**Suffolk County, Department of Health, Division of Services for Children with Special Needs**

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

This document outlines operational changes in the Suffolk County, Department of Health, Division of Services for Children with Special Needs (SCDSCSN) for the period August 19 to October 14, 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, 2024) without access to either NYEIS or the EI Hub. On Tuesday, October 15, 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.

**SCDSCSN Cutover Plan Overview**

All child cases will be migrated from NYEIS to the EI Hub, and 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, SCDSCSN will work with the Suffolk 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, SCDSCSN 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, when new submissions to SCDSCSN 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**](https://nyeihub.pcghuslms.com/login/index.php)*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**. 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 is the last day to work claims in NYEIS until after the EI Hub goes live on October 15. Final payments for claims from the last NYEIS file will be made the week of October 10.

**SCDSCSN 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

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| 1. **REFERRALS – EI/At Risk**
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| **Date** | **Providers** | **Suffolk County** |
| Thursday, October 3, 2024 | * Last day to submit referrals through any NYEIS
 | * Last day to accept new suspected or at-risk referrals through NYEIS for processing.
 |
| Thursday, October 4-Tuesday, October 15, 2024 | * Referrals faxed to 631-853-2310 or call the referral line at 631-853-3100
 | * SCDSCSN will use paper referrals and enter them into EI-Hub after go live.
* Informs community and family referral sources that SCDSCSN will accept referrals. Referrals will be processed when the EI Hub becomes available on October 15.
 |
| Monday, October 7 – Monday, October 14, 2024 (Cutover Period: No NYEIS or EI Hub) | * Continue to take new referrals by phone and fax
 | * Continues to inform anyone who submits referrals by phone or fax that SCDSCSN will process it when the EI Hub becomes available on October 15.
 |
| Tuesday, October 15, 2024 (EI Hub Go-Live) | * Continue to take new referrals by phone and fax.
 | * Begins processing all suspected and at-risk referrals received.
 |
| 1. **MULTIDISCIPLINARY EVALUATIONS (MDEs) AND INITIAL IFSP MEETINGS**
 |
| **Date** | **Providers** | **Suffolk County** |
| Wednesday, October 2 | * Last day to submit eligible and ineligible MDEs
 | * Last day to accept eligible and ineligible MDEs
* Last day for initial IFSP meetings in NYEIS
 |
| Thursday, October 3-Monday, October 14 (Includes the Cutover Period, October 7-14: No NYEIS or EI Hub Access) | * Mail or fax all eligible and ineligible MDEs
* ***Evaluation agencies*** keep track of any cases in which an MDE is completed but was not submitted by October 2. They will need to follow up on those cases in the EI Hub on Tuesday, October 15.
 | * Processes all MDEs that were submitted by Wednesday, October 2.
* All initial IFSPs scheduled between October 3 – October 14 will be paper meetings and entered into EI-Hub after go live.
 |
| Tuesday, October 15-Friday, October 18 (EI Hub Go-Live) | * ***Evaluation agencies*** inform EIOD/ISC of children whose MDEs have been completed and are ready for submission
* ***EIOD/ISCs*** create MDE service authorizations in the EI Hub
* ***Evaluation agencies*** who receive service authorizations submit MDEs in the EI Hub

***Note:*** *Any**MDE that was not submitted in NYEIS by October 2 must 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. Detailed revised Policy and Procedure forthcoming.*  | * Reviews and approves MDE service authorizations submitted by EIOD/Initial Service Coordinators
* Receives, reviews, and accepts MDEs submitted by evaluation agencies
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| 1. **ONGOING IFSPs**
 |
| **Date** | **Providers** | **Suffolk County** |
| Monday, August 19 – Thursday, October 3, 2024 | * ***Service Coordinators and provider agencies*** identify all IFSPs that will be ending between September 23 and November 1 will:
	+ work with the EIODs to extend them or have an earlier IFSP meeting
	+ notify families that IFSPs for non-transitioning children will be extended to ensure that services are not interrupted during the change over to the EI Hub.
 | * Extends all review and annual IFSPs that expire between September 23 – November 1 as follows:
	+ children found eligible for Part B: extend to January 1, 2025
	+ children not found eligible for Part B: extend until the day before their third birthday
	+ all other children: extend for 2-6 months
 |
| Thursday, October 3 |  | * Last day for interim, initial, annual, review, or amendment IFSP meetings.
 |
| Monday, September 30-Friday, October 4 | * Work with the EIOD to provide any information needed to resolve IFSP/service issues in NYEIS, and notify parents of determinations.
 | * Resolve any outstanding IFSP/service issues in NYEIS by close of business October 4, 2024
 |
| Monday, October 7-Tuesday, October 14 (Cutover Period: No NYEIS or EI Hub) | * ***Service Coordinators*** work with EIODs to schedule IFSP meetings for dates November 4 and later
	+ Service Coordinators ensure that families are not offered meeting dates between Friday, October 4 and Friday, November 1
 | * Continue to schedule ongoing IFSP meetings for dates November 4 and later
* Facilitate IFSP meetings on paper for children at risk of aging out who have been found eligible for Part B
 |
| Monday, November 4 | * ***Service Coordinators*** resume participation in IFSP meetings
 | * Resumes all IFSP meetings
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| 1. **AMENDMENTS AND SERVICE CHANGES**
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| **Date** | **Providers** | **Suffolk County** |
| Friday, September 27 | * Last day to submit amendments and service modification requests, including assistive technology (ATD), respite, transportation and evaluation requests.
* All requests received after close of business on Friday, September 27 will be processed after go-live.
 | * Last day to accept amendments and service modification requests, including ATD, respite, transportation and evaluation requests, to be processed in NYEIS.
* All requests received after close of business Friday, September 27 will be processed after go-live.
 |
| Monday, September 30-Thursday, October 3 | * ***Service Coordinators*** work with the EIODs to resolve any issues regarding amendments and service modification requests in NYEIS, and notify parents of determinations.
* ***Service Coordinators*** work with the ATD Unitto provide any information needed to resolve amendments and service modification requests in NYEIS, and notify parents of determinations.
* ***Service Coordinators*** work with Transportation Coordinator to resolve amendments and service modification requests in NYEIS, and notify parents of determinations.
 | * Resolves all submitted (pending) amendments and service modification requests in NYEIS, including ATD and evaluation.
* Informs anyone who contacts the EIOD or the ATD Unit regarding an amendment, service modification, ATD request, Transportation, respite, or evaluation request that the request must be submitted in the EI Hub after October 15.
 |
| Monday, October 7 – Tuesday, October 14 (Cutover Period: No NYEIS or EI Hub) | * ***Service Coordinators*** keep a log of all amendment, service modification and evaluation requests for submission in the EI Hub after October 15.
* ***Service Coordinators*** keep a log of all ATD requests for submission in the EI Hub after October 15.
 | * Informs anyone who contacts the EIOD or the ATD Unit regarding an amendment, service modification, ATD request, or evaluation request that the request must be submitted in the EI Hub after October 15.
 |
| Tuesday, October 15 | * Resume submitting amendments and service modification requests in the EI Hub
 | * Resumes acceptance and processing of amendments, service modification, and ATD, Transportation, respite and evaluation requests
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| 1. **TASKS AND CLOSURES**
 |
| **Date** | **Providers** | **Suffolk County** |
| Wednesday, October 2 | * Last day to submit tasks, including closures
 | * Last day to accept tasks, including closures.
 |
| Monday, September 30 – Thursday, October 3 | * Follows up timely with the CMA Help Desk if needed regarding outstanding tasks
 | * Clears all task queues in NYEIS and informs providers if they need to follow up with PCG regarding outstanding tasks
 |
| Monday, October 7 – Monday, October 14 (Cutover Period: No NYEIS or EI Hub) | * ***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 after October 15.
 | * Informs anyone who contacts the EIOD regarding closure that requests will be accepted after October 15.
 |
| Tuesday, October 15 | * Follow detailed revised Policy and Procedures (forthcoming).
 | * Resumes processing all case actions, including closures
 |
| 1. **TRANSITION**
 |
| **Date** | **Providers** | **Suffolk County** |
| Monday, August 19 – October 3 | * ***Service Coordinators*** notify SCDSCSN immediately if a child on their caseload requires an IFSP meeting to extend services during this time period due to impending age-out.
* If CPSE determination has not been received by October 3, keep a log of these cases for follow up in the Hub.
 | * Reaches out to Service Coordinators regarding any child who will age out September 30 – November 1 to expedite the transition process
* Ensures all cases are resolved
 |
| Monday, October 7-Monday, October 14 (Cutover Period: No NYEIS or EI Hub)  | * ***Service Coordinators*** notify EIOD immediately if a child on their caseload requires an IFSP meeting to extend services during this week due to impending age-out.
 | * Convenes paper IFSPs for emergencies where a child requires an IFSP meeting to maintain services
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| 1. **TRANSFERS**
 |
| **Date** | **Providers** | **Suffolk County** |
| Friday, September 27 | * Last day to transfer children across counties
 | * Last day to accept transfers from other counties
* Last day to initiate transfers across counties
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| Monday, September 30 – Friday, October 4. | * ***Service Coordinators*** keep a log of all transfer requests for submission in the EI Hub after October 15.
* ***Service Coordinator*** work with the Intake Unit to obtain all needed documentation.
 | * 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 EIOD or Intake Unit regarding transfer or submits a transfer request in NYEIS that the transfer request will be held after October 15.
 |
| Monday, October 7-Monday, October 14 (Cutover Period: No NYEIS or EI Hub) | * ***Service Coordinators*** keep a log of all transfer requests for submission in the EI Hub after October 15.
 | * Informs anyone who contacts the EIOD regarding transfer or submits a transfer request in NYEIS that the transfer request will be held after October 15.
 |
| Thursday, October 17 | * Begin submitting transfer requests
 | * Facilitates transfers as requested
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| 1. **DATA CHANGE FORM REQUESTS**
 |
| **Date** | **Providers** | **Suffolk County** |
| Friday, August 30 | * Last day to submit data change forms (DCFs) to the NYEIS Help Desk
 | * Last day to accept data change forms (DCFs)
 |
| Monday, August 19 – Thursday, October 3 | * Follows up with the CMA Help Desk as early as possible when directed by the NYEIS Help Desk.
 | * Resolves all cases or notifies the provider that they cannot be resolved and refers them to PCG
 |
| Tuesday, October 15 | * DCF process on hold; consults the CMA Help Desk Help Desk with EI Hub issues, as needed.
* Detailed revised Policy and Procedure forthcoming.
 | * Releases tentative date for resumption of DCF process, and EI Hub issues that can be addressed via DCFs
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| 1. **NYEIS ACCOUNTS**
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| **Date** | **Providers** | **Suffolk County** |
| Tuesday, April 30*(No revised date)* | * Last day to request a new NYEIS account
 | * Last day to accept new NYEIS account requests.
 |
| Tuesday, October 15 | * Will be able to manage their own accounts in the EI Hub without SCDSCSN intervention
 | * Only manages and issues SCDSCSN EI-Hub accounts.
 |
| 1. **NEW AGENCIES**
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| **Date** | **Providers** | **Suffolk County** |
| Immediately  | * Consult SCDSCSN regarding potentially forming new agency
 | Advises new providers regarding EI Hub resources and consideration of start date for launching in Suffolk County on October 15. |