



# The Hub Club

Your Source for **EI-Hub** Updates



Issue 8

September 15, 2020

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## A Message from the Bureau

As families and educators across the state enter uncharted territory with the commencement of the school year, it is hard to believe this unique summer is over. It was a busy summer in the Early Intervention (EI) Program and despite all the competing priorities and challenges, we have seen an extraordinary level of meaningful engagement on the EI-Hub systems project from our Early Intervention county and provider community.

The EI-Hub Readiness Focus Groups were one of this summer's virtual success stories. Between July 27 and August 13, the EI-Hub project team conducted a total of 11 focus groups with providers and county representatives from across the state, covering several disciplines, agency and municipal sizes and geographic locations. Our sincerest thanks to everyone who volunteered or participated in these focus groups. These focus groups allowed us to hear more about the community's readiness for change, communications preferences, and gave us the opportunity to more deeply explore the questions and concerns in the community. These discussions enabled a better understanding of the anticipated business impacts the transition to the EI-Hub may have on providers and municipalities.

Topics that were raised consistently included training, user roles, how the EI-Hub will interact/interface with third-party service logging and billing systems, and questions about EI-Hub functionality. This feedback is incredibly valuable in helping us to shape our communications, identify the need for new communications, and factor these questions, concerns, and feedback into the training plan, system implementation plan, and responses to frequently asked questions (FAQs).

We will be providing more information on all of these topics, so please continue to check your emails for subsequent issues of the Hub Club, webinar notices, and memos and don't forget to check out the FAQ section below for some new insights into the EI-Hub functionality.

We look forward to receiving your questions and comments at [EIHub@health.ny.gov](mailto:EIHub@health.ny.gov) and your responses to the next Readiness Assessment Survey, coming this Fall.

*Connie Donohue*

*Director, Bureau of Early Intervention*

## Featured Feature

### ***EI-Hub Provider Application Tool Highlight***

Following submission through the Provider Application Screening Tool (PAST), which was highlighted in Issue 7 of the Hub Club, an applying Provider will move on to the Provider Application Tool (PAT).

Similar to the PAST, the PAT is completely automated and promotes efficiency in the application process. Some of the key features of the PAT include:

- Collects all information needed for the Provider Approval Unit to determine if an applicant is eligible to provide EI services
- Provides on-screen and email notifications to immediately confirm successful submission
- Allows applicants to easily edit and resubmit denied applications
- Reduces documentation requirements

Please click the image below to see a short video highlight of some of the features of the PAT.

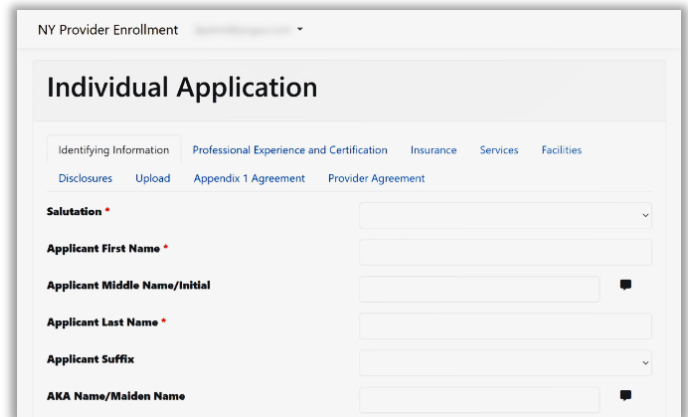
### **EI-Hub PAT Video Highlight**

In a coming issue of the Hub Club, we will highlight features of EI-Hub's Case Management component!

## Frequently Asked Questions

### **Will there be a way for a supervisor to track the number of assignments given to a particular provider?**

Yes, the EI-Hub will include dashboards with information displayed by 'assignment' group (an example is new referrals). The dashboard will show the child information as well as who the case is assigned to. Additionally, the EI-Hub Case Management module will have a helpful task function. Tasks are one-to-one communications. These communications allow a supervisor to assign a task to an employee and monitor it until it is complete. For example, a supervisor may assign a task to a

The image shows a screenshot of the 'Individual Application' form within the 'NY Provider Enrollment' system. The form is titled 'Individual Application' and has a navigation bar with tabs for 'Identifying Information', 'Professional Experience and Certification', 'Insurance', 'Services', and 'Facilities'. Below the navigation bar, there are several input fields: 'Salutation' (a dropdown menu), 'Applicant First Name', 'Applicant Middle Name/Initial', 'Applicant Last Name', 'Applicant Suffix' (a dropdown menu), and 'AKA Name/Maiden Name'. Each field has a small red asterisk indicating it is required. The form is presented in a clean, modern web interface.

*Above: Provider Application Tool (PAT) user interface.*

service coordinator to call the family because they had questions regarding the Early Intervention documentation they received.

**In the EI-Hub Case Management module, will there be a case list organized by date?**

Yes, providers, service coordinators, and EIO/Ds will have access to caseload reports in the EI-Hub. These reports will appear in the user's dashboard view on the home page of the Case Management module, and can be filtered by any column, including date.

**Will there be more standard reports available in the EI-Hub?**

Yes, the EI-Hub will have standard reports available for several components, including in the Case Management module (reports by Child, Provider, Rendering Provider, and Service Coordinator), Billing module, and Service Logging module.

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## Upcoming Events

- **Provider Demonstrations** – Beginning Fall 2020!
- **Early Intervention Coordinating Council (EICC) Meeting** – September 24
- **Readiness Assessment Survey** - October 2020

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## Key Transition Dates

- **Launch of EI-Hub Learning Management System** – Quarter 1 2021
- **Transition of NYEIS to Read-Only** – Two weeks prior to EI-Hub go-live
- **EI-Hub Go-Live** – May 2021
- **Deadline for downloading files from NYEIS** – September 1, 2021