The Hub Club

Your Source for **EI-Hub** Updates

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Contact Us

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Message from the Bureau

We are looking forward to the launch of the EI-Hub coming up in October and are excited to share more helpful information about the system and the transition. The project team has been working hard to expand and develop training resources and hope you have been finding them helpful. Be on the lookout for more coming your way!

Being in the know about timelines and how things will operate is just as important to prepare for as learning the new system. The team has been putting together information to be shared on this, specifically related to billing and claiming. In this newsletter, you will find more information about billing and claiming that will answer many of your questions.

Many new resources will be posted to the *EI-Hub Learning Management System (LMS)* between now and go-live, so be sure to check the LMS regularly. It has been great to see the utilization of the EI-Hub Sandbox as a resource and we encourage you to continue this as go-live approaches.

Raymond Pierce

Director, Bureau of Early Intervention

Do you have questions on the EI-Hub solution or any information in the Hub Club? If so, don't hesitate to email EIHub@health.ny.gov with your questions.

Featured Feature: Billing Transition

As the launch of the EI-Hub draws near, stakeholders are seeking further details regarding the transition, particularly concerning billing and claiming timelines. Providers are interested in understanding planned system downtime and its potential effects on payment schedules. The implementation of the EI-Hub will not affect payments. There will be no interruptions to the payment schedule and all payments will proceed as scheduled.

Two weeks prior to the EI-Hub launch, the transition period begins. Providers should take note of three important dates: October 4, 2024, October 8, 2024, and October 15, 2024.

October 4, 2024 - The final day for entering child and claims data into NYEIS. An additional escrow payment will be processed this week to assist providers during the transition period. Claims that reach the system approved status in NYEIS during the evening NYEIS financial batches on this date will process as follows: escrow payments for claims system approved by 10/4/2024 will be paid on 10/10/2024 (EFT) through 10/13/2024 (check). Medicaid payments for claims accepted in Medicaid cycle 2460 will be paid on 10/30/2024. Beginning on the evening of October 4, 2024, NYEIS will go offline to facilitate the data migration process. During this migration period, child information, including claims, will be transferred to the EI-Hub.

October 8, 2024 - NYEIS will transition to a read-only format, enabling former users to access data within NYEIS but prohibit the input of new data into the system. Throughout this week, users will need to implement their system downtime procedures to maintain uninterrupted care for children and families. For information on how to prepare for planned system downtime, please reference the [EI-Hub Transition Resource Lists](#) available on the Learning Management System (LMS).

EI Billing will also be temporarily offline to facilitate the migration of claims data. Providers can check the status of Medicaid claims via [eMedNY.org](#). Providers utilizing 837P EDI files can also proactively generate claims files within their third-party system in preparation for when EI-Hub is operational.

October 15, 2024 - The EI-Hub, including EI Billing, is live and users can enter child and claims data. Again, claims accepted on this date will process as expected; escrow payments for claims accepted between 10/15 - 10/24/2024 will be paid on 10/24/2024 (EFT) through 10/27/2024 (check). Medicaid payments for claims accepted between 10/15 - 10/16/2024 will enter into Medicaid cycle 2461 and be paid on 11/06/2024.

For a copy of the billing and claiming transition schedule, please reference the following link on the Learning Management System (LMS): [Planned System Downtime](#)

For more details on payment schedules, please refer to the following links: [2024 Escrow Calendar;](#) [Medicaid Payment Cycle Calendar](#)

Frequently Asked Questions (FAQs)

What happens if claims are not submitted within the 90-day timely filing window?

When preparing for the transition, it's important to take into account claims nearing the 90-day timely filing window. If there are issues related to the system launch that prohibit users from entering claims in the system, the currently available use of entering an extraordinary circumstance in EI Billing may be appropriate for providers.

What happens to claims that were not approved prior to the planned system downtime? Do these claims have to be resubmitted?

Claims that were not approved prior to the system downtime will likely require resubmission upon the launch of the EI-Hub. Providers should verify the status of their claims in NYEIS. Claims marked with status of "submitted", "open", and/or "rejected" should be cross-referenced with information in EI Billing to determine payment status. If these claims remain unpaid, they will need to be resubmitted.

Where can I find training resources regarding billing and claiming within the EI-Hub?

A variety of training resources are available on the Learning Management System (LMS). To access job aids and infographics, visit the [resource library section](#) of the LMS. For eLearning modules, refer to the [course catalog](#). Additionally, [companion guides](#) and a [user guide](#) for uploading 837 files are also available for review on the LMS.

Furthermore, the EI-Hub Project team is currently compiling a list of CPT codes available in the EI-Hub. Based on the results from Provider Claims Loader Testing (837 testing), the project team is in the process of developing a resource outlining the most common claim rejections and the necessary steps to rectify them. Be on the lookout for these resources on the LMS and EI Billing websites.

Upcoming Events

- **Pre-Go-Live Webinars – Dates TBA**

Key Transition Dates

- **Transition of NYEIS to Read-Only** – October 8, 2024
- **NYEIS Decommissioning –** 2-3 months after EI-Hub go-live.
- **EI-Hub Go-Live** – October 15, 2024.

Key Next Steps

- **Ensure** HCS Access for all users who will need access to the EI-Hub (including billing and claiming staff and all providers with a basic or appendix 1 agreement)
- **Review** training materials on the EI-Hub Learning Management System (LMS) and **join** the EI-Hub Sandbox
- **Make a plan** to complete steps in the EI-Hub Transition Resource Lists.

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