

## NYEIS Case Management Information and Frequently Asked Questions

### **Background Information:**

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, integrated case, and service authorizations. This targeted resource will focus on the case management functions associated with the child's homepage and integrated case homepage.

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 performed in NYEIS are typically carried out by the child's assigned EIO/D or service coordinator, some are available to other NYEIS users with assigned access rights. For example, 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.

### **Child Homepage**

The child's homepage displays the child's personal information, such as Contacts, Demographics, Family Information, Insurance, and other useful information relevant to maintaining the child's record.

The ability to change child information on the child homepage is limited to certain user roles in NYEIS. If a user is not authorized to edit child information, a data change request must be submitted to the child's municipality using the Data Change Requests link on the navigation bar of the child's home page. Submitting the Data Change Request initiates workflow that creates a Task in the municipality's ChildChangeRequest Work Queue. NYEIS users assigned to the work queue will review 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.

### **Important Information:**

The Data Change Request process in NYEIS is only to change the demographic information on a child's Home Page. For all other changes, a Data Change Request must be submitted outside of NYEIS.

### **Race and Ethnicity**

#### **Question:**

What should be done if we are unsure of the race and ethnicity of the child?

#### **Response:**

The Race and Ethnicity fields must be completed in NYEIS, as this is a federal reporting requirement. The individual collecting the information should make a best guess selection as to the child's race and ethnicity. The data recorded in NYEIS for race and ethnicity at the time of referral can be changed/edited at a later time if necessary.

## **Foster Care and Surrogacy**

### **Question:**

Where should foster care information be entered in NYEIS?

### **Response:**

The child homepage in NYEIS has a cluster for Foster Care information. In addition, in the child information cluster on the child homepage, there is a field for the child's living arrangement where "foster parent" can be entered and then corresponding fields for caregiver information can be filled in.

### **Question:**

How should the biological parents' address be documented when the child is already in foster care when referred to the EIP?

### **Response:**

Information on the biological parents' address (if parental rights are still in place) can be entered as an additional address from the Address link off the child's homepage navigation bar. 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 foster care residence). Information can be entered into the comments section when creating the additional address to indicate that this is the biological parents' address. In addition, the 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.

### **Question:**

How should address information be changed when a child enters foster care when already enrolled in the EIP?

### **Response:**

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. A new address should then be created with a type of "physical" (physical address of the child). The primary check box must be selected. In addition, the foster care cluster on the child's homepage must be completed.

### **Question:**

How should surrogate parent information be entered in NYEIS?

### **Response:**

There is currently no specific field in NYEIS to indicate that a surrogate parent has been assigned and the name of the surrogate; this information should be detailed in the comments section of the child's homepage.

### **Question:**

How is it handled in NYEIS when parental rights are terminated and a surrogate parent is appointed?

### **Response:**

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. You should include the surrogate parents' information in place of the parents' information, and delete the information regarding the parents whose rights have been terminated. You should indicate in the comments section that the individual is the surrogate parent who has been appointed by the municipality and that parental rights have been terminated. You should also keep the foster family information in the section where the child's living arrangements are entered.

**Question:**

How should adoptions be handled in NYEIS?

**Response:**

Municipal users with appropriate access rights have the ability to edit the child's name on the child's homepage in NYEIS. You can consult the NYEIS user manual for more information on the functionality. A copy of the certificate of adoption should be maintained in the municipal EIP record for the child.

**Social Security Numbers**

**Question:**

Where should social security numbers be entered in NYEIS?

**Response:**

Social security numbers can be entered in NYEIS using the link for "Alternative IDs" found on the navigation bar on the child's homepage.

**Question:**

What do we do if a family refuses to give the social security numbers?

**Response:**

The attached form can be used to document a parent's declination to provide social security numbers or if a parent or child does not have a social security number. The completed form should be maintained in the child's record by the municipality, but should NOT be sent to the Department. Please remember that the EIP continues to be available to the child and family even if social security numbers are not provided.

**Collection/Documentation of Third Party Insurance Information**

For detailed information on the collection and documentation of Third Party Insurance, please reference The **NYEIS Third Party Insurance Targeted Resource**.

**Integrated Case Homepage**

An integrated case is a central location for the child's case to be managed and is created for a child when an EIO/D is assigned. The ability to manage child information from the integrated case homepage is limited to certain user roles in NYEIS.

**User Roles - Changing a Child's Early Intervention Official Designee (EIO/D) in NYEIS via the User Roles link**

**Question:**

How do I change the child's Early Intervention Official Designee (EIO/D) in NYEIS?

**Response:**

Municipal users with appropriate access rights will be able to use the User Roles feature to change the child's Early Intervention Official Designee (EIO/D). This function will NOT change any other user's role in NYEIS. In order to access this feature, navigate to the child's integrated case page. Use the User Roles link on the navigation bar.

**Important Information:**

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.

**Confidentiality and Sensitive Information****Question:**

How is sensitive information handled in NYEIS?

**Response:**

Sensitive information can be restricted and released in NYEIS by entering data on the Protected Health Information Restrictions and Protected Health Information Authorizations links from the child's integrated case homepage. It is important to remember that NYEIS information is subject to all EIP confidentiality requirements. Users *must* recognize that there may be sensitive or extraneous information communicated or in documents in children's EIP records that does not directly relate to the EIP. EIO/Ds and EIP 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 EIP records.

**Closing a Case**

- In NYEIS, it is possible to close a child's IFSP, which will close the associated service authorizations, and effectively close the child's 'case', without closing the NYEIS Integrated Case.
- It is recommend, for eligible children, that if a family is non-responsive or refuses services, that municipalities allow the Integrated Case to remain open for approximately three months from the MDE, or, if services have started, from the last date of service provision in the event that these families re-establish contact with the municipality.
- If contact is not re-established during the approximate three month period, the municipality can then close the Integrated Case with a closure date that is back-dated to the date of IFSP/Service Authorization (SA) closure.
- If contact is successfully re-established with the family, a 'new' IFSP can be created by the municipality within the child's integrated case in NYEIS. Please Note: The closed IFSP should not be cloned; a 'new' IFSP **must** be created.
- Please remember, when closing a family's 'case' due to refusal or lack of contact, the municipality must have a procedure for closure which includes documented outreach to the family and the provision of written notice to the family of due process rights and procedures 10 days prior to the 'case' closing. This written notice should be provided prior to closing the child's IFSP and related service authorizations.

It is suggested that when a family has been unresponsive or refuses services:

- For eligible children with NO IFSP, municipalities should check the MDE for the date the child was determined eligible and may utilize the calendaring function in NYEIS to set a task for themselves after approximately 3 months from the child's eligible date, to send the appropriate notices and close the child's integrated case if the family has not re-established contact.

For eligible children with an IFSP, municipalities should contact all service providers and request information on the last service delivery date as well as inform providers of the effective date of closure of the IFSP and SAs. In addition, it is suggested that counties encourage providers to submit all claims for services rendered as soon as possible but not later than within 3 months of the last service date. Counties may then utilize the calendaring function in NYEIS to set a task for themselves after approximately 3 months from the last date of service

delivery to send the appropriate notices and close the child's integrated case if the family has not re-established contact.

**Question:**

How do you close a child's integrated case?

**Response:**

An integrated case can be closed by clicking on the Close Case link under the options cluster on the child's integrated case. All tasks must be actioned in NYEIS in order for a child's integrated case to be closed.

**Question:**

How can I determine what tasks are outstanding so that I can close a child's integrated case?

**Response:**

Users with appropriate access rights can click on the tasks link on the child's integrated case homepage to view the open tasks summary page, which will display any open tasks that will need to be completed and closed. Any open tasks will prohibit the closure of the integrated case. Once an integrated case has a status of closed, NYEIS will automatically close any active SAs, or IFSP's.

## Child Home Page Functionality Access by Role

\*\* Providers have a different view of the child homepage

\*\* Only EIO/Ds and SCs have the ability to edit the child homepage and access the “Register Sibling” button.

Link	EIO/D	SC	Provider
Addresses	Yes	Yes	View Only
Alternative IDs	Yes	Yes	No Link
Alternative Names	Yes	Yes	View Only
Cases	Yes	Yes	Yes
Communication Exceptions	Yes	Yes	No Link
Financials	Yes	No	No Link
Notes	Yes	Yes	No Link
Phone Numbers	Yes	Yes	View Only
Relationships	Yes	Yes	No Link
Tasks	Yes – can assign	Yes – cannot assign	Yes – cannot assign
At-Risk Follow-Up	Yes	No	No Link
Referrals	Yes	Yes – view only	No Link
Demographic Data Change History	Yes	Yes	No Link
Insurance Coverage	Yes	Yes	View Only
Surveys	N/A	N/A	No Link
Demographic Data Change Request (Provider View)	No Link	No Link	Yes

## Child Integrated Case Home Page Functionality Access by Role

Link	EIO/D	SC	Provider
Attachments	Yes	Yes	Yes
Case Participants	Yes	Yes	Yes
Communications	Yes	Yes	Yes
Events	Yes – can invite	Yes – cannot invite	Yes – cannot invite
Notes	Yes	Yes	No
Assign Evaluator for MDE	Yes	Yes	View Only
Child’s Completed Evaluations	Yes	Yes	Yes
Eligibility	Yes	Yes	Yes
IFSPs	Yes	Yes	Yes
Tasks	Yes – can assign	Yes – cannot assign	Yes – cannot assign
Transfers	Yes	Yes	Yes – view only
Transitions	Yes	Yes	Yes – view only
Mediations	Yes – view only	No	No
Impartial Hearings	No	No	No
User Roles	Yes	Yes – view only	Yes – view only
Status History	Yes	Yes	Yes
Municipality of Fiscal Responsibility	Yes	No	No
Protected Health Information Restrictions	Yes	No	No
Protected Health Information Authorizations	Yes	No	No
Health Assessments	Yes	Yes	Yes
Case Life Cycle Status	Yes	Yes	Yes
Close Case	Yes	Yes	No

<Name of Municipality>

**Notice of Parent Declination To Provide Social Security Number Information to the Early Intervention Program or Parent/Child Without a Social Security Number**

I, <Name of Early Intervention Official/Designee>, am documenting that <Name of Parent>, who can be reached at

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

<telephone number, address>

has declined to provide social security number information to the Early Intervention Program for themselves <Name> **and/or** for their child, <Name of Child>

The parent declined for the following reason(s):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

has no social security number for themselves <Name> **and/or** for their child, <Name of Child>

Name and affiliation of Early Intervention Official or Designee (EIO/D):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

<telephone number, address>

**I certify that the following actions were taken in an effort to obtain social security number information from the parent:**

- The Early Intervention Official or Designee (EIO/D) requested the information of the parent.

Yes  No

- The parent has been informed and understands that this declination notice will be retained in the child's record.

Yes  No

EIO/D Signature	Date
_____	_____