

**Westchester County DOH, Bureau of Early Intervention
PLAN AND TIMELINE FOR TRANSITION FROM NYEIS TO THE EI HUB (Updated July 2024)**

This document outlines operational changes in the Westchester County Department of Health, Bureau of Early Intervention (WCDOH-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.

WCDOH 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, WCDOH BEI will work with the Westchester County Early Intervention 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, WCDOH 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 WCDOH BEI by WC 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 WCDOH BEI NYEIS Administrator 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.

WCDOH 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	Westchester County
Friday, September 27 th	<ul style="list-style-type: none"> Last day to submit referrals, through any method. 	<ul style="list-style-type: none"> Intake Unit and Supervisor last day to accept new suspected or 'At Risk' referrals through NYEIS for immediate processing.
Monday Sept. 30 th through Friday October 4 th	<ul style="list-style-type: none"> ISC AGENCY-WIHD will accept faxed referrals. Promptly assign all ISC assignments to ensure service authorizations are resolved before the cutover. 	<ul style="list-style-type: none"> Intake Unit and Supervisor process all referrals received by the Friday September 27th and assign ISC to ensure service authorizations are resolved before the cut over date to the EI Hub- October 15, 2024
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 referral submitted in NYEIS or faxed to EI 	<ul style="list-style-type: none"> Intake Unit and Supervisor continue to inform anyone who submits referrals by phone or fax that WC will hold referrals and process them when the EI Hub becomes available- October 15, 2024. The Intake Unit will forward any "AT Risk" referrals via phone or fax, to the Developmental Monitoring and Surveillance Unit.
Tuesday, October 15 (EI Hub Go-Live)	<ul style="list-style-type: none"> Begin submitting referrals via secure fax, 914 813-4452 secure e-fax line using only the WCEI-Referral Form. Referral source must ensure that they retain referrals sent to WCDOH-EIP. 	<ul style="list-style-type: none"> Begins processing all suspected and "At-Risk" referrals received and assigns ISC.
2. MULTIDISCIPLINARY EVALUATIONS (MDEs) AND INITIAL IFSP MEETINGS		
Date	Providers	Westchester County
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 cases in which an MDE is completed but was not submitted by September 27. Follow up on those cases in the EI Hub on Tuesday, October 15. Service coordinators work with EIODs' 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"> EIODs approve all MDEs that were submitted by Friday, September 27th last date to approve in NYEIS is October 4th 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>Note: Any MDE that was not submitted in NYEIS by September 27 must 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.</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 WCDOH BEI. The EIOD will resume their usual process regarding the scheduling of amendments, review and annual IFSP meetings.

Date	Providers	Westchester County
<p>Monday, July 29 – Friday, September 27</p>	<ul style="list-style-type: none"> • Service Coordinators and provider agencies identify all IFSPs ending between August 1 and October 15 and: <ul style="list-style-type: none"> ○ Work with EIODs and Supervisor to extend them. ○ WC Service Coordinators are working with their EIOD to extend IFSPs for non-transitioning children to ensure that services are not interrupted during the change over to the EI Hub. ○ Notify families that IFSPs for non-transitioning children will be extended to ensure that services are not interrupted during the cut over. Parental consent is required. ○ 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 extended for 6 months should not be extended again. In such cases, the service coordinator must reach out to the EIOD to convene the meeting before Friday, September 27. 	<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 • 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 case 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 EIOD 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 the EIOD 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	Westchester County
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 EIOD to provide any information needed to resolve amendments and service modification requests in NYEIS, and notify parents of determinations. Service Coordinators work with the EIODs and Supervisor 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 evaluations. Informs anyone who contacts the EIODs and Supervisor regarding an amendment, service modification, AT request, or evaluation request that the request must be submitted in the EI Hub on 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 amendment, service modification and evaluation requests for submission in the EI Hub on October 15. Service Coordinators must 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 EIOD or Supervisor 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 amendment: service modification, and AT and evaluation request.

5. TASKS AND CLOSURES

Date	Providers	Westchester County
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 the NYEIS Help Desk 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 EIODs and Supervisor 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	Westchester County
Monday, July 29 through Friday, September 27	<ul style="list-style-type: none"> • Service Coordinators notify EIODs and Supervisors 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"> • EIOD reaches out to the Service Coordinator regarding any child who will age out between August 1st and October 15th to expedite the transition process. • EIOD 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 EIODs and Supervisor 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"> • EIODs 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	Westchester County
Friday, September 27	<ul style="list-style-type: none"> • Last day to transfer children across counties 	<ul style="list-style-type: none"> • Intake Unit, last day to accept transfers from other counties. • EIOD, 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 EIOD 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 EIODs and Supervisor 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 EIODs and Supervisor 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	Westchester County
Friday, August 30	<ul style="list-style-type: none"> • Last day to submit data change forms (DCFs) to the Westchester County Data Change Unit. 	<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"> • For WC DCF's, follow up with EIODs and Supervisor as soon as possible. • For State DCF's follow up with CMA Help Desk as early as possible when directed by the Westchester County Data Change Unit. 	<ul style="list-style-type: none"> • Resolves all cases or notifies the provider that they cannot be resolved and refers them to NYEIS Help Desk.
Tuesday, October 15	<ul style="list-style-type: none"> • DCF process on hold; consults the CMA 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	Westchester County
Friday, September 6	<ul style="list-style-type: none"> Last day to make a request to the WC-BEI NYIES Administrator 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 WC BEI intervention 	<ul style="list-style-type: none"> Only manages and issues Westchester County DOH EI Hub accounts.
10. NEW AGENCIES		
Date	Providers	Westchester County
Immediately	<ul style="list-style-type: none"> Consult Westchester County regarding potentially forming new agency 	Advises new providers regarding EI Hub resources and consideration of start date for launching in WC on October 15.



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Assistant Commissioner – WCDOH -CSN

Date: July 26, 2024