



NYSACHO EI All County Call – July 24, 2024

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Agenda Item	Discussion/Presentation	Action Item
Data and Program Evaluation Unit	<p>Quarterly Data Updates:</p> <ul style="list-style-type: none">• A recent webinar covered key updates including a new data cleaning file format and updates to data entry protocols in the EI Hub.• Counties must review the LMS recording if they missed the webinar. <p>Noncompliance Notifications & Data Collection:</p> <ul style="list-style-type: none">• Reminders that data cleaning and notifications are tools to support program improvement.• Counties are urged to reach out with questions for assistance. <p>Telehealth and Delay Reasoning:</p> <ul style="list-style-type: none">• Telehealth refusal by families is not considered a valid delay reason unless it is the only available service option.• While families can prefer in-person services, if that leads to delays due to provider shortages, it's still a provider issue.• A 5% rate increase and telehealth modifiers are intended to incentivize service delivery.• Counties are responsible for accurately categorizing delays and should contact BEI if current delay reasons are insufficient. <p>Assistive Technology Delays (e.g., IFSP Services Start Timing):</p> <ul style="list-style-type: none">• BEI is open to further discussion about services that hinge on technology delivery and revising delay categories accordingly.	



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Provider Approval and Due Process Unit	<p>Agency Catchment Areas:</p> <ul style="list-style-type: none">Approval in a catchment area does not guarantee provider availability; availability fluctuates based on staffing and caseload.Providers must submit amendments in EI Hub to end-date services they no longer offer.Providers serving only part of a county or with temporary unavailability should retain service lines to avoid reapproval later.Counties are encouraged to report persistently unavailable providers to DOH for direct follow-up. <p>Dispute Resolution and EI Hub Complaints:</p> <ul style="list-style-type: none">Increase in state complaints filed for EI Hub-related issues, often misaligned with the purpose of the state complaint process.Counties should escalate unresolved child-specific issues directly via the EI Hub mailbox (eihub@health.ny.gov), using subject lines like “unresolved child-specific hub issue.”BEI stressed that this escalation method can lead to faster resolutions than formal complaint investigations (which have a 60-day timeline). <p>Clarifications and Feedback:</p> <ul style="list-style-type: none">Some providers are directing families to file complaints. BEI acknowledged this and will consider issuing a clarification to ensure correct usage of due process avenues.Questions were raised about payment assurance—services authorized in an IFSP and approved by the county are eligible for reimbursement even if EI Hub issues delay SA entry.BEI requested counties provide examples of unresolved billing due to Hub issues so they can be addressed collaboratively.	
Fiscal Planning and Policy Unit	<ul style="list-style-type: none">Stopgap Payment Recoupment: Repayment of stopgap funds issued through June has begun. Over 100 providers are affected, and monthly repayment status reports will be sent to counties.Telehealth Rates: Reduced telehealth rates for services with the telehealth modifier were implemented July 1, 2025, and are being paid correctly. Retroactive adjustments back to January 1, 2025, are still under discussion. Initial data shows about 7% of statewide claims are telehealth.	



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	<ul style="list-style-type: none">• Medicaid OPRA Denials: Some claims are being denied when the referring provider is not enrolled in Medicaid. Counties raised concerns about denials piling up, providers not enrolling, and limited workarounds. BEI will investigate examples further with support from PCG.• Respite Allocation Letters: Awaiting internal approval; amounts will remain the same as last year.• Transportation Reimbursement:<ul style="list-style-type: none">○ State reimbursement for non-Medicaid claims and transportation is delayed pending approval for SFY 24–25 payments.○ Increased one-way trip rates (retroactive to Sept 1, 2023) have been implemented, with state reimbursement covering 49%.○ A system fix is in progress for Medicaid claims where two units were incorrectly reimbursed as one.• Covered Lives: No updates; remains status quo.• State Plan Amendment (SPA) – 4% Rate Modifier: Submitted to CMS on June 30, 2025. Nearly 300 zip codes (at least one per county) with the highest service delays were selected. The modifier applies only to evaluations, OT, PT, speech, and special instruction in those zip codes. Awaiting CMS review and decisions on implementation details.• Transportation Rate Letters: Counties should have received letters reflecting updated rates, but discrepancies (e.g., Monroe County) were noted. Ken will resend updated rates via Sarah.• EI Admin Grant: Counties will receive a 6% increase in Year 5 (starting Oct 1, 2025) to help offset added costs from the EI-Hub rollout, training, and staff time.	
Information Systems and Quality Improvement Unit	<ul style="list-style-type: none">• EI Hub Issues and MDE Approvals:<ul style="list-style-type: none">○ There is a focus on unresolved system issues such as failure to enter referrals, inaccurate or missing service authorizations, and difficulties amending IFSPs.○ Stakeholders emphasized providers' refusal to deliver services without SA due to billing concerns.	



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	<ul style="list-style-type: none">○ Counties described workarounds and voiced frustrations with case-specific issues remaining unresolved for months.● Hub Ticket Escalation and Full Release:<ul style="list-style-type: none">○ PCG and DOH teams are working through escalated tickets with triage processes and data fixes.○ Efforts are underway to:<ul style="list-style-type: none">▪ Improve amendment processing▪ Unlock closed IFSPs▪ Reduce repetitive steps and eliminate unnecessary service authorization changes○ Fall 2025 is the anticipated timeline for the “full release” addressing many of these issues.● System Configuration and Stakeholder Feedback:<ul style="list-style-type: none">○ BEI and PCG are reviewing NYSACHO’s proposed Hub fixes and exploring feasible changes. Some of which are underway, others require longer-term development.	
Open Discussion	<ul style="list-style-type: none">● Participants raised specific cases of children aging out without services due to unresolved EI Hub issues.● Counties emphasized the urgency of faster communication and escalation pathways.● Calls for clearer guidance to providers and continued communication from BEI and PCG were strongly supported.	
Adjournment	<ul style="list-style-type: none">● The meeting concluded with assurances from BEI and PCG that improvements are forthcoming and input from counties is appreciated.● Further updates are expected in Fall 2025 when system changes from the “full release” are rolled out.	