**Plan and Timeline for Transition from NYEIS to the EI Hub**

**Frequently Asked Questions**

1. **Referral**
2. **When does the 45-day clock start?**

The 45-day clock starts at referral. The referral date is the date that the referral is received by the WC-BEI. In WC we will not audit on the cutover period.

1. **What will happen if a child is referred in the week of transition? Should providers tell parents that it may take a bit longer to receive the referral in the system and therefore the start date may be pushed back?**

Referral sources should be informed that we are transitioning to a new State system, and the referral will be processed starting October 15. Therefore, the start date will be pushed back by about two weeks.

1. **What happens if we submit a referral on September 27th and don't get it back by October 4th?**

The goal of the cutover plan is for that not to happen. We want to process everything that is outstanding and for there to be no outstanding tasks left in NYEIS. However, if that does occur and the provider does not see an expected ISC assignment in NYEIS, they should reach out to the WC EI Intake Unit 914-813-5094.

1. **Initial Service Coordination and Multidisciplinary Evaluations (MDEs)**
2. **Currently, NYEIS gives an automatic extension for ISC after 45 days. What will happen with ISC service authorizations that are due to end between September 27th and October 15th? Will there still be automatic extensions?**

Extensions for ISC will continue to occur in NYEIS between 9/27/24 and 10/04/24 because NYEIS will still be active.

WC BEI will proactively identify all ISC service authorizations that will expire between 10/05/24 and 10/15/24, and creating the extension.

1. **How should evaluation providers and initial service coordination providers approach be conducting MDEs during the period of September 27 through October 15?**

Initial service coordination providers must continue to meet with families for all assignments received and accepted in NYEIS until October 4th.

In addition, initial service coordination providers must continue to assign MDE agencies in NYEIS until October 4th. Assignments received by MDE provider agencies before 5:00 pm on October 4th should be accepted and evaluations should be performed.

All MDES that are completed between September 30 and October 14:

* Evaluation providers should wait to submit the completed MDE until:
	+ On October 15, the ISC submits a service authorization request in the EI Hub for that MDE.
	+ It will be a top priority for WC BEI to approve those MDE service authorization requests.
	+ The MDE provider will then accept the service authorization and submit the MDE into the EI Hub.
	+ A service authorization must be entered in the EI Hub, approved by WC BEI and accepted by the evaluation provider before an MDE may be submitted.
1. **Individualized Family Service Plans**
2. **What should be the approach for children who have an IFSP expiring between August 1st – October 15th (this includes reviews)**

WC BEI will identify all children with IFSP’s expiring during that period, and EIODs will reach out to service coordinators to determine whether the IFSP will be extended or a meeting held.

* If the child’s current IFSP was extended to six months, it should not be extended again. In this case, the service coordinator must reach out to the EIOD to convene the meeting before Friday, September 27.
* For IFSPs that have NOT been extended for 6 months, service coordinators should reach out to parents to tell them that their IFSP is expiring during the transition to the new system and indicate that their IFSP can be extended for the next 6 months. If the parent agrees, the service coordinator must obtain parent consent on the IFSP consent form and reach out to the EIOD to notify them of the parent choice.
	+ Afterward, the SC should update the relevant sections of the IFSP and submit the cloned IFSP **with** the parental consent form.
	+ If the child is aging out and CPSE status is unknown, the current IFSP must be extended until the day before the child’s third birthday.
	+ The child who falls into this category should be monitored closely by the OSC and EIOD so that, if another extension is needed because we have an eligibility determination, the EIOD or EI will Supervisor will secure the l IEP, and STAC and properly extend the child’s case to 12/31/24.
1. **For cases that need extension, will the SC select the extend option within NYEIS, or the clone option, which will generate a new service plan? If it is the clone option, is written consent required to submit the IFSP?**

For children who are not aging out, the current IFSP should be cloned for 6 months, and written parental consent is required.

1. **Does the IFSP extension approach apply to review and annual meetings?**

Yes, it applies to 6 month reviews and annual review meetings between August 1st and October 15th. If the parent agrees to extend their child’s IFSP, the OSC updates the relevant sections of the IFSP and submits the cloned IFSP with parental consent to the EIOD.

1. **Will the EIOD schedule IFSP meetings within the stipulated timelines?**
* If the child’s IFSP has never been extended before, and the parental consent, the IFSP will be cloned and no meeting will be held.
* For all other children, IFSP meetings will be scheduled as needed through September 27, 2024.
* The EIOD will work with service coordinators to monitor IFSP end dates and ensure that cases are properly extended or IFSP meetings are held.
1. **Can annual reviews still be scheduled before September 27, 2024?**

Yes, annual reviews can be scheduled. However, the SC must consult with the EIOD or the EI Supervisor to determine an approach for any case where the IFSP period ends between August 1st and October 15th.

1. **How does the SC request an extension for 6 months, since NYEIS only extends an IFSP for 30 days?**

Do not use the extend feature in NYEIS. Use the clone feature.

1. **What does “all other children” mean for extensions when referenced in the Ongoing IFSP section of the cutover plan?**

These are all children who have an IFSP that is expiring between August 1st and September 30th who are not aging out.

1. **What if the parent/guardian does not agree with extending their child’s IFSP because they don’t want to continue with services?**

In this case, the service coordinator should initiate the closure process. The EIOD will close the case.

1. **Amendments and Service Changes**
2. **What will happen to new authorizations that come through in the cutover week before EI Hub launches, while NYEIS is not active?**

No service authorizations will come through during the cutover from Monday, October 7 through Monday, October 14. That is because NYEIS will only be available in read-only status, meaning no information can be added or changed. WC will NOT be issuing any paper service authorizations during the cutover **except for** children who are transitioning to Part B. For those children, the EIOD will work with the service coordinator to ensure that the service provider agencies have the service authorization in hand. They will be sent to providers via Secure File Transfer.

1. **For children who have had a supplemental evaluation and there is a recommendation for additional services, can the SC do the meeting and submit for approval, or do they need a meeting with the EIOD?**

The service coordinator must have a conversation with the EIOD or EI Supervisor to determine if a meeting is needed; and if needed the EIOD will ensure a meeting is scheduled to amend the existing IFSP.

Please keep the following key dates in mind and plan amendment submissions accordingly:

* The **last day** for the provider to submit an amendment request to the WC BEI is **Friday, September 27th**.
* **The week of Monday, September 30th – Friday, October 4th, WC** BEI will work with service coordinators to resolve outstanding requests.
* Any amendment request **not received by Friday, September 27th** must be held by the service coordinator and submitted on **Tuesday, October 15th.**
1. **For children whose treating therapist(s) is recommending an increase, can the SC submit the justification along with the IFSP, and the EIOD will approve in NYEIS, or do they need a meeting with the EIOD?**

The service coordinator must have a conversation with the EIOD or the EI Supervisor to determine if a meeting with the EIOD is needed and if the existing IFSP needs to be amended.

Please keep the following key dates in mind to plan amendment submissions accordingly:

* The **last day** for the provider to submit an amendment request to the WC BEI is **Friday, September 27th**.
* During **the week of Monday, September 30th – Friday, October 4th, WC** EIODS and EI Supervisor will work with service coordinators to resolve outstanding requests.

Any amendment request **not received by Friday September 27th** must be held by the service coordinator and submitted on **Tuesday, October 15th.**

1. **Transition**
2. **What happens if a child doesn't have a CPSE meeting until a date between September 27th and October 15th ?**

If the CPSE and the child is eligible, the service coordinator will work with the EIOD to extend the child’s service plan in NYEIS for CPSE meetings scheduled between September 30th and October 4th:

* The service coordinator must reach out to the EIOD immediately upon finding out this information, and obtain parental consent and extend the case in NYEIS through 12/31/2024. The EIOD will approve these tasks.

For IEP meetings scheduled between October 7th and October 11th:

* The service coordinator must reach out to the EIOD immediately upon finding out this information to ensure that the EIOD can secure the IEP and other needed CPSE documentation from the school district.
* If the school district confirms eligibility for CPSE, the service coordinator will secure parental consent and send to the EIOD to extend the IFSP.
* WC will issue a paper extension for children found eligible for the CPSE between October 7th and October 11th.
* WC will enter the extension in the EI Hub when it goes live, beginning Tuesday, October 15.
1. **NYEIS Accounts**
2. **How should we deal with EI providers hired during the cutover period as far as adding them to the EI system?**
* No requests for new NYEIS accounts will be accepted after Friday, September 6.
* When the EI Hub goes live on Tuesday, October 15, providers will be able to manage their own accounts without NYC intervention.
1. **Will I still have access to the Health Commerce System during the cutover?**

Yes. The Health Commerce System will remain available throughout this period.

1. **Case Migration to the EI Hub**
2. **Will we have to save all the child’s documents that are in the NYEIS integrated case, or will everything transfer over to the HUB?**
* The child case (the data and information on the screens) will migrate over into the EI Hub.
* Attachments in NYEIS will not migrate over into the EI Hub.
* Attachments will remain available for viewing and downloading so long as NYEIS remains available in read-only status. It has not been announced how long that will be.
* EI providers are expected to maintain child files as part of the record retention policy.
1. **Data Change Unit**
2. **What will be the organization or/and the phone number for NYEIS Help Desk for any system assistance?**
* The last day for the WC Data Change Unit to accept Data Change Forms is Friday, August 30.
* Between Monday, September 2 and Monday, October 14, providers will submit their billing issues to the CMA Help Desk, which will document them.
* With the change to the EI Hub on October 15, the WC Data Unit will assess the need for support and revise policies and practices accordingly. Dates for resuming acceptance of Data Change Forms and other procedures will be issued later in the month.
1. **How will the August 5 DCF submission deadline impact the 90-day provider billing rule?**
* NYS Department of Health Bureau of Early Intervention has not announced any changes to the 90-day billing rule.
* Billing issues that cannot be addressed before cutover will be addressed in the EI Hub, since the programmatic and billing data migrates from NYEIS.
1. **Will NYS extend the 90-day deadline for claim submission that will be affected during the cutover period?**

We have not heard that NYS is making a blanket decision at this time. That is why it is important for providers to:

* + Bill earlier and more frequently,
	+ Submit outstanding DCFs as early as possible, but no later than August 30, to the WC Data Change Unit,

and;

* + Send any issues that arise after August 30 to the CMA Help Desk so that NYS BEI has a record of the request coming in.