



**NASSAU COUNTY DEPARTMENT OF HEALTH**  
**Office of Children with Special Needs**

**PLAN AND TIMELINE FOR TRANSITION FROM NYEIS TO THE EI HUB**  
**(October 2024)**

This document outlines operational changes in the Nassau County Department of Health, Office of Children with Special Needs for the period August 19, 2024, to October 15, 2024. During this period, there will be one business week (September 30- October 3) to resolve outstanding issues in NYEIS, then one business week (October 7- October 14) without access to either NYEIS or the EI Hub. On Tuesday October 15, 2024, the EI Hub will go live and become the system for all Early Intervention case management. NYEIS will be available in a read-only state only, meaning that information on the NYEIS screens and attachments can be viewed printed out, and downloaded, but cannot be entered or changed. This document also discusses other necessary provider preparation actions to ensure a successful EI Hub transition.

**Nassau DOH Cutover Plan Overview**

All child cases will be migrated from NYEIS to the EI Hub. 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, Nassau DOH will work with the Nassau County 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. Thus, Nassau DOH 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, 2024. 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 period of October 4-October 14, 2024, when new submissions to Nassau DOH will stop to allow first for NYEIS close-out, and then for a week of no access to either system.

**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. 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**. 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. October 4, 2024, is the last day to work claims in NYEIS until after the EI Hub goes live on October 15, 2024. Final payments for claims from the last NYEIS file will be made the week of October 10, 2024.

**Nassau DOH Cutover Plan Sections**

1. Referrals EI/At-Risk
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

<b>1. REFERRALS – EI/At Risk</b>		
<b>Date</b>	<b>Providers</b>	<b>Nassau County</b>
Thursday, October 3, 2024	<ul style="list-style-type: none"> <li>• Last day to submit referrals through NYEIS</li> <li>• Continue to submit referrals via fax/phone</li> </ul>	<ul style="list-style-type: none"> <li>• Last day to accept new suspected or at-risk referrals through NYEIS for processing.</li> </ul>
Friday, October 4- October 14, 2024	<ul style="list-style-type: none"> <li>• Referrals faxed to 516-227-8663 or call the referral line at 516-227-8647 will continue to be accepted.</li> <li>• No referrals can be entered into NYEIS</li> </ul>	<ul style="list-style-type: none"> <li>• Nassau DOH will use paper referrals and enter them into EI-Hub after go live.</li> <li>• Referrals will be processed when the EI Hub becomes available on October 15, 2024</li> </ul>
Monday, October 7- Monday, October 14 (Cutover Period:	<ul style="list-style-type: none"> <li>• Continue to take new referrals by phone and fax</li> </ul>	<ul style="list-style-type: none"> <li>• Continues to inform anyone who submits referrals by phone or fax that Nassau DOH will process it when the EI</li> </ul>

No NYEIS or EI Hub)		Hub becomes available on October 15, 2024.
Tuesday, October 15, 2024 (EI Hub Go-Live)	<ul style="list-style-type: none"> <li>Continue to take new referrals by phone and fax.</li> </ul>	<ul style="list-style-type: none"> <li>Begins processing all suspected and at-risk referrals received in date order.</li> </ul>

**2. MULTIDISCIPLINARY EVALUATIONS (MDEs) AND INITIAL IFSP MEETINGS**

Date	Providers	Nassau County
Wednesday, October 2, 2024	<ul style="list-style-type: none"> <li>Last day to submit eligible and ineligible MDEs</li> </ul>	<ul style="list-style-type: none"> <li>Last day to accept eligible and ineligible MDEs</li> <li>Last day for initial IFSP meetings in NYEIS</li> </ul>
Thursday, October 3 -Monday, October 14 (Includes the Cutover Period, Oct 7-14: No NYEIS or EI Hub Access)	<ul style="list-style-type: none"> <li>Hold all eligible and ineligible MDE’s</li> <li><b>Evaluation agencies</b> keep track of any cases in which an MDE is completed but was not submitted by October 2nd. They will need to follow up on those cases in the EI Hub on Tuesday October 15.</li> </ul>	<ul style="list-style-type: none"> <li>Processes all MDEs that were submitted by Wednesday, October 2nd.</li> <li>Schedule initial IFSP meetings for October 21 or later.</li> </ul>
Tuesday, October 15- Friday, October 18 (EI Hub Go-Live)	<ul style="list-style-type: none"> <li><b>Evaluation agencies</b> who receive service authorizations submit MDEs in the EI Hub</li> </ul> <p><b>Note:</b> Any MDE that was not submitted in NYEIS by October 2nd <u>must</u> be submitted in the EI Hub. To submit an MDE, the EIOD/Initial Service Coordinator must first draft a service authorization, the EIOD must approve it, and the evaluation agency must accept it.</p>	<ul style="list-style-type: none"> <li>Receives, reviews, and accepts MDEs submitted by evaluation agencies</li> <li><b>EIOD/ISCs</b> create MDE service authorizations in the EI Hub for those MDE’s that didn’t make it into NYEIS</li> </ul>

**3. ONGOING IFSPs**

Date	Providers	Nassau County
Monday, August 19 -October 3, 2024	<ul style="list-style-type: none"> <li><b>Service Coordinators and provider agencies</b> identify all IFSPs that will be ending between September 23 and November 1,2024 and: <ul style="list-style-type: none"> <li>work with the EIODs to extend for two months or have an earlier IFSP meeting</li> <li>notify families that IFSPs for non-transitioning children will be extended to ensure that services are not</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Extends all review and annual IFSPs that expire between September 23 and Nov. 1st as follows: <ul style="list-style-type: none"> <li>children found eligible for Part B: extend to 1/1/2025</li> <li>children not found eligible for Part B: extend until the day</li> </ul> </li> </ul>

	interrupted during the change over to the EI Hub.	before their third birthday <ul style="list-style-type: none"> <li>o all other children: extend for two months</li> </ul>
Thursday, October 3, 2024		<ul style="list-style-type: none"> <li>• Last day for interim, initial, annual, review, or amendment IFSP meetings.</li> </ul>
Monday, September 30- Friday, October 4th	<ul style="list-style-type: none"> <li>• Work with the EIOD to provide any information needed to resolve IFSP/service issues in NYEIS and notify parents of determinations.</li> </ul>	<ul style="list-style-type: none"> <li>• Resolve any outstanding IFSP/service issues in NYEIS work queues</li> </ul>
Monday, October 7th- Friday, October 11th (Cutover Period: No NYEIS or EI Hub)	<ul style="list-style-type: none"> <li>• <b>Service Coordinators</b> work with EIODs to schedule IFSP meetings for dates November 4 and later <ul style="list-style-type: none"> <li>o Service Coordinators ensure that families are not offered meeting dates between October 4 and November 1</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Continue to schedule ongoing IFSP meetings for dates November 4 and later</li> </ul>
Monday November 4, 2024	<ul style="list-style-type: none"> <li>• <b>Service Coordinators</b> resume participation in IFSP meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Resumes all IFSP meetings</li> </ul>

**4. AMENDMENTS AND SERVICE CHANGES**

<b>Date</b>	<b>Providers</b>	<b>Nassau County</b>
Friday, September 27, 2024	<ul style="list-style-type: none"> <li>• Last day to submit amendments regarding service modification requests, including assistive technology (ATD), respite, transportation, and supplemental evaluation requests.</li> <li>• All requests received after close of business on September 27 will be processed after go-live.</li> </ul>	<ul style="list-style-type: none"> <li>• Last day to accept amendments re: service modification requests, including ATD, respite, transportation, and evaluation requests, to be processed in NYEIS.</li> <li>• All requests received after September 27 will be processed after go-live.</li> </ul>
Monday, September 30- Thursday, October 3, 2024	<ul style="list-style-type: none"> <li>• <b>Service Coordinators</b> work with the EIODs to provide any information needed to resolve issues re: amendments and service modification requests in NYEIS and notify parents of determinations.</li> <li>• <b>Service Coordinators</b> work with Transportation Coordinator to resolve amendments and service modification requests in NYEIS and notify parents of determinations.</li> </ul>	<ul style="list-style-type: none"> <li>• Resolves all submitted (pending) amendments and service modification requests in NYEIS, including ATD and evaluation.</li> <li>• Informs anyone who contacts the EIOD regarding an amendment, service modification, ATD request, Transportation,</li> </ul>

		respite, or evaluation request that the request must be submitted in the EI Hub after October 15
Monday, October 7- Monday, October 14 (Cutover Period: No NYEIS or EI Hub)	<ul style="list-style-type: none"> <li>• <b>Service Coordinators</b> keep a log of all amendment, service modification and evaluation requests for submission in the EI Hub after Oct.15.</li> <li>• <b>Service Coordinators</b> keep a log of all ATD requests for submission in the EI Hub after October 15.</li> </ul>	<ul style="list-style-type: none"> <li>• Informs anyone who contacts the EIOD regarding an amendment, service modification, ATD request, or evaluation request that the request must be submitted in the EI Hub after October 15.</li> </ul>
Tuesday, October 15, 2024	<ul style="list-style-type: none"> <li>• Resume submitting amendments and service modification requests in the EI Hub</li> </ul>	<ul style="list-style-type: none"> <li>• Resumes acceptance and processing of amendments, service modification, and ATD, transportation, respite and evaluation requests</li> </ul>

**5. TASKS AND CLOSURES**

<b>Date</b>	<b>Providers</b>	<b>Nassau County</b>
Wednesday- October 2, 2024	<ul style="list-style-type: none"> <li>• Last day to submit tasks, including closures</li> </ul>	<ul style="list-style-type: none"> <li>• Last day to accept tasks, including closures.</li> </ul>
Monday, September 30- Thursday, October 3, 2024	<ul style="list-style-type: none"> <li>• Follows up timely with the CMA Help Desk if needed regarding outstanding tasks</li> </ul>	<ul style="list-style-type: none"> <li>• Clears all task queues in NYEIS and informs providers if they need to follow up with PCG regarding outstanding tasks</li> </ul>
Monday, October 7 -Monday, October 14 (Cutover Period: No NYEIS or EI Hub)	<ul style="list-style-type: none"> <li>• <b>Service Coordinators</b> keep a log of all pending closures for submission in the EI Hub after October 15.</li> </ul>	<ul style="list-style-type: none"> <li>• Informs anyone who contacts the EIOD regarding closure that requests will be accepted after October 15.</li> </ul>
Tuesday, October 15		<ul style="list-style-type: none"> <li>• Resumes processing all case actions, including closures</li> </ul>

**6. TRANSITION**

<b>Date</b>	<b>Providers</b>	<b>Nassau County</b>
Monday, August 19 to October 3, 2024	<ul style="list-style-type: none"> <li>• <b>Service Coordinators</b> notify Nassau DOH immediately if a child on their caseload requires an IFSP extension during this time period due to impending age-out. These are IFSP's</li> </ul>	<ul style="list-style-type: none"> <li>• Reaches out to Service Coordinators regarding any child who will age out Sept. 30- Nov. 1 to expedite the transition process</li> </ul>

	<p>that end the day before a child’s 3<sup>rd</sup> birthday.</p> <ul style="list-style-type: none"> <li>• If CPSE determination has not been received by 10/3, keep a log of these cases for follow up in the Hub</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures all cases are resolved</li> </ul>
Monday, October 7- Monday, Oct.14 (Cutover Period: No NYEIS or EI Hub)	<ul style="list-style-type: none"> <li>• <b>Service Coordinators</b> notify EIOD immediately if a child on their caseload requires an IFSP meeting to extend services during this week due to impending age-out.</li> </ul>	<ul style="list-style-type: none"> <li>• Convenes paper IFSPs for <b>emergencies</b> where a child requires an IFSP meeting to maintain services</li> </ul>

**7. TRANSFERS**

<b>Date</b>	<b>Providers</b>	<b>Nassau County</b>
Friday, September 27	<ul style="list-style-type: none"> <li>• Last day to transfer children across counties</li> </ul>	<ul style="list-style-type: none"> <li>• Last day to accept transfers from other counties</li> <li>• Last day to initiate transfers across counties</li> </ul>
Monday, September 30- Friday, October 4, 2024	<ul style="list-style-type: none"> <li>• <b>Service Coordinators</b> keep a log of all transfer requests for submission in the EI Hub after October 15.</li> <li>• <b>Service Coordinator</b> work with the Intake Unit to obtain all needed documentation.</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitates transfers received on or before September 27</li> <li>• Convenes IFSP meetings for transfer requests received on or before September 27</li> <li>• Informs anyone who contacts the EIOD or Intake Unit regarding transfer or submits a transfer request in NYEIS that the transfer request will be held until Oct. 15</li> </ul>
Monday, Oct. 7- Monday, Oct. 14 (Cutover Period: No NYEIS or EI Hub)	<ul style="list-style-type: none"> <li>• <b>Service Coordinators</b> keep a log of all transfer requests for submission in the EI Hub after Oct. 15</li> </ul>	<ul style="list-style-type: none"> <li>• Informs anyone who contacts the EIOD regarding transfer or submits a transfer request in NYEIS that the transfer request will be held until Oct.15</li> </ul>
Thursday, October 17	<ul style="list-style-type: none"> <li>• Begin submitting transfer requests</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitates transfers as requested</li> </ul>

**8. DATA CHANGE FORM REQUESTS**

<b>Date</b>	<b>Providers</b>	<b>Nassau County</b>
Friday, August 30	<ul style="list-style-type: none"> <li>• Last day to submit data change forms (DCFs) to the NYEIS Help Desk</li> </ul>	<ul style="list-style-type: none"> <li>• Last day to accept data change forms (DCFs)</li> </ul>

Monday, August 19 -Thursday, Oct. 3	<ul style="list-style-type: none"> <li>Follows up with the CMA Help Desk as early as possible when directed by the NYEIS Help Desk.</li> </ul>	<ul style="list-style-type: none"> <li>Resolves all cases or notifies the provider that they cannot be resolved and refers them to PCG</li> </ul>
Tuesday, October 15	<ul style="list-style-type: none"> <li>DCF process on hold; consults the CMA Help Desk Help Desk with EI Hub issues, as needed.</li> <li>Detailed revised Policy and Procedure forthcoming.</li> </ul>	<ul style="list-style-type: none"> <li>Releases tentative date for resumption of DCF process, and EI Hub issues that can be addressed via DCFs</li> </ul>
<b>9. NYEIS ACCOUNTS</b>		
<b>Date</b>	<b>Providers</b>	<b>Nassau County</b>
<i>(no revised date)</i>	<ul style="list-style-type: none"> <li>Last day to request a new NYEIS account</li> </ul>	<ul style="list-style-type: none"> <li>Last day to accept new NYEIS account requests.</li> </ul>
Tuesday October 15	<ul style="list-style-type: none"> <li>Will be able to manage their own accounts in the EI Hub without Nassau DOH intervention</li> </ul>	<ul style="list-style-type: none"> <li>Only manages and issues Nassau DOH EI-Hub accounts.</li> </ul>
<b>10. NEW AGENCIES</b>		
<b>Date</b>	<b>Providers</b>	<b>Nassau County</b>
Immediately	<ul style="list-style-type: none"> <li>Consult Nassau DOH regarding potentially forming new agency</li> </ul>	Advises new providers regarding EI Hub resources and consideration of start date for launching in Nassau County after October 15