



# The Hub Club

Your Source for **EI-Hub** Updates



Issue 4

May 13, 2020

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## Contact Us

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## A Message from the Bureau

The Bureau of Early Intervention (BEI) is sending good thoughts and well wishes to everyone in the EI community. We hope this message finds you and your families healthy and safe during these challenging times. We want to thank all of the essential workers and healthcare professionals who are on the front lines caring for those impacted by the virus. A special thank you to all of you, your continued dedication to the EI families in NYS does not go unnoticed. Your willingness to adapt to a new service delivery method, Telehealth, almost overnight and to use creative strategies to reduce the potential disruption in delivery of EI services to children and families – at the same time protecting the health and safety of providers – is a testament to your commitment. While New York is on PAUSE until at least May 15, the EI-Hub team continues to move forward with development. Over the past month, the team has been configuring the system, planning for training and User Acceptance Testing (UAT), and communicating with our stakeholders.

In mid-April, BEI released a stakeholder survey to measure how ready all of you are for the new system. As expected, there are some concerns that the current pandemic may impact the ability to transition to the EI-Hub. We appreciate your feedback and are listening to your comments. We understand what a strenuous time this is for everyone both professionally and personally. We will continue to monitor the situation on a daily basis and will share both the survey results and other important project information with you in the coming weeks.

*Connie Donohue*

*Director, Bureau of Early Intervention*

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## Attachment Retention Policy

On April 20, 2020 BEI presented a webinar on Early Intervention Program (EIP) record retention policy and the attachment function in the new EI-Hub. There were several key takeaways from the webinar. Requirements for EI providers related to creating and maintaining early intervention records were reviewed. BEI confirmed that the EI-Hub will have the functionality to allow PDF attachments to be uploaded, however attachments that were previously uploaded to NYEIS will not be migrated to the new system. Users will have until March 31, 2021 to retrieve the attachments from NYEIS to fulfill their record retention responsibilities if they have not maintained a record before NYEIS is permanently decommissioned and the attachments are no longer available.

The EI-Hub will have the functionality for users to upload PDF attachments. Similar to NYEIS, attachments are intended to allow for communication and information sharing and are not a replacement for a complete child record. Records must be retained by

municipalities and providers of record for the children and families they serve in accordance with Medicaid requirements and with applicable professional practice acts. The EI-Hub will also have the capability to generate documents. Look for more information on this feature coming soon!

If you are subscribed to the NYEIS listserv, please look for an email sent that includes a copy of the webinar slides, recording and answers to the questions asked in the chat. If you have additional questions, please send them to us at the EI-Hub email address below.

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## Virtual Focus Group

Last month the EI-Hub team completed internal stakeholder interviews with BEI staff to gain an understanding of their perspective toward the rollout of the new system. BEI colleagues had some great questions and even better ideas for how to make the rollout of the system as smooth as possible for everyone.

On the heels of this successful initiative, the EI-Hub project team will host virtual focus groups beginning the first week of June with members of our provider and municipality communities. Thank you to everyone who has volunteered through responses to previous readiness assessment surveys and through email communications. The high response rate will allow us to ensure we have a true cross section of participants representing the diversity within the EI community. Watch your email for an invitation.

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## Frequently Asked Questions

***Will the EI-Hub have the capability to attach service notes?***

Yes, the EI-Hub will allow the recording of service logs and session notes. However, the functionality to enter notes, log services and upload files/attachments does not replace record-keeping requirements or change record-keeping responsibilities of early intervention program providers and municipalities.

***Will a municipality be able to access an attachment/document if needed, once access to NYEIS has been eliminated?***

NYEIS will only be accessible for approximately 6-months after the EI-Hub go-live date. After that time, NYEIS will be decommissioned and users will no longer be able to access NYEIS, NYEIS data and/or attachments.

***Will current children be migrated or will only new children appear in EI-Hub?***

Yes, existing child data will be migrated to the EI-Hub. However, documents uploaded in NYEIS as attachments will not be migrated to the EI-Hub.

*If you have a question about the upcoming EI-Hub system write to: [EIHub@health.ny.gov](mailto:EIHub@health.ny.gov)*

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## Upcoming Events

- **Virtual Focus Groups** – June 2020 (*check your email for an invitation!*)
- **Quarterly EICC Meeting** – June 10<sup>th</sup> 10:15 a.m. – 3:00 p.m.



Department  
of Health