

NYEIS Targeted Resource- Common Data Changes

Background Information:

The New York Early Intervention System (NYEIS) is a data system used statewide for the administration of the New York State Early Intervention Program. At times, changes need to be made to the data that has been entered into NYEIS. A data change is defined as “a user data entry error, system design limitation that may cause an issue, or an unexpected system generated issue that cannot be resolved onscreen by the user.”

This *NYEIS Targeted Resource- Common Data Changes* document will review the data change request process, identify common data changes for NYEIS users, and provide suggestions to reduce these common data changes.

Data Change Request Process:

1. A NYEIS user determines there is incorrect data in NYEIS.
2. The *NYEIS Data Change Request* (DCR) template is completed and submitted to the municipality that authorized the services for the child (the *NYEIS Data Change Request* document and instructions are located on the Health Commerce System (HCS) in the NYEIS folder).
3. A municipal user reviews and submits the DCR template to the Bureau of Early Intervention (BEI) via the HCS. The request may be returned to the submitter if:
 - Submitted to BEI by a provider directly
 - Missing needed information to complete the request, such as, the child’s reference number, IFSP number, SA number, etc.
 - The requested change can be made by the NYEIS user or by a Municipal Program User Admin user utilizing NYEIS (ex. reactivating a closed IFSP and its service authorizations). Case reactivation information is located in the NYEIS User Manual Unit 10: Municipal Administration.
 - The data change requested violates an EIP policy
4. BEI tracks all requested DCRs, creates a ticket for each data change, and researches each DCR.
5. The request is reviewed and the requested change is made.
6. Submitter (municipality) is notified that the change has been made via e-mail.
7. The submitter then notifies the requester that the change was completed and the change requested is verified by the NYEIS user.

Common Data Changes:

[Task Closure/Delete Tasks](#)

[Delete IFSPs/SAs](#)

[Service Authorization Edits](#)

[Task Forward](#)

[Integrated Case Closure Data Change](#)

[Re-opening an Integrated Case/Multidisciplinary Evaluation \(MDE\) “Unexpire”](#)

[Referral Changes](#)

[NYEIS User ID Edits](#)

[CIN Fix](#)

Task Closure/Delete Tasks:

A child's integrated case cannot be closed if there are outstanding tasks associated with the case. Tasks to NYEIS users are typically triggered by events in the system based on NYEIS user input. Prior authorization requests, scheduling individualized family service plan (IFSP) reviews and completing supplemental evaluations are the three most common tasks that users request to be closed via a DCR. *Unit 1: Getting Started* of the NYEIS User Manual includes information on working with tasks.

Reminder: Most system created tasks require a NYEIS user to complete the primary action link on the task homepage in order to close the task. There are three system-created tasks that can be closed by the municipality by selecting "Close" on the Task Home page. These tasks are as follows:

- Case Closure
- Reassign Service Authorization Provider Agency (when SA is rejected by assigned agency)
- Reassign MDE Evaluator Agency (when assignment is rejected by assigned agency or if previous assignment is canceled by the municipality)

Important Note: If NYEIS users are unable to close tasks, municipalities may contact the NYEIS help desk directly to request a task be deleted rather than submit a DCR.

Prior Authorization (PA) Tasks-

A task is generated to the child's Early Intervention Official Designee (EIO/D) when the service coordinator has recorded that the commercial insurer requires prior authorization (PA) for a specific service type, method or qualified personnel, and then a corresponding service authorization (SA) is created during the IFSP process.

Example: The child's insurance record identifies that the insurer requires prior authorization for physical therapy (PT) services. When a PT service authorization is created, NYEIS generates a task to the EIO/D to record prior authorization for this SA. In order to resolve this task, the PA should be entered via the primary action on the task.

Strategies to decrease/avoid a DCR:

- The NYEIS user should not enter into NYEIS that prior authorization is needed by a commercial insurance company unless the insurer has verified that PA is required by the insurer. This information should only be entered, after the service coordinator receives notice from an insurance company that PA is required.
- Ensure PA is entered via the task (not through the insurance screen) if a task has been generated. Entering this information via the insurance screen will leave the task outstanding.
- If the insurer does not require PA, update this information on the child's insurance record in NYEIS to stop future tasks from generating.
- If the need for a prior authorization is not entered into a child's insurance page in NYEIS, prior authorization information can still be entered on the child's insurance page when received from the insurer.
- The EIO/D should only forward this task to the child's service coordinator.

Schedule IFSP Tasks

A “Schedule IFSP review” task is generated and sent to the child’s EIO/D if there is an IFSP ending for the child 45 days from the current date. The primary action of this task is for the EIO/D to create an IFSP review. This event will then be stored on the child’s IFSP events calendar. The two most cited reasons that data change requests are submitted to remove this task are:

1. The child is not continuing in EI and will not move forward with another IFSP or
2. The task is being forwarded to a user who cannot complete the task.

Strategies to decrease/avoid a DCR:

- NYEIS users do have the ability to record an IFSP review date on the child’s IFSP Events page, which will close the task.
 - If an IFSP meeting did not occur or will not occur, the EIO/D or service coordinator can enter the date that the child’s Integrated Case closed on the “Create IFSP Review” page.
 - If the IFSP meeting was held, but the task to schedule the IFSP review was not completed prior to the meeting, enter the date that the IFSP meeting was held to close the task.

Supplemental Evaluation Tasks

NYEIS users encounter two different scenarios regarding supplemental evaluation tasks:

1. After a provider rejects an assigned evaluation SA, the EIO/D receives a task to reassign the service. The primary action is to navigate to the SA homepage and assign a new provider. If this evaluation did not occur during this IFSP period, or the SA was added to the wrong IFSP, the EIO/D can manually close the “Reassign Service Authorization Provider Agency” using the close link on the task and a DCR is not needed.
2. If a provider accepts the service authorization assignment, they will then receive a task to record the supplemental evaluation results. The primary action of this task is to record the supplemental evaluation results. If the supplemental evaluation was canceled or does not occur (ex. parent does not consent to evaluation, child moves out of county prior to evaluation being completed, or the evaluation does not get completed within the service authorization dates), then the task remains outstanding and a DCR is necessary to delete this task.

Strategies to decrease/avoid a DCR:

- NYEIS users must ensure that the supplemental evaluation service authorization is added to the correct IFSP.
- Careful communication with the supplemental evaluation provider will ensure that this provider understands the timeframe that has been authorized for this evaluation to be delivered.

Delete IFSPs/Service Authorizations (SA):

Information on IFSPs and service authorizations is located in *Unit 6: Individualized Family Service Plan & Service Authorization* of the NYEIS User Manual.

Reminder: If a draft IFSP is created, a NYEIS user is restricted from editing a previous IFSP.

Delete IFSP:

Once a NYEIS user creates an IFSP or clones the existing IFSP, the IFSP cannot be deleted onscreen.

Strategies to decrease/avoid a DCR:

- The NYEIS IFSP should be created during or after the IFSP meeting based on the decisions made at the IFSP meeting.
- IFSPs should not be cloned prior to the IFSP meeting.

Service Authorizations:

Service Authorizations (SA) with a status of “draft” can be deleted on screen by a NYEIS user.

Reminder: If claims have been entered against a SA, then the IFSP/SA cannot be deleted.

Strategies to decrease/avoid a DCR:

- Carefully review the IFSP and SA to ensure that the accurate information was included prior to the IFSP being submitted for approval.
- Ensure that the supplemental evaluation SA was added to the correct IFSP. The IFSP should accurately reflect what was agreed to by the IFSP team.
- ***NYEIS Targeted Resource to review:*** *IFSP and Service Authorization Information and FAQs* (located on the HCS in the NYEIS folder).

Service Authorization Edits:

This section includes only IFSP/SA edits that are not available utilizing NYEIS Version 4.01 functionality to re-activate an IFSP/SA. Included are changing the Initial Service Coordination (ISC) SA start date or editing an ISC SA after a child has transferred to a new county.

Initial Service Coordination SA Edits:

After an ISC SA end date passes, users cannot edit this ISC SA. The functionality does not exist to re-activate a closed ISC SA. In some cases, the ISC SA can be re-opened via a DCR for the user to make edits. If a child has moved to a new county, the former county does not have access to the child’s integrated case and all edits must be accomplished via a DCR.

Strategies to decrease/avoid a DCR:

- Select the correct provider of record on the ISC SA.
- Include the correct number of units on the ISC SA.
- Ensure careful data entry of dates when amending an ISC SA. Modifications to an Approved/Active/Extended Service Authorization that are classified as a “Service Authorization Amendment” will cause the SA to be closed and a new SA with the specified changes to be created. The start date of the new SA is set to the Decision Effective Date designated by the EIO/D. The end date of the original SA is set to one day prior to the Decision Effective Date.
- *Unit 6: IFSP and Service Authorization* of the NYEIS user manual includes information on SA amendments.

Bilingual Add-On:

If the supplemental evaluation is bilingual, the user must record the bilingual details in the evaluation. After the evaluation is accepted by the EIO/D, the system creates the bilingual add-on service authorization and adds this SA to the associated IFSP.

Important Note: If a supplemental evaluation is NOT indicated as having been conducted as bilingual, upon acceptance of the submitted evaluation the bilingual add-on service authorization will not generate.

Strategies to decrease/avoid a DCR:

- Provider's entering results of evaluations should ensure the bilingual information is accurately recorded.
- Municipal users reviewing submitted evaluations should review and confirm the bilingual information is accurately recorded.

Task Forward:

The ability to forward a task to another NYEIS user is limited to some municipal and state level user roles. Tasks that generate to an EIO/D's "Assigned Tasks" can often only be completed by the child's EIO/D. Careful consideration should be given anytime a task is being forwarded.

DCRs are commonly requested when:

- Tasks are sent to a NYEIS user who cannot complete the task.
- Tasks are sent to a NYEIS user who is no longer employed by the provider agency.

Strategies to decrease/avoid a DCR:

- Tasks should be actioned by the NYEIS user who receives the task.
- Utilize *NYEIS User Manual Appendix H: NYEIS Workflows*. This chart identifies which NYEIS user receives the task. This user should action the task.
- If you are unsure if a task should be forwarded, please contact the NYEIS Help Desk for further assistance.
- Tasks should be completed in a timely manner.

Integrated Case Closure Data Change:

The NYEIS Integrated Case should be closed in a timely manner for children who are determined not eligible for the EIP (unless the family is pursuing due process or has requested a re-evaluation) or if a family refuses the EIP prior to eligibility being determined. Closing integrated cases in a timely manner ensures compliance with federal reporting requirements.

Important Information: It is recommended that for eligible children, the Integrated Case remain open until approximately three months from the child's eligibility date or last date of service, whichever date is later.

Case Closure Date:

When a case closure is initiated, the "Closure Date" field is pre-populated with the date that the case is closed in NYEIS. In most cases, users are not changing this date to reflect the actual date the child left the EIP.

Strategies to decrease/avoid a DCR:

- Users should ensure that they are entering the correct closure date. This date can be backdated and there are edits in NYEIS to prevent a future date from being entered.

Case Closure Reason:

A case closure reason is required when closing a child's integrated case. A validation in NYEIS will not allow a case to be closed without a reason. A NYEIS targeted resource is available for review: *NYEIS Case Management Information and FAQ* (located on the HCS in the NYEIS folder).

Strategies to decrease/avoid a DCR:

- Users should select the most appropriate closure reason that best fits the individual situation of the child, to ensure data accuracy.

Re-opening an Integrated Case/Multidisciplinary Evaluation (MDE) "Unexpire":

An Integrated Case cannot be re-opened by a NYEIS user on screen if closed. Closing the Integrated Case closes open IFSP/SAs, updates the Status History with the closure date and reason and 'expires' the child's eligibility for the Early Intervention Program (EIP). Thus, if a child's integrated case is closed by mistake, the child is seen in NYEIS as not being eligible for the EIP. Other than an interim, an IFSP cannot be created unless eligibility has been established.

In the case of a child transfer, the Integrated Case should not be closed prior to the transfer. The action of closing the case causes the child's eligibility to be expired and the receiving municipality cannot create an IFSP. Closing the child's integrated case prior to transfer creates multiple data changes that must be completed in order for the child's case to be properly managed in the new county.

Strategies to decrease/avoid the need for DCR:

- It is recommended that an eligible child's integrated case remain open for approximately three months. If a child and family is temporarily "missing in action," moves to another state/county, or a family declines services, it is recommended that the case remain open for approximately 3 months. If the case has been closed and a family returns after a short period of time (less than 3 months from MDE or last date of service rendered) and eligibility does not need to be re-established, a DCR is needed to re-open the case and un-expire the MDE so that services can resume.
- Review the *NYEIS Transfers and Transitions Information and FAQs* targeted resource located on the HCS in the NYEIS folder.
- Integrated Cases should remain open when a child transfers to a different county. Any active IFSP and SA will be closed automatically when the transfer is accepted (and the date of closure will be automatically generated by NYEIS to correspond with the date the new county accepted the transfer). The active IFSP and SAs should not be closed prior to transfer.
- If the IFSP is accidentally closed prior to the transfer, a data change may be needed.
- If the child's integrated case is accidentally closed, the child should not be re-referred in NYEIS to reopen the case. This results in inaccurate information in NYEIS. The data change request must include the following requests: remove IC closure, change the re-referral to an additional referral, remove the newly created ISC SA, change integrated case start date/latest referral date, IFSP due date, etc.

Referral Changes:

Referral Date:

A referral can be submitted to the municipality by a provider and the referral date automatically generated is the date of referral submission. A referral can also be created by a municipal user. In this case, the referral date is data entered by the municipal user.

The referral date is used to calculate the child's 45-day timeline to initial IFSP, used as the child's integrated case start date, latest referral date, and the start date for the initial service coordination service authorization. Once a referral is completed and the register button is selected, the referral date field cannot be changed onscreen by a NYEIS user.

Strategies to decrease/avoid a DCR:

- NYEIS users should double check the referral date when entering a referral. Two common DCRs are: (1) the child's DOB is entered in the referral date field and (2) each year after the New Year, there is an increase in DCRs to change the year of the referral (ex. date was entered as 1/1/2016 instead of 1/1/2017).

Referral Information/Duplicate Cases in NYEIS:

When entering a referral for a child, NYEIS users must search the system to verify that the child is not currently in NYEIS. The date of birth is the only required search criteria. Municipalities have reported that often the referral source provides an inaccurate date of birth or inaccurate spelling of a child's name. If an existing child is found in another county, the system will provide minimum information on the child and an informational message noting what child the county is currently registered in through NYEIS. If a transfer is appropriate, the municipality can work with the parent and the identified county to arrange a transfer through NYEIS. If the child is an existing child in same county, the user will be navigated to the child's homepage to enter a re-referral for the child.

Strategies for decreasing/avoiding the need for a DCR:

- When data entering the child's municipality on the referral page, if a field is selected and the mouse is still hovering over the field and the user uses the scroll button, the county will be changed. Double check the county field prior to saving the referral.
- If a referral is registered with the wrong municipality selected **DO NOT** create another referral for the same child. This is the cause of a large number of duplicate children in the system. In this situation, contact the NYEIS helpdesk and the referral can be re-routed to the correct municipality.
- If the child is registered in a different county, the county receiving the referral should work with the family to obtain the required consents to transfer the NYEIS record. Only if a family refuses to provide consent for the transfer of records from the previous county, should the child be registered as a new case in the new county.
- Verifying a child's name and date of birth prior to data entry.

NYEIS User ID Edits:

In order to access NYEIS, an individual must have a NYEIS user account. Before a NYEIS user account can be created, the individual must first have a Health Commerce System (HCS) account. There is no separate log in to NYEIS after a user signs into the HCS, so it is critical that the NYEIS user ID on the account matches the HCS ID. Please note that the "NYEIS User ID" is captured in the field in NYEIS called "user name."

Strategies to decrease/avoid a DCR:

- A NYEIS user must have an HCS account (HCS ID) before a NYEIS user ID is created.

- The user ID created for the NYEIS user account needs to be identical to the individual's HCS user ID.
- Do not include any blank spaces before or after the HCS user name.
- NYEIS User IDs are case sensitive.
- A NYEIS user account should not be created until the HCS account has been created.
- Targeted Resource to Review: NYEIS *Municipal Administration Information and FAQs* (located on the HCS in the NYEIS folder).

CIN Fix:

There is a rule in NYEIS that does not allow the same CIN number to be entered on more than one child record.

Most common scenarios:

- CIN added to the incorrect child record. In these cases, a DCR is needed to end date the CIN on the start date of the incorrect child's record and have the CIN entered with the appropriate start date on the correct child's record. The DCR submitted needs to include these dates.
- Duplicate Child records exist and the CIN needs to be entered on both child records. When there are duplicate child records entered in NYEIS, BEI works closely with the technical team and municipality (or municipalities depending on the situation) and recommendations are made to utilize only one child record (if possible) and close the other record as a duplicate child. If the duplicate records have MDEs, IFSPs, SAs and claims, it is not possible to manually enter data from one case to another. Currently, there is no feature to automatically combine cases in NYEIS. In these situations, the CIN needs to be added to both records. The original child record with the CIN is end dated with the date that child left the county (case closure date) and the CIN is added to the new county child's record with the appropriate start date (typically the date of the referral). The CINs cannot overlap.

Strategies to decrease/avoid a DCR:

- Reducing the number of duplicate child records will assist in decreasing CIN data changes. See above section on Referrals for additional strategies.

Overall Strategies to Reduce Data Change Requests:

1. NYEIS users should utilize the training resources available:
 - NYEIS User Manual- Located on the HCS in the NYEIS folder
 - NYEIS Targeted Resources- Located on the HCS in the NYEIS folder
 - NYEIS Training webinars- Located on the NYS DOH Early Intervention Program website on the NYEIS Training Page
2. Careful data entry in NYEIS can reduce the need for unnecessary data change requests.
3. Reviewing information entered prior to saving in the system.
4. A *NYEIS Feature Request* can be submitted to BEI with suggestions for NYEIS system enhancements. The *NYEIS Feature Request* and instructions are located in the NYEIS folder located on the HCS. After completing this form, it should be sent to BEI via the *NYEIS Feature Request/Data Correction Request Upload* feature on the HCS.
5. The NYEIS Help Desk is available to assist users who have questions related to data entry or encounter system issues. The NYEIS Help Desk can be accessed by calling 518-640-8390 or through NYEIS@cma.com