



New York City Department of Health and Mental Hygiene, Bureau of Early Intervention PLAN AND TIMELINE FOR TRANSITION FROM NYEIS TO THE EI HUB (Updated April 2024)

This document outlines operational changes in the New York City Department of Health and Mental Hygiene, Bureau of Early Intervention (NYC BEI) for the period September 27, 2024 to October 15, 2024. During this period, there will be:

- One business week, from Monday, September 30 to Friday, October 4, to resolve outstanding issues in NYEIS, then
- One business week, from Monday, October 7 to Monday, October 14 (note that October 14 is a Federal holiday) without access to either system: to make changes in NYEIS or to enter information into the EI Hub.
- On Tuesday, October 15, the EI Hub will go live and become the system for all Early Intervention case management.

This document also discusses other necessary provider preparation actions to ensure a successful EI Hub transition. Finally, this document also includes a detailed Frequently Asked Questions section to address the questions that were received from Early Intervention providers during the Webex Q&A sessions convened in April 2024 by NYC BEI.

NYC BEI Cutover Plan Overview

All child cases will be migrated from NYEIS to the EI Hub; the New York State Department of Health, Bureau of Early Intervention (NYS BEI) and Public Consulting Group (PCG) have done extensive testing to ensure that the data migrated is complete and accurate. However, NYC BEI will work with the NYC provider community to ensure that tasks and actions ARE NOT pending resolution at the time of transition, since EI Hub processes are structured differently than NYEIS. **Therefore, NYC BEI seeks to resolve all referrals, multidisciplinary evaluations, IFSPs, service issues, transfers, closures, and any other tasks by the time NYEIS goes offline on Friday, October 4 at 5:00PM.**

The document below explains each step of the process, and clearly defines the role of providers in facilitating case resolution in NYEIS and resumption of activities in the EI Hub. This includes:

- The week of September 30 to October 4, when no new submissions will be made to NYC BEI by NYC EI providers to allow for NYEIS close-out;
- NYEIS will be unavailable from October 4 at 5:00PM through October 7, then on October 8 will become available in a read-only state. This means that information on the NYEIS screens and attachments can be viewed, downloaded, and printed out, but cannot be entered or changed; and
- The period from October 4 at 5:00PM to October 14 (October 14 is a Federal holiday), during which the EI Hub will not be available.

Provider Preparation for the EI-Hub

For providers, the EI Hub changes not only case processing, but many administrative functions. Providers must review the transition planning resources available on the PCG [Learning Management System](#) *EI-Hub Launch Transition Resources* page. One of those resources, *The EI-Hub Transition Resource List for Agencies: What to Do and Why: Preparing for Transition to the EI-Hub as an Agency Provider*, is attached with this plan. Page 16 of that document includes a visual timeline of the cutover period for each of NYEIS, EI Hub, and EI Billing. The *EI-Hub Transition Resource List for Agencies*



document addresses each element of the Early Intervention programmatic process as well as billing, provider credentials and approvals, and employee/contractor management.

Provider agencies must act now to update their Employee/Contractor list in NYEIS and make sure that it includes everyone on their staff who may need to access the EI Hub for any reason. Everyone with a Provider Agreement, basic or appendix, will need an HCS account and access to the EI Hub. Ensuring that Employee/Contractor lists are up to date will reduce the amount of work that providers will have to do in the EI Hub to set up roles.

Agencies must also make sure that they have identified **at least one EI Hub Role Administrator**. The NYC BEI NYEIS Help Desk will not be assisting providers with setting up EI Hub accounts and roles. Please ensure that your designated Role Administrator understands the EI Hub user roles, which are different from NYEIS roles, and that they have identified which role(s) each user will need. NYEIS users will be migrated to the EI Hub with a single role roughly equivalent to their role in NYEIS, but agencies may find that they need additional roles due to the differences in the systems. Role Administrators will be responsible for assigning those additional roles when the EI Hub goes live. Note that EI Billing user roles will not be migrated, and Role Administrators will need to configure accounts for anyone who needs access to EI Billing.

It is recommended that agencies start increasing their billing frequency, so that the impact of EI Billing being down and payments being paused does not have as much of an impact on cash flow.

NYC BEI Cutover Plan Sections

1. Referrals
2. Multidisciplinary Evaluations and Initial Individualized Family Service Plan (IFSP) Meetings
3. Ongoing IFSPs
4. Amendments and Service Changes
5. Tasks and Closures
6. Transition to CPSE
7. Transfers
8. Data Change Requests
9. New NYEIS Accounts
10. New Agencies

1. REFERRALS		
Date	Providers	NYC
Friday, September 27	<ul style="list-style-type: none"> • Last day to submit referrals, through any method 	<ul style="list-style-type: none"> • Last day to accept new suspected or at-risk referrals through NYEIS for immediate processing.
Monday, September 30 through Friday, October 4	<ul style="list-style-type: none"> • Hold all new referrals: no referrals submitted in NYEIS or faxed to EI • Promptly accept all ISC assignments no later than 5:00pm on October 4, to ensure service authorizations are resolved before the cutover. 	<ul style="list-style-type: none"> • Processes all referrals received on or before September 27, and assigns ISC • Informs community and family referral sources that

		NYC will accept and hold referrals. Referrals will be processed when the EI Hub becomes available on October 15
Monday, October 7 through Monday, October 14 (Cutover Period: No NYEIS or EI Hub)	<ul style="list-style-type: none"> Continue to hold all new referrals: no referrals submitted in NYEIS or faxed to EI 	<ul style="list-style-type: none"> Continues to inform anyone who submits referrals by phone or fax that NYC will hold the referral and process it when the EI Hub becomes available on October 15 If Regional Office receives any at-risk referrals via phone or fax, they will be sent to the Developmental Monitoring Unit.
Tuesday, October 15 (EI Hub Go-Live)	<ul style="list-style-type: none"> Begin submitting referrals via the fax-to-email Centralized Referral Line using only the writable PDF NYC EI Referral form (no handwritten forms). Providers must ensure that they are retaining the referral forms sent to the NYC BEI as part of their child record. 	<ul style="list-style-type: none"> Begins processing all suspected and at-risk referrals received and assigning ISC.

2. MULTIDISCIPLINARY EVALUATIONS (MDEs) AND INITIAL IFSP MEETINGS

Date	Providers	NYC
Friday, September 27	<ul style="list-style-type: none"> Last day to submit eligible and ineligible MDEs Last day to participate in initial IFSP meetings 	<ul style="list-style-type: none"> Last day to accept eligible and ineligible MDEs Last day for initial IFSP meetings
Monday, September 30 through Monday, October 14 (Includes the Cutover Period, Monday, October 7 through Monday, October 14 – No NYEIS or EI Hub Access)	<ul style="list-style-type: none"> Hold all eligible and ineligible MDEs Evaluation agencies and service coordinators keep track of any cases in which an MDE is completed but was not submitted by September 27. They will need to follow up on those cases in the EI Hub on Tuesday, October 15. Service coordinators work with NYC to schedule initial IFSP meetings for dates October 17 and later for children whose eligible MDEs were submitted on or before Friday, September 27. <ul style="list-style-type: none"> Service Coordinators ensure that families are not offered meeting dates between Monday, September 30 and Wednesday, October 16 	<ul style="list-style-type: none"> Processes all MDEs that were submitted by Friday, September 27 Schedules initial IFSP meetings for dates October 17 and later

<p>Tuesday, October 15 – Friday, October 18 (EI Hub Go-Live)</p>	<ul style="list-style-type: none"> • Evaluation agencies inform Service Coordinators of children whose MDEs have been completed and are ready for submission • Service Coordinators create MDE service authorizations in the EI Hub • Evaluation agencies who receive service authorizations submit MDEs in the EI Hub <p><i>Note: Any MDE that was not submitted in NYEIS by September 27 <u>must</u> be submitted in the EI Hub. To submit an MDE, the Service Coordinator must first draft a service authorization, the EIOD must approve it, and the evaluation agency must accept it. Detailed revised Policy and Procedure forthcoming.</i></p>	<ul style="list-style-type: none"> • Reviews and approves MDE service authorizations submitted by Service Coordinators • Receives, reviews, and accepts MDEs submitted by evaluation agencies
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3. ONGOING IFSPs

Note:

- This section uses the word **extend/extended**. In NYEIS, this is done by cloning the IFSP for a 6-month period.
- All IFSP extensions that were submitted prior to April 22, 2024, to prepare for previously announced June 3rd, 2024, EI Hub implementation date will be honored by NYCBEI. However, going forward all extensions to prepare for June 3rd, 2024, must stop. The Regional Offices will resume their usual process regarding the Scheduling of amendments, review and annual IFSP meetings.

Date	Providers	NYC
<p>Monday, July 29 – Friday, September 27</p>	<ul style="list-style-type: none"> • Service Coordinators and provider agencies identify all IFSPs that will be ending between August 1 and October 15 and: <ul style="list-style-type: none"> ○ Notify families that NYC Providers are working with NYC BEI to extend IFSPs for non-transitioning children to ensure that services are not interrupted during the change over to the EI Hub. ○ With parental consent, work with the Regional Offices to extend the expiring IFSP. ○ The relevant sections of the IFSP must be updated and written parental IFSP consent must be obtained. ○ However, an IFSP where the previous IFSP period was 	<ul style="list-style-type: none"> • Extend all review and annual IFSPs where the previous IFSP period was NOT extended for 6 months and that expire between August 1 and October 15 as follows: <ul style="list-style-type: none"> ○ children found eligible for Part B: extend to December 31st ○ children not found eligible for Part B: extend until the day before their third birthday ○ all other children: extend for 6 months

	<p>extended for 6 months should not be extended again. In such cases, the service coordinator must reach out to the Regional Office to convene the meeting before Friday, September 27.</p>	<ul style="list-style-type: none"> • No meetings will be held unless: <ul style="list-style-type: none"> ○ The parent requests a meeting. ○ The previous IFSP period was extended for 6 months ○ The child is aging out (see Transition section), ○ The care requires a transfer (see Transfer section).
Friday, September 27	<ul style="list-style-type: none"> • Last date to participate in interim, initial, annual, review, or amendment IFSP meetings 	<ul style="list-style-type: none"> • Last day for interim, initial, annual, review, or amendment IFSP meetings.
Monday, September 30 through Friday, October 4	<ul style="list-style-type: none"> • Work with the Regional Offices to provide any information needed to resolve IFSP/service issues in NYEIS and notify parents of determinations. 	<ul style="list-style-type: none"> • Resolve any outstanding IFSP/service issues in NYEIS
Monday, October 7 through Monday, October 14 (Cutover Period: No NYEIS or EI Hub)	<ul style="list-style-type: none"> • Service Coordinators work with NYC to schedule IFSP meetings for dates October 17 and later <ul style="list-style-type: none"> ○ Service Coordinators ensure that families are not offered meeting dates between September 30 and October 16. 	<ul style="list-style-type: none"> • Continue to schedule initial and ongoing IFSP meetings for dates October 17 and later • Facilitate IFSP meetings on paper for children at risk of aging out who have been found eligible for Part B but for whom services were not extended before October 4
Thursday, October 17	<ul style="list-style-type: none"> • SCs resume participation in IFSP meetings 	<ul style="list-style-type: none"> • Resumes IFSP meetings

4. AMENDMENTS AND SERVICE CHANGES

Date	Providers	NYC
Friday, September 27	<ul style="list-style-type: none"> • Last day to submit amendments and service modification requests, including assistive technology (AT) and evaluation requests. 	<ul style="list-style-type: none"> • Last day to accept amendments and service modification requests, including AT and evaluation requests.
Monday, September 30 through Friday, October 4	<ul style="list-style-type: none"> • Service Coordinators work with the Regional Offices to provide any information needed to resolve amendments and service modification requests in NYEIS, and notify parents of determinations. 	<ul style="list-style-type: none"> • Resolves all submitted (pending) amendments and service modification requests in NYEIS, including AT and evaluation. • Informs anyone who contacts the Regional Office

	<ul style="list-style-type: none"> • AT Coordinators and Service Coordinators work with the AT Unit to provide any information needed to resolve amendments and service modification requests in NYEIS, and notify parents of determinations. 	<p>or the AT Unit regarding an amendment, service modification, AT request, or evaluation request that the request must be submitted in the EI Hub on October 15</p>
Monday, October 7 through Monday, October 14 (Cutover Period: No NYEIS or EI Hub)	<ul style="list-style-type: none"> • Service Coordinators keep a log of all amendment, service modification and evaluation requests for submission in the EI Hub on October 15. • AT Coordinators and Service Coordinators keep a log of all AT requests for submission in the EI Hub on October 15. 	<ul style="list-style-type: none"> • Informs anyone who contacts the Regional Office or the AT Unit regarding an amendment, service modification, AT request, or evaluation request that the request must be submitted in the EI Hub on October 15.
Tuesday, October 15	<ul style="list-style-type: none"> • Resume submitting amendments and service modification requests in the EI Hub 	<ul style="list-style-type: none"> • Resumes acceptance and processing of amendments, service modification, and AT and evaluation requests

5. TASKS AND CLOSURES

Date	Providers	NYC
Friday, September 27	<ul style="list-style-type: none"> • Last day to submit tasks, including closures 	<ul style="list-style-type: none"> • Last day to accept tasks, including closures.
Monday, September 30 through Friday, October 4	<ul style="list-style-type: none"> • Follows up timely with the CMA Help Desk if needed regarding outstanding tasks 	<ul style="list-style-type: none"> • Clears all task queues in NYEIS and informs providers if they need to follow up with PCG regarding outstanding tasks
Monday, October 7 through Monday, October 14 (Cutover Period: No NYEIS or EI Hub)	<ul style="list-style-type: none"> • Service Coordinators continue to complete closure forms and obtain parent consent. • Service Coordinators keep a log of all pending closures for submission in the EI Hub on October 15. 	<ul style="list-style-type: none"> • Informs anyone who contacts the Regional Office regarding closure that requests will be accepted on October 15.
Tuesday, October 15	<ul style="list-style-type: none"> • Follow detailed revised Policy and Procedures (forthcoming). 	<ul style="list-style-type: none"> • Resumes processing all case actions, including closures

6. TRANSITION

Date	Providers	NYC
Monday, July 29 through Friday, September 27	<ul style="list-style-type: none"> • Service Coordinators notify NYC immediately if a child on their caseload requires an IFSP meeting to extend services during this time period due to impending age-out. 	<ul style="list-style-type: none"> • Reaches out to Service Coordinators and DOE regarding any child who will age out between August 1st and October 15th to expedite the transition process • Ensures all cases are resolved

Monday, October 7 through Monday, October 14 (Cutover Period: No NYEIS or EI Hub)	<ul style="list-style-type: none"> • Service Coordinators notify NYC immediately if a child on their caseload requires an IFSP meeting to extend services during this week due to impending age-out. 	<ul style="list-style-type: none"> • Facilitate IFSP meetings on paper for children at risk of aging out who are found eligible for Part B but for whom services were not extended before October 4.
7. TRANSFERS		
Date	Providers	NYC
Friday, September 27	<ul style="list-style-type: none"> • Last day to transfer children across counties 	<ul style="list-style-type: none"> • Last day to accept transfers from other counties • Last day to initiate transfers across counties
Monday, September 30 through Friday, October 4	<ul style="list-style-type: none"> • Service Coordinators keep a log of all transfer requests for submission in the EI Hub on October 15 • Service Coordinator work with the Regional Offices to obtain all needed documentation, participate in meetings and secure services for transferring cases. 	<ul style="list-style-type: none"> • Facilitates transfers received on or before September 27 • Convenes IFSP meetings for transfer requests received on or before September 27 • Informs anyone who contacts the Regional Office regarding transfer or submits a transfer request in NYEIS that the transfer request will be held until October 15.
Monday, October 7 through Monday, October 14 (Cutover Period: No NYEIS or EI Hub)	<ul style="list-style-type: none"> • Service Coordinators keep a log of all transfer requests for submission in the EI Hub on October 15. 	<ul style="list-style-type: none"> • Informs anyone who contacts the Regional Office regarding transfer or submits a transfer request in NYEIS that the transfer request will be held until October 15.
Thursday, October 17	<ul style="list-style-type: none"> • Begin submitting transfer requests 	<ul style="list-style-type: none"> • Facilitates transfers as requested
8. DATA CHANGE FORM REQUESTS		
Date	Providers	NYC
Friday, August 30	<ul style="list-style-type: none"> • Last day to submit data change forms (DCFs) to the NYC NYEIS Help Desk 	<ul style="list-style-type: none"> • Last day to accept data change forms (DCFs)
Monday, September 2 through Friday, October 4	<ul style="list-style-type: none"> • Follows up with the CMA Help Desk as early as possible when directed by the NYC NYEIS Help Desk. 	<ul style="list-style-type: none"> • Resolves all cases or notifies the provider that they cannot be resolved and refers them to PCG
Tuesday, October 15	<ul style="list-style-type: none"> • DCF process on hold; consults the CMA Help Desk Help Desk with EI Hub issues, as needed. • Detailed revised Policy and Procedure forthcoming. 	<ul style="list-style-type: none"> • Releases tentative date for resumption of DCF process, and EI Hub issues that can be addressed via DCFs

9. NYEIS ACCOUNTS		
Date	Providers	NYC
Friday, September 6	<ul style="list-style-type: none"> Last day to make a request to the NYC NYEIS Help desk for a new NYEIS account 	<ul style="list-style-type: none"> Last day to accept new NYEIS account requests.
Tuesday, October 15	<ul style="list-style-type: none"> Will be able to manage their own accounts in the EI Hub without NYC intervention 	<ul style="list-style-type: none"> Only manages and issues NYC DOHMH EI Hub accounts.
10. NEW AGENCIES		
Date	Providers	NYC
Immediately	<ul style="list-style-type: none"> Consult NYC regarding potentially forming new agency 	Advises new providers regarding EI Hub resources and consideration of start date for launching in NYC on October 15.



Plan and Timeline for Transition from NYEIS to the EI Hub

Frequently Asked Questions

I. Referral

1. 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 provider. In NYC, we will not audit on the cutover period.

2. Should parents, doctors, and other community personnel who call agencies to make a referral be redirected to the Regional Office?

No, providers should continue their practice of taking referrals.

3. 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.

4. How do providers enter referrals in the EI-Hub after the launch?

The EI Hub requires that referrals be entered only by municipal staff. Therefore, after the launch of the EI Hub, providers will continue their current outreach activities but will submit referrals to the EI Referral Centralization Unit rather than entering them directly into the EI Hub. To accommodate this requirement, NYC has centralized all of its referral intake and processing.

As of October 15, with the launch of EI Hub, all EI providers must refer children to EI using the revised writable PDF Referral Form which will be posted on the NYC BEI website. The Referral Form must then be submitted via the centralized fax-to-email line, 347-396-8801, which will go directly to a Referral Specialist for processing.

The Referral Specialists will be processing referrals within 24 hours of receipt, and EI provider agencies must accept or reject the assignments in the EI-Hub within 24 hours. The Referral Centralization Unit will not accept phone referrals from EI providers.

5. Will the EI referral form have a place to indicate parent preference for ISC provider?

Yes, NYC is finalizing modifications to the EI referral form to incorporate elements needed for the EI Hub. It will have a place to document parent request for ISC agency or individual ISC.

6. 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 Referral Centralization Unit at: ReferEI@health.nyc.gov.

II. Initial Service Coordination and Multidisciplinary Evaluations (MDEs)

1. **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.

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

2. **How should evaluation providers and initial service coordination providers approach 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 NYC Regional Offices 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 NYC BEI and accepted by the evaluation provider before an MDE may be submitted.

III. Individualized Family Service Plans

1. **What should be the approach for children who have an IFSP expiring between August 1st – October 15th (this includes reviews)**

NYC BEI will identify all the children whose IFSP is 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 six months, it should not be extended again. In these cases, the service coordinator must reach out to the Regional Office 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 should obtain parent consent on the IFSP consent form and reach out to the Regional Office 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, IEP, and DEP 1 form, the Regional Offices can properly extend the child’s case to 12/31/24.

- 2. 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 parent consent is required.

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

Yes, it applies to review and annual 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 parent consent

- 4. Will the Regional Office schedule IFSP meetings within the stipulated timelines?**
 - If the child’s IFSP has never been extended before, and the parents consent, the IFSP will be extended and no meeting will be held.
 - For all other children, IFSP meetings will be scheduled as needed through September 27, 2024.
 - The Regional Offices will work with service coordinators to monitor IFSP end dates and ensure that cases are properly extended or IFSP meetings are held.

- 5. 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 AD to determine an approach for any case where the IFSP period ends between August 1st and October 15th.

- 6. Can service coordinators conduct reviews that do not require an EIOD (such as 6-month reviews) or are they being asked to request an extension and not hold a review?**

Service coordinators must speak with the parent and then consult the EIOD or AD to confirm that the review can proceed without the EIOD present for any case where the IFSP period ends between August 1st and October 15th.

- 7. 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.

- 8. 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.

- 9. 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.

IV. Amendments and Service Changes

1. 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. NYC will NOT be issuing any paper service authorizations during the cutover **except for** children who are transitioning to Part B. For those children, the Regional Office 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.

2. 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 AD 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 and plan amendment submissions accordingly:

- The **last day** for the provider to submit an amendment request to the NYC BEI Regional Offices is **Friday, September 27th**.
- **The week of Monday, September 30th – Friday, October 4th**, NYC BEI Regional Offices 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**.

3. 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 AD 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 NYC BEI Regional Offices is **Friday, September 27th**.
- During **the week of Monday, September 30th – Friday, October 4th**, NYC BEI Regional Offices 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**.

V. Transition

1. What happens if a child doesn't have an IEP meeting until a date between September 27th and October 15th?

If the IEP and DEP 1 form is received prior to September 27th, the Regional Offices will hold a meeting to extend the child's service plan in NYEIS.

For IEP meetings scheduled between September 30th and October 4th:

- The service coordinator must reach out to the Regional Office immediately upon finding out this information.
- The service coordinator must obtain and provide the needed IEP and DEP1 forms to the Regional Office. The Regional Office will extend cases until 12/31 in NYEIS by September 27th.

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

- The service coordinator must reach out to the Regional Office immediately upon finding out this information to get the HCS ID of the Regional Office staff member who will be receiving the IEP and DEP1 forms.
- The service coordinator must obtain and provide the needed IEP and DEP1 forms to the Regional Office **via HCS secure file transfer**.
- The Regional Office will issue a paper extension for children found eligible for the CPSE between October 7th and October 11th.
- The Regional Office will enter the extension in the EI Hub when it goes live, beginning Tuesday, October 15.

VI. NYEIS Accounts

1. 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.

2. Will I still have access to the Health Commerce System during the cutover?

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

VII. Case Migration to the EI Hub

1. 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.

VIII. Help Desk

1. What will be the organization or/and the phone number for NYEIS Help Desk for any system assistance?

- The last day for the NYC Help Desk 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 NYC Help Desk will assess the need for Help Desk 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.

2. 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.

3. 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 NYC Help Desk, 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.