NYSAC Fall Seminar Workshop

Early Intervention Panel Discussion
September 16, 2019
2:00-3:15pm

Bureau of Early Intervention, Public Consulting Group, and NYSTEC
Agenda

| Early Intervention Program Operational Support
| The Role of Counties
| Question and Answer
| Closing
Early Intervention Program
Operational Support
Upcoming Activities

EI Billing and Claiming

• EI Billing will continue to be used by stakeholders for billing and claiming
• PCG, under the direction of BEI, will continue making enhancements to EI Billing
• System users will have access to training via an on-line Learning Management System (LMS) designed to allow users to learn at their own pace and will continue to have access to the Knowledgebase tool
• EI Billing will have a direct connection to the PCG Case Management and Provider Management solution that replaces NYEIS
Upcoming Activities

EI Case Management and Service Logging

• EI Case Management will transition from NYEIS to a new Case Management Module
• Stakeholders will also begin using an online Service Logging module
• System users will have access to training via an online Learning Management System (LMS) designed to allow users to learn at their own pace
• An Organizational Change Management process will be employed to help reduce the burden of the changing system
Upcoming Activities

EI Provider Enrollment and Management

- Provider Management will transition from BEI and NYEIS to PCG’s solution
- Providers will have access to enrollment services via the PCG solution
- System users will have access to training via an on-line Learning Management System (LMS) designed to allow users to learn at their own pace
- Ongoing Provider Management will be managed based on user role in the PCG solution
Organizational Change Management

How We Will Approach the Change

• Assess
• Plan
• Implement
• Manage
• Sustain
The Role of Counties
Helping us ensure the success of the change
Understanding the Landscape

Finding the pain points

• Assess the current challenges for counties
• Identify internal and external stakeholders and their needs
• Explore how the change can relieve pain points
Making the Right Connections

Helping us reach internal and external stakeholders

• Engage stakeholder groups based on their needs
  • Early Intervention Officials (EIOs)
  • Service Coordinators
  • Billing Providers
  • Rendering Providers
Guiding Stakeholders Through Change

Providing the tools they need to succeed

- Set expectations for the change
- Provide timely and relevant information to stakeholders
- Promote training that is accessible and role-appropriate
- Create avenues for feedback
Sustaining the Change

Making sure the change lasts

• Relay our ongoing commitment to success
• Maintain connections with stakeholders
• Expand the opportunities for feedback
• Hold project leadership to account
Question and Answer
Question and Answer

Constance Donohue
NYS DOH Bureau of Early Intervention

Mike Iorio
NYS DOH Bureau of Early Intervention

Jim Bryant
NYSTEC

Rob Lillpopp
Public Consulting Group

Paula Van Meter
Public Consulting Group

Ryan White
Public Consulting Group

www.publicconsultinggroup.com
Closing
Solutions that Matter