Page is limited to certain User roles in NYEIS. Users not authorized to edit Child information need to submit a data change request. **Refer to Data Change Request from the Child Homepage (Provider View)** for further information.

- Child data cannot be edited through the IFSP Amendment process.

**Viewing Phone Numbers**

1. Display Child Home Page. **Refer to Unit 1: Getting Started, Displaying Child Home Page** for further information.

2. Click **Phone Numbers** from the Navigation Bar. **Phone Numbers** page displays.
3. Click **View** link under **Action** column for the Phone Number to display. **View Phone Number** page displays.

4. **Review information.**

5. Click **Close** button. **Phone Numbers** page displays.

### Editing Phone Numbers

1. Display **Child Home Page.** Refer to Unit 1: Getting Started, Displaying **Child Home Page** for further information.

2. Click **Phone Numbers** from the Navigation Bar. **Phone Numbers** page displays.
3. Click **Edit** link under **Action** column for Phone Numbers to change. **Modify Phone Number** page displays.

4. Apply necessary changes to **Details** and **Comments** sections.

5. Click **Save** button. Phone number is saved. **Phone Numbers** page displays.

---

**Deleting Phone Numbers**


---

**Exception**

Currently not available to all NYEIS User roles.
2. Click **Phone Numbers** from the Navigation Bar. **Phone numbers** page displays.

<table>
<thead>
<tr>
<th>Phone Numbers: Barnaby Jones - 449</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action</td>
</tr>
<tr>
<td>--------</td>
</tr>
<tr>
<td>View</td>
</tr>
</tbody>
</table>

3. Click **View** link under **Action** column for the Phone Number to display. **View Phone numbers** page displays.

4. Click **Delete** button. **Delete Phone Number** page displays with the message **Are you sure you want to delete this phone number?**

   Are you sure you want to delete this phone number?  
   Yes  No

   Click **Yes** button. **Phone numbers** page displays with **Status** changed to **Canceled**.

<table>
<thead>
<tr>
<th>Phone Numbers: Barnaby Jones - 449</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action</td>
</tr>
<tr>
<td>--------</td>
</tr>
<tr>
<td>View</td>
</tr>
</tbody>
</table>
RELATIONSHIPS
Relationships allows a User to document sibling (only) relationships. The User searches and selects the related child and NYEIS automatically creates the relationship Type to Sibling.

Exception
Currently not available to all NYEIS User roles.

Creating Relationships

1. Display Child Home Page. Refer to Unit 1: Getting Started, Displaying Child Home Page for further information.

2. Click Relationships from the Navigation Bar. Relationships page displays.

3. Click New button. Create Relationship page displays.
4. Enter appropriate information for the following sections using Tab key to navigate from field-to-field: Details and Comments. Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as mm/dd/yyyy format.

5. Click Save button to save Relationship and return to Relationships page with new relationship listed.

OR

Click Save & New button to save Relationship and create a new relationship.

Viewing Relationships

1. Display Child Home Page. Refer to Unit 1: Getting Started, Displaying Child Home Page for further information.

2. Click Relationships from the Navigation Bar. Relationships page displays.

3. Click View link under Action column for the Relationship to display. View Relationship page displays.

4. Review information.

5. Click Close button. Relationships page displays.
Editing Relationships

1. Display Child Home Page. Refer to Unit 1: Getting Started, Displaying Child Home Page for further information.

2. Click Relationships from the Navigation Bar. Relationships page displays.

3. Click Edit link under Action column for Relationship to change. Modify Relationship page displays.

4. Apply necessary changes to Relationship Details and Comments sections.

5. Click Save button. Relationship is saved. Relationships page displays.

Deleting Relationships

1. Display Child Home Page. Refer to Unit 1: Getting Started, Displaying Child Home Page for further information.

2. Click Relationships from the Navigation Bar. Relationships page displays.

3. Click View link under Action column for the Relationship to display. View Relationship page displays.
4. Click **Delete** button. **Delete Relationship** page displays with the message *Are you sure you want to delete this relationship?*

    **Delete Relationship:** Jim Tarey - 30000087

    Are you sure you want to delete this relationship?

    ![Delete Relationship page](image)

5. Click **Yes** button. **Relationships** page displays with **Status** changed to **Canceled**.

    **Relationships:** Joseph Boxer - 424

    ![Relationships page](image)

**TASKS**

Tasks provides an alternate way for the user to create a Task. When a user creates a task, the record of that task will only be found in the location where the task was generated (e.g. Child Home page, IFSP, Service Authorization). For example, the record of a task created from the Child Home page will not be viewable from the child’s IFSP.

If the user assigns the task to themselves by checking the ‘Reserve to me’ option, the task will appear in the user’s **Reserved Tasks** inbox. It is also displayed on the user’s Home page in the **My Tasks** cluster. If the user assigns the task to another user, it will be displayed in their **Assigned Tasks** inbox.

*Refer to Unit 1: Getting Started* for further information on Tasks.
Adding Tasks

1. Display Child Home Page. Refer to Unit 1: Getting Started, Displaying Child Home Page for further information.

2. Click Tasks from the Navigation Bar. Tasks page displays.

3. Click New button. Create User Task page displays the sections Task Details, Assignment Details and Comments.

In the Task Details section, a User can create a Deadline which displays as a Due Date in the workspace of the User that the task was assigned. Priority can be selected but does not show up in the workspace of the User the task was assigned. However, Priority will be viewable when the User assigned to the Task views the Task.

4. Fill in information as necessary. Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as mm/dd/yyyy format.

**Important Information**

A Task is assigned to User on the System. Click Reserve to Me from the Assignment Details section to assign a Task to yourself. [Otherwise, select the appropriate assignee type from the Assign To field prior to initiating the search. The Search page varies depending on option selected in the Assign To field. Only registered users in NYEIS may be assigned a task.]

Exception
Currently not available to all NYEIS User roles.
5. Click **Search** icon. A search page or a list of choices displays.

   If a search page displays, enter **Search Criteria**. Click **Search** button. **Search Results** display. Click **Select** link under **Action** column. **Assign To** field is populated.

   If a list of options display, click **Select** link under **Action** column to select appropriate data. **Assign To** field is populated. **Create User Task** page displays with selected data displayed.

6. Click **Save** button to save current Task and return to the **Tasks** page.

   OR

   Click **Save & New** button to continue adding Tasks.

### Viewing Tasks

1. Display Child Home Page. Refer to **Unit 1: Getting Started, Displaying Child Home Page** for further information.

2. Click **Tasks** from the Navigation Bar. **Tasks** page displays.

3. Click **Task ID** link from **Tasks** page. **Task Home** page displays.

   OR

   **Open Tasks also display under My Tasks section of My Workspace page.**

### Notes:

- To sort the data displayed on pages, click the underlined column heading. Click once to view the data in ascending order and click again to view the
data in descending order.

- When viewing the Task Home page, a User may navigate to view the Child Homepage by selecting the Participant Home Page in the Supporting Information section.

- Recent items on the Navigation Bar displays the most recent items visited.

**AT-RISK FOLLOW UP**

Refer to Unit 3: At-Risk Children for information on this topic.

**AUDIT LOG**

Audit Logs allow a User to see who has interacted with the Child’s case. It includes the User Name, the Time the record was accessed, and the Child Name. There is no editable information in the Audit Log.

1. Display Child Home Page. Refer to Unit 1: Getting Started, Displaying Child Home Page for further information.

2. Click Audit Log from the Navigation Bar. Audit Log page displays.

<table>
<thead>
<tr>
<th>User Name</th>
<th>Time Accessed</th>
<th>Child Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shawna Thornton</td>
<td>10/29/2010 13:00</td>
<td>Smith Jane</td>
</tr>
<tr>
<td>Art Art</td>
<td>6/15/2010 16:51</td>
<td>Smith Jane</td>
</tr>
<tr>
<td>Art Art</td>
<td>6/15/2010 16:48</td>
<td>Smith Jane</td>
</tr>
<tr>
<td>Art Art</td>
<td>4/20/2010 12:15</td>
<td>Smith Jane</td>
</tr>
</tbody>
</table>

**REFERRALS**

The Referral menu item provides links to the Child Referral entry and can also be used to create a Re-Referral. Refer to Unit 2: Referral & Intake, Creating a Re-Referral for information on this topic.
**DEMOGRAPHIC DATA CHANGE REQUEST FROM THE CHILD HOME PAGE (PROVIDER VIEW)**

This feature is available from the Navigation bar on the provider view of the Child Home Page. The ability to change Child information on the Child Home Page is limited to certain User roles in NYEIS. Users not authorized to edit Child information need to submit a Data Change Request.

A history of prior changes to the child can be accessed via the **Demographic Data Change History** link, seen on the navigation bar of the child’s home page. This history is view-only; it cannot be modified.

**Creating a Data Change Request**

1. Display the Child Home Page. Click **Data Change Requests** from the Navigation Bar. **View List of Provider Requests To Change Child Data** page displays.

2. Click **New** button. **Create Request to Change Child Data** page displays with the following sections: **Request Details** and **Child Details**. Information is read only.
3. Type in the **Request Details - Please be specific** field in the **Child Details** section. Users *must* be as specific as possible and enter the name of the field to be changed along with the changes required (e.g., Please change Primary Care Physician information to Dr. Clayton 123 Main Street Albany NY 12205 (518) 555-1212).

4. Click **Save** button. **View List of Provider Requests To Change Child Data** page displays.

---

**Important Information**

Submitting the Data Change Request initiates workflow that creates a Task in the Municipality’s **ChildChangeRequest Work Queue**. NYEIS Users assigned to the **ChildChangeRequest Work Queue** will check the request and make any necessary changes to the **Child Home Page**. The User who submitted the change request can view the Child Home Page to see the changes that have been applied.

---

**Municipality Accepting Data Change Request**

Users that are assigned to the **ChildChangeRequest Work Queue** can process change request tasks.

1. Click **Inbox** from the Navigation Bar. **My Workspace** page displays.

2. Click **Work Queues** from the Navigation Bar. **My Work Queues** page displays.
3. Click View link from Action column next to the ChildChangeRequest work queue. Work Queue Tasks page displays.

4. Click Reserve link from Action column for the Child’s change request. Reserve Task page displays.

5. Type Comments (Optional).

6. Click Reserve button to reserve task and return to Work Queue Tasks page.
   OR
   Click Reserve&View button to display Task Home page.

7. Click Manage Child Data Change Request link from the Primary Action section. Manage Provider Request to Change Child Data page displays.

8. Choose Request Accepted, Request Refused or Request Canceled from Request Status drop down. Providers will not receive electronic notification; however, they will immediately see any changes made. The Child change needs to be manually completed regardless of the status selected.
9. Click **Save** button. User’s Home Page displays.

10. If the request has been accepted, make the change to the Child’s Home Page.  
Make changes

**INSURANCE COVERAGE FROM THE CHILD HOME PAGE**

Although authorized municipal users continue to have the ability to access and add/edit a child’s commercial insurance information, it is the responsibility of the Service Coordinator to review with the family the insurance requirements in New York State Public Health and Insurance Law and collect and document insurance information in NYEIS. Service Coordinators must also update insurance information, as needed, but no less than every six months with review of the IFSP.

**Creating Child Commercial Insurance Coverage**

**Important Information**

While this feature is more commonly managed by the child’s Service Coordinator, these same functions can also be performed by select Municipal Staff. The following information below can also be found in *Unit 10 – Municipal Administration*.

If the Child’s plan is Medicaid Managed Care, this information still must be captured in NYEIS by adding the Managed Care as Commercial Insurance Coverage and selecting **Yes** in the field **Plan Medicaid Managed Care?** 
However, the User must first enter the Child’s Medicaid information either by processing the CIN Results Task or by manually entering this information.  See *Creating Child Medicaid Coverage* for further instruction.

1. Search for the Child using the NYEIS search functionality.  See *Unit 1: Getting Started, Searching* for search instructions and tips.

2. Click **Reference Number** link in the Search Results for appropriate Child. 
**Child Homepage** displays.
3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

4. Click **New Commercial Coverage** button. **Search Insurance Provider** page displays. Enter search criteria for desired Insurance Company and click **Search** button. See Unit 1: Getting Started, Searching for search instructions and tips.

Click the **Select** link in the **Action** column of the Insurance Company to be added.

5. **Create Commercial Insurance Coverage** page displays. The following sections display: **Commercial Insurance Details, Policy Holder Details, Policy Holder Address, Employer Details, Comments** and **Prior Authorization Notes**. Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk.
6. Navigate from field-to-field in **Create Commercial Insurance Coverage** page using **Tab** key to enter information. *Date fields must be formatted as mm/dd/yyyy format.*

![Create Commercial Insurance Coverage](image)

**Commercial Insurance Details** section:

- To select an **Insurance Company Address**, click **Search** icon. **Address List** page displays all addresses associated with the company. Click **Select** link under **Action** column next to the correct address. Insurance Company address displays.

- **Insurance Sequence Number** is captured to direct NYEIS in which order claiming is to occur. For example, if a Child has two Commercial Insurance policies, one policy *must* be claimed to (primary or 1) before the other (secondary or 2). Commercial Insurance *must* always be claimed to first. When editing Third Party Insurance, it is important to remember to change the sequence as needed to ensure appropriate claiming.

- **Plan Regulated by New York State** field—select **Yes** if the Insurance Plan is regulated by NYS Law. If **No** is selected, Claims will not be sent unless the **Parental Consent to Bill** field is **Yes**.

- If the plan is not regulated by NYS law, and the parent has given consent to bill (they have been advised that payments for services could be applied towards annual and lifetime caps), select **Yes in the If not regulated by NYS Law or self-funded, does parent give consent to bill?** field. Parental consent only applies if Plan is not regulated by NYS.

- **Is Plan Child Health Plus?** and **Is Plan Medicaid Managed Care?** fields are required and defaulted to **No**.
Policy Holder Details section:

- **Policy Number for Billing, Group Number, Relationship to Policy Holder, and Effective Date From** must always be entered.

- **If Relationship to Policy Holder** is not “Self”, then the **Policyholder’s Name, Child’s ID Number, Policy Holder Date of Birth, Policy Holder Gender, and Policy Holder Address** must be entered.

Policy Holder Address section:

- **Address** must be entered when the **If Relationship to Policy Holder** field is not “Self”.

Employer Details section:

- If the insurance policy is through an employer, **Employer Name, Employer Phone Number and Employer Address** must be entered.

Comments section:

- Additional details can be captured on a Child’s insurance coverage.

Prior Authorization Notes section:

- Notes on any known information regarding Prior Authorization (if it’s needed, when it was requested, if it was approved or denied) can be entered. Prior Authorization Details are also captured for Child’s Insurance Coverage in the Prior Authorization/Referral pages.

7. Click **Search** icon to enter **Policy Holder Address** and **Employer Address**. **Address Validation** page displays.

Use the **Tab** key to navigate from field-to-field to fill in information. **City, State, County** and **Zip** are required fields. **Census Tract** field will not be used at this time. Click **Submit** button. Validation of address takes place
immediately upon submission. The lower section of the page provides a list of available addresses. The first address listed in the results is the address that was manually entered. Select this address if the other addresses do not match from validation process. Click **Select** link under **Action** column. Address displays.

8. Click **Save** button. **View Commercial Insurance Coverage** page displays.

OR

Click **Save & New** button to add additional coverage.
Creating Child Medicaid Coverage

1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, Searching for search instructions and tips.

2. Click Reference Number link in the Search Results for appropriate Child. Child Homepage displays.


4. Click New Medicaid Coverage button. Create Medicaid Coverage page displays with the following sections: Medicaid Coverage Details and Comments.
5. Enter all known information. Medicaid CIN and Effective From Date and must be entered.

6. Click Save button. View Medicaid Coverage page displays.

   OR

   Click Save & New button to add additional coverage.

7. Click Close button. Commercial Insurance Coverage page displays.

   **Important Information**

   If a Child has Medicaid Managed Care, the Medicaid information needs to be recorded first as outlined in this section. Next, the Managed Care information MUST still be entered as Commercial Insurance Coverage. See Creating Child Commercial Insurance Coverage for further instruction.

**Checking Medicaid Eligibility – (Currently inactive)**

NYEIS automatically submits a request to Office of Temporary and Disability Assistance (OTDA) when an EIO/D is assigned. For children with Medicaid coverage, a CIN request is sent automatically every 6 months. For children with no Medicaid coverage, a CIN request is sent automatically every month. Users are informed of system-initiated CIN search results via a Task that is created in the <Municipality>_MedicaidCIN work queue.

A user can also initiate a check for Medicaid CIN information at any time. Search results are communicated via a Task that is created in the user’s Assigned Tasks inbox. See Viewing/Selecting Medicaid Eligibility Request Results for more information about viewing the search results when the search is user initiated and system initiated.
Check Medicaid Eligibility button generates an electronic request to the NYS Office of Temporary and Disability Assistance (OTDA) to check if the Child has or had Medicaid Coverage. If the Child has or had Medicaid, the request in return provides the Child’s Medicaid CIN and effective from/to dates to the initiator of the request.

1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, Searching for search instructions and tips.

2. Click Reference Number link in the Search Results for appropriate Child. Child Homepage displays.


4. Click Check Medicaid Eligibility button. Submit Medicaid CIN Request page displays with the message Are you sure you want to submit a Medicaid CIN Request?
5. Click **Yes** button. The System creates a request for Medicaid Eligibility to OTDA. **Commercial Insurance Coverage** page displays. The request is sent electronically. The response will not be immediate; OTDA will check if the Child requested has a CIN. If the Child does have a CIN, a response record will be returned. The User that initiated the request will receive a task to validate the eligibility response for the Child.

6. Click **Home** from the Menu Bar. User Home Page displays.

**Important Information**

This feature has been temporarily disabled and is not currently operational

**Viewing/Selecting Medicaid Eligibility Request Results**

The system automatically searches the Office of Temporary and Disability Assistance (OTDA) Welfare Management System database when the child’s Integrated Case is opened. If Medicaid Coverage is found, a task is created to the Municipality’s MedicaidCIN work queue that directs the user (such as the EIO/D) to view and select the Medicaid Coverage results, and add it to the Child’s Insurance Coverage.

The Medicaid Coverage results will contain the Child’s name and Date of Birth. This is to help the user validate that this is the correct Medicaid CIN for the Child. The user will review the results and select if any Medicaid Coverage should be added.

1. Log in to NYEIS. User Home Page displays.

2. When the Medicaid CIN requests is system initiated, click **Inbox** on the Navigation Bar. Click the **Work Queues** button. The **My Work Queues** page displays. Select the **View** link next to the **<Municipality>_Medicaid CIN** work queue.

OR

When the Medicaid CIN requests is user initiated, click **Inbox** on the Navigation Bar. Click the **Assigned Tasks Inbox** button.

3. Navigate to the task *The CIN results have been received for <child name>*. Select the **Reserve** link under the **Action** column. Click the **Reserve & View** button to reserve the task. The **Task Home** page displays.
4. Click **Review OTDA CIN Results** link under the **Primary Action** Column. **Medicaid Eligibility Results List** page displays. Results of the request are listed in the **Results** section.

5. The user should sort by the **Medicaid CIN** column in the **Results** cluster first as there may be more than one Child returned in the results depending on the search criteria that was entered. Because there may be more than one Medicaid eligibility period, the User should select the checkbox next to each eligibility period that does not already exist for the Child in NYEIS. Click the **Register** button to add the coverage to the Coverage List.
6. Click the **Complete Registration** button to end the task. **Complete OTDA Results Review** page displays. Click **Yes** button to close the task or click the **No** button to continue with the task.

**Important Information**

Existing CIN results tasks can be used to add/update Medicaid policy information; however, for new Medicaid CIN results, this feature has been temporarily disabled and is not currently operational.

If, when attempting to add CIN results for a child, you receive a message that the CIN is already in use, that means another child registered in NYEIS has been assigned the CIN you are trying to add. Please call the NYEIS Help Desk for assistance in identifying and resolving the conflict.
Viewing Child Insurance Coverage

1. Search for the Child using the NYEIS search functionality. 
   See Unit 1: Getting Started, Searching for search instructions and tips.

2. Click Reference Number link in the Search Results for appropriate Child. Child Homepage displays.


4. Click View link under Action column for specific Insurance. If a Commercial Insurance is selected, the View Commercial Insurance Coverage page displays. If Medicaid Coverage is selected, View Medicaid Coverage page displays.

5. Click Close button when finished viewing information. Commercial Insurance Coverage page displays.

6. Click Home from the Navigation Bar. Child Homepage displays.
Editing Child Insurance Coverage

1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, Searching for search instructions and tips.

2. Click Reference Number link in the Search Results for appropriate Child. Child Homepage displays.


4. Click Edit link under Action column for specific Insurance to edit.

   If Commercial Insurance coverage is selected, the Modify Child Commercial Insurance Coverage page displays. Apply necessary changes. Click Save button. Commercial Insurance Coverage page displays.

   OR

   If Medicaid Coverage is selected, the Modify Medicaid Coverage page displays. Apply necessary changes. Click Save button. Commercial Insurance Coverage page displays.

5. Click Home from the Navigation Bar. Child Homepage displays.
Important Information

If claiming to the insurance provider has occurred, it is suggested that the existing insurance record be end dated, and the changes made in a new insurance record for the child.

Deleting Child Insurance Coverage

1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, Searching for search instructions and tips.

2. Click Reference Number link in the Search Results for appropriate Child. Child Homepage displays.


4. Click View link under Action column for specific Insurance. If a Commercial Insurance is selected, the View Commercial Insurance
Coverage page displays. If Medicaid Coverage is selected, View Medicaid Coverage page displays.

5. Click Delete button. Delete Medicaid/Commercial Insurance Policy page displays the message Are you sure you want to delete this policy and all related information (prior authorizations, service not covered, PCDP Referrals)? Click Yes button. Commercial Insurance Coverage page displays.

6. Click Home from the Navigation Bar. Child Homepage displays.

Important Information

If claiming to the insurance provider has occurred, it is suggested that the existing insurance record be end dated, and the changes made in a new insurance record for the child.

Creating Services Not Covered

Some EI services will not be covered at all by certain insurance companies or only a specific number of visits will be covered before the maximum benefit coverage has been reached. In these cases, a User can create a Service Not Covered in NYEIS. These services will not be claimed for payment to the insurance company.

Commercial Insurance Coverage


2. Click Services Not Covered from the Navigation Bar. Insurance Services Not Covered page displays.
3. Click **New** button. **Create Insurance Service Not Covered** page displays. Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as *mm/dd/yyyy* format. **Start Date** is required.

4. Enter data as appropriate

5. Click **Save** button. **Insurance Services Not Covered** page displays.

6. Click **Save & New** button to add additional Services Not Covered.

**Important Information**

Services Not Covered is corrected by entering the same date in the Effective From and To Date fields.

The services of Service Coordination, Special Instruction, Respite and Transportation do not need to be entered into NYEIS as “Services Not Covered”.
Viewing Services Not Covered

Commercial Insurance Coverage


2. Click Services Not Covered from the Navigation Bar. Insurance Services Not Covered page displays.

3. Click View link under Action column. View Insurance Service Not Covered page displays.

4. Click Close button. Insurance Services Not Covered page displays.
Editing Services Not Covered

Commercial Insurance Coverage


2. Click Services Not Covered from the Navigation Bar. Insurance Services Not Covered page displays.

3. Click View link under Action column. View Insurance Service Not Covered page displays.

4. Click Edit button. Modify Insurance Service Not Covered page displays. Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk.
5. Apply necessary changes.

6. Click Save button. **View Insurance Service Not Covered** page displays.

7. Click Close button. **Insurance Services Not Covered** page displays.

### Creating Prior Authorization/Referrals

The Municipality should enter any information into NYEIS regarding known requirements to ensure coverage of the service (e.g., an insurance company requires prior authorization, and/or a script for a service type or a Referral before agreeing to cover). When this information is entered as required by the insurance company to ensure coverage, in order for NYEIS to begin billing for the service, the required Prior Authorization/Referral and/or Script must be documented as received in NYEIS.

### Commercial Insurance Coverage – Prior Authorizations/Referral Required

1. Search for the Child using the NYEIS search functionality.  
   See **Unit 1: Getting Started, Searching** for search instructions and tips.

2. Click **Reference Number** link in the Search Results for appropriate Child. **Child Homepage** displays.
3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

![Commercial Insurance Coverage](image)

4. Click **View** link under **Action** column for Commercial Insurance Coverage. **View Commercial Insurance Coverage** page displays.

![View Commercial Insurance Coverage](image)

5. Click **Prior Authorizations/Referral** from the Navigation Bar. **Prior Authorizations/Referrals** page displays.
6. Click New button. **Create PA / PCP Referral / Script Required** page displays.

7. Enter data as appropriate.

8. Click Save button. **Prior Authorizations/Referrals** page displays.

    OR

    Click Save & New button to enter additional PA / PCP Referral / Script Required.

**Commercial Insurance Coverage – Create Prior Authorization**

If the need for a Prior Authorization for a service has been entered into NYEIS and a Service Authorization is created that requires a request for Prior Authorization from Commercial Insurance, the EIO/D receives notification through a task to request Prior Authorization for the Child and may forward this task to the service coordinator to document the prior authorization as received.

---

**Important Information**

The Prior Authorization workflow task, called Prior Authorization, is directed to the EIO/D. See **Appendix H** for further information about the workflow.
1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, Searching for search instructions and tips.

2. Click Reference Number link in the Search Results for appropriate Child. Child Homepage displays.


5. Click **Prior Authorizations/Referral** from the Navigation Bar. **Prior Authorizations/Referrals** page displays.

6. Click **New Prior Authorization** button. **Create Prior Authorization** page displays. *Fields requiring data entry are marked with an asterisk. A field can also be required based on logic that will not have an asterisk. Date fields must be formatted as mm/dd/yyyy format.*

**Prior Authorization Number** must be entered after the request has been made and the Authorization Number is issued. A Municipality may not have this information while initially entering data in this page.

To select a **Service Authorization Number**, click **Search** icon. **Select Service Authorization Number** page displays. Click **Select** link under **Action** column for correct Service Authorization

**Prior Authorization Certification Type** field indicates if the Prior Authorization request is **Initial**, **Renewal** or **Revised**.

**Related Prior Authorization Number** field captures any previously issued Authorization Number that may be useful when requesting additional authorization.
**Number of Authorized Visits** field should be used to capture the total number of visits authorized by Commercial Insurance, not the total number of authorized visits on the Service Authorization.

**Important Information**

- If a prior authorization is submitted and denied, the service should be recorded as a “service not covered”. See *Services Not Covered* for further information.
- User subscribed to the Muni_FiscalManager work queue will receive a Notification when the number of Authorized Visits minus the number of claimed visits reaches 3.

**Delay Reason** field captures the reason there was a delay in processing by Commercial Insurance.

**Denial Reason** field captures the denial if the Prior Authorization request is denied.

**Important Information**

If a Prior Authorization is required and submitted for and then denied, the service should then be entered under ‘Services Not Covered’.

Click **Save** button. **Prior Authorizations/Referrals** page displays.

**OR**

Click **Save & New** button to enter additional Prior Authorizations.

**Commercial Insurance Coverage – Create 278 Request**

**Important Information**

This feature has been temporarily disabled and is not currently operational.
Commercial Insurance Coverage – New Primary Care Physician Referral

Once a service has been agreed to as appropriate for a child/family and the resulting Service Authorization is issued, the Municipality should enter any information into NYEIS regarding specific requirements to ensure coverage of services (e.g., an insurance company requires prior authorization or a Referral before they will agree to cover a service).

If the need for a New Primary Care Physician Referral for a service has been entered into NYEIS and a Service Authorization is created that requires a request for a Primary Care Physician Referral, the child’s Service Coordinator receives notification through a Task to request PCP Referral for the Child.

### Important Information

The Primary Care Physician Referral workflow task, called PCP Referral, is directed to the child’s Service Coordinator. See Appendix H for further information about the workflow.

1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, Searching for search instructions and tips.

2. Click Reference Number link in the Search Results for appropriate Child. Child Homepage displays.

---

<table>
<thead>
<tr>
<th>Child Homepage</th>
<th>Kevin Bendorian - 50802B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Information</td>
<td>First Name: Kevin  Last Name: Bendorian</td>
</tr>
<tr>
<td>Address</td>
<td>444 8th Ave, Albany, NY 12201</td>
</tr>
<tr>
<td>Phone Number</td>
<td>516.202.2020</td>
</tr>
<tr>
<td>Child Information</td>
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<td>Caregiver’s Relationship:</td>
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<tr>
<td>Mother’s First Name: Jill  Mother’s Last Name:</td>
<td></td>
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<tr>
<td>Mother’s Ethnic Origin:</td>
<td></td>
</tr>
</tbody>
</table>
3. **Click Insurance Coverage from the Navigation Bar. Commercial Insurance Coverage page displays.**

![Commercial Insurance Coverage](image)

4. **Click View link under Action column for Commercial Insurance Coverage. View Commercial Insurance Coverage page displays.**

![View Commercial Insurance Coverage](image)

5. **Click Prior Authorizations/Referral from the Navigation Bar. Prior Authorizations/Referrals page displays.**

![Prior Authorizations/Referrals](image)

6. **Click New Primary Care Physician Referral button. Create Primary Care Physician Referral page displays. SA Number and PCP Referral Number are required fields. PCP Referral Number may be the referring physicians NPI number.**

![Create Primary Care Physician Referral](image)
7. To select an SA Number, click **Search** icon. **Select Service Authorization Number** page displays. Click **Select** link under **Action** column for correct Service Authorization Number. **Create Primary Care Physician Referral** page displays.

8. Click **Save** button. **Prior Authorizations/Referrals** page displays.

### Viewing Prior Authorization / Referrals

**Commercial Insurance Coverage – View Service Details**

1. Search for the Child using the NYEIS search functionality.  See **Unit 1: Getting Started, Searching** for search instructions and tips.

2. Click **Reference Number** link in the Search Results for appropriate Child. **Child Homepage** displays.

3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

4. Click **View** link under **Action** column for Commercial Insurance Coverage. **View Commercial Insurance Coverage** page displays.

6. Click View link under Action column for Service Details. View PA / PCP Referral / Script Required page displays.

7. Click Close button. Prior Authorizations/Referrals page displays.

8. Click Home from the Menu Bar. User Home Page displays.

Commercial Insurance Coverage – View Prior Authorization

1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, Searching for search instructions and tips.

2. Click Reference Number link in the Search Results for appropriate Child. Child Homepage displays.
3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

4. Click **View** link under **Action** column for Commercial Insurance Coverage. **View Commercial Insurance Coverage** page displays.

5. Click **Prior Authorizations/Referral** from the Navigation Bar. **Prior Authorizations/Referrals** page displays.

6. Click **View** link under **Action** column for specific Prior Authorizations. **View Prior Authorization** page displays.
7. Click Close button. Prior Authorizations/Referrals page displays.

Editing Prior Authorization / Referrals

Commercial Insurance Coverage – Edit Service Details

1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, Searching for search instructions and tips.

2. Click Reference Number link in the Search Results for appropriate Child. Child Homepage displays.


5. Click **Prior Authorizations/Referral** from the Navigation Bar. **Prior Authorizations/Referrals** page displays.

6. Click **Edit** link under **Action** column for specific **Service Details**. **Modify PA / PCP Referral / Script Required** page displays.

7. Apply necessary changes.

8. Click **Save** button. **Prior Authorizations/Referrals** page displays.

**Commercial Insurance Coverage – Edit Prior Authorization**

1. Search for the Child using the NYEIS search functionality. See **Unit 1: Getting Started, Searching** for search instructions and tips.

2. Click **Reference Number** link in the Search Results for appropriate Child. **Child Homepage** displays.

3. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.
4. Click **View** link under **Action** column for Commercial Insurance Coverage. **View Commercial Insurance Coverage** page displays.

5. Click **Prior Authorizations/Referral** from the Navigation Bar. **Prior Authorizations/Referrals** page displays.

6. Click **Edit** link under **Action** column for specific **Prior Authorizations**. **Modify Prior Authorization** page displays.

7. Apply necessary changes.

8. Click **Save** button. **Prior Authorizations/Referrals** page displays.
Important Information
If claiming to the insurer has occurred, and the Prior Authorization information has changed, it is recommended that the existing prior Authorization record be end-dated and new Prior Authorization information is added.

Deleting Prior Authorization / Referrals

Commercial Insurance Coverage – Delete Service Details Required

1. Search for the Child using the NYEIS search functionality. See Unit 1: Getting Started, Searching for search instructions and tips.

2. Click Reference Number link in the Search Results for appropriate Child. Child Homepage displays.


6. Click **View** link under **Action** column for specific **Service Details**. **View PA / PCP Referral / Script Required** page displays.

7. Click **Delete** button. **Confirm Delete that PA / PCP Referral / Script is Required** page displays with the message *Are you sure you want to delete this indicator that either a PA, PCP Referral or Prescription is required for this Child’s Insurance Coverage?*

8. Click **Yes** button. **Prior Authorizations/Referrals** page displays.

**Commercial Insurance Coverage – Delete Prior Authorization**

1. Log in to NYEIS. User Home Page displays.

2. Click **Child** link in **Search** section. **Child Search** page displays.

3. Type all known information in **Search Criteria** section. Click **Search** button. Records matching display in **Search Results** section. *To search again, click Reset button.*
4. Click **Reference Number** link for appropriate Child. **Child Homepage** displays.

5. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.

<table>
<thead>
<tr>
<th>Coverage List</th>
<th>Action</th>
<th>Insurance Company</th>
<th>Policy Number</th>
<th>Effective From Date</th>
<th>Effective To Date</th>
<th>3rd Party Sequence</th>
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<tr>
<td>View</td>
<td>Edit Prior Auth</td>
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<td>101018</td>
<td>1/1/2009</td>
<td>12/31/2009</td>
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<td>View</td>
<td>Edit Prior Auth</td>
<td>Medicaid</td>
<td>1/1/2009</td>
<td>12/31/2009</td>
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</tr>
</tbody>
</table>

6. Click **View** link under **Action** column for Commercial Insurance Coverage. **View Commercial Insurance Coverage** page displays.

7. Click **Prior Authorizations/Referral** from the Navigation Bar. **Prior Authorizations/Referrals** page displays.

<table>
<thead>
<tr>
<th>Prior Authorizations/Referrals: Fatima Smithwick - 30000010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Details</td>
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<td>-----------------</td>
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<tr>
<td>View</td>
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<table>
<thead>
<tr>
<th>Prior Authorizations</th>
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<tbody>
<tr>
<td>Action</td>
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<tr>
<td>View Edit</td>
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<td>View Edit</td>
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<table>
<thead>
<tr>
<th>Primary Care Physician Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action</td>
</tr>
<tr>
<td>Delete</td>
</tr>
</tbody>
</table>

8. Click **View** link under **Action** column for specific **Prior Authorizations**. **View Prior Authorization** page displays.
9. Click **Delete** button. **Delete Prior Authorization** page displays with the message *Are you sure you want to delete this prior authorization?*

**Delete Prior Authorization: Fatima Smithwick - 30000010**

Are you sure you want to delete this prior authorization?  
[Yes][No]

10. Click **Yes** button. **Prior Authorizations/Referrals** page displays.

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**Important Information**

If claiming to the insurer has occurred, and the Prior Authorization information has changed, it is recommended that the existing prior Authorization record be end-dated and new Prior Authorization information is added.

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**Commercial Insurance Coverage – Delete Primary Care Physician Referral**

1. Log in to NYEIS. User Home Page displays.

2. Click **Child** link in **Search** section. **Child Search** page displays.

3. Type all known information in **Search Criteria** section. Click **Search** button. Records matching display in **Search Results** section. *To search again, click Reset button.*

4. Click **Reference Number** link for appropriate Child. **Child Homepage** displays.

5. Click **Insurance Coverage** from the Navigation Bar. **Commercial Insurance Coverage** page displays.


8. Click Delete link under Action column for specific Primary Care Physician Referrals. Delete PCP Referral page displays with the message Are you sure you want to delete this Primary Care Physician Referral?

Delete PCP Referral

Do you want to delete this Primary Care Physician Referral?

Yes  No

Note:

- **Primary Care Physician Referrals** cannot be edited. They can only be deleted once created.

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**Generating Subrogation Letters**

**Important Information**
This feature is no longer active in NYEIS

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**Viewing and Printing Subrogation Letters**

**Important Information**
This feature is no longer active in NYEIS

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**SURVEYS**

This feature can be used to complete certain State Surveys in NYEIS. Surveys are associated with each Child’s Integrated Case. Instead of paper surveys, NYEIS Users may respond to a State Survey for all or a sample of children using NYEIS. Surveys are posted to NYEIS by the State Administrator. When the feature is being used to conduct a survey or collect needed data, a link from the Child’s Integrated Case will take the User to a page with the survey or list of surveys. If the feature is not in use, no surveys will be posted on the page.

**Important Information**
This feature is currently not being used for Child and Family outcomes.

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**Taking Surveys**

1. Display Child Home Page. [Refer to Unit 1: Getting Started, Displaying Child Home Page](#) for further information.
2. Click **Surveys** from the Navigation Bar. **Surveys** page displays.

3. Click **View** link under **Action** column for Survey to complete from **Available Surveys** section. **View Survey Definition** page displays.

4. Click **Current Survey** link from **Survey Details** section. **File Download** dialog box displays.
5. Click **Open** button. Survey opens in Adobe Reader or Adobe Acrobat.


**Important Information**

Surveys can only be completed once. Surveys can not be deleted or edited once a Survey is submitted.

After completing, **do not** select **File, Save As** to save on local drive. Surveys **must** be saved to the NYEIS database both for the State to use the results and to ensure confidentiality of the Child data within a secure location.
7. Click Submit button. Submit successful message displays.

8. Close message dialog box. Close Adobe Reader or Adobe Acrobat. Survey displays under Completed Surveys section on Surveys page.