

NYSAC Fall Seminar Workshop

Early Intervention Panel Discussion

September 16, 2019

2:00-3:15pm

Bureau of Early Intervention, Public Consulting Group, and NYSTEC



Solutions that Matter

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

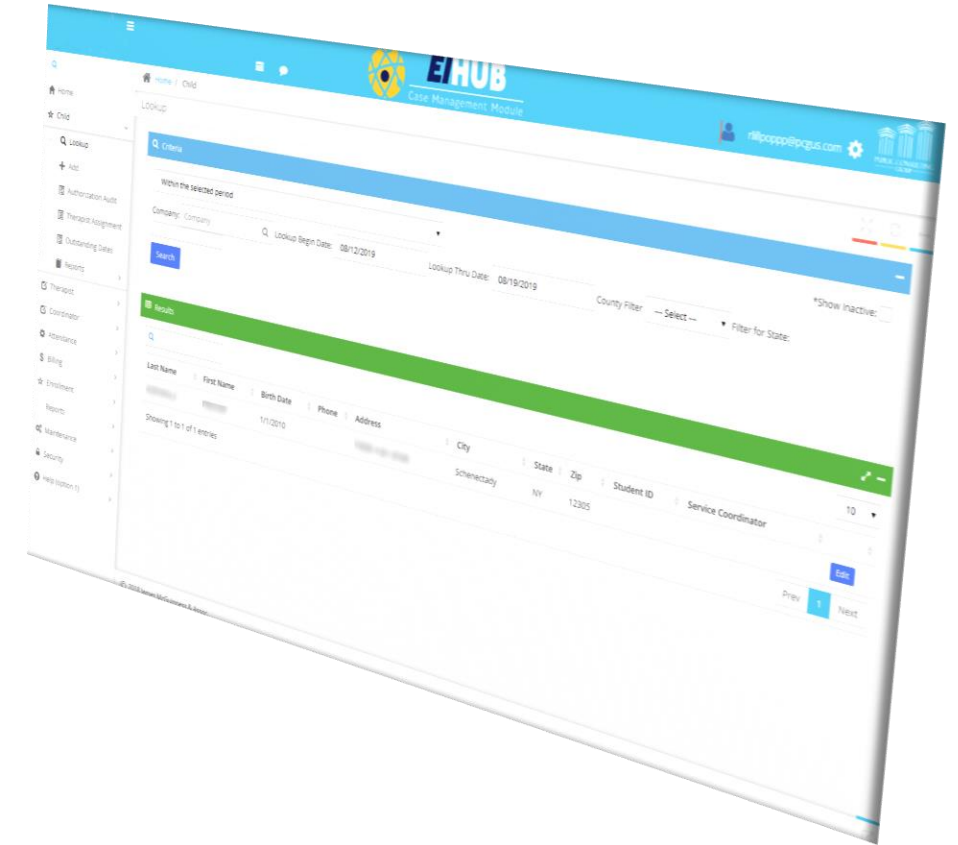
- EI Billing will continue to be used by stakeholders for billing and claiming
- PCG, under the direction of BEI, will continue making enhancements to EI Billing
- System users will have access to training via an on-line Learning Management System (LMS) designed to allow users to learn at their own pace 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 on-line 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

The screenshot displays the 'Add Therapist' form in the PCG solution. The form is titled 'Add Therapist' and is divided into three tabs: '1 Demographics', '2 Professional', and '3 Compliance Attributes'. The 'Demographics' tab is currently selected and highlighted in blue. Under the 'Basic Demographics' section, there are several input fields: 'Salutation' (with a dropdown menu for 'Therapist Sal'), 'Middle Initial' (with a dropdown menu for 'Middle Initial'), 'Ethnicity' (with a dropdown menu for '--- Select ---'), '*First Name' (with a text input field for 'Therapist FirstName'), 'Title' (with a dropdown menu for 'Therapist Titl'), 'DOB' (with a dropdown menu for 'DOB'), '*Last Name' (with a text input field for 'Therapist LastName'), and 'Sex' (with a dropdown menu for '--- Select ---'). There are also edit icons (pencil) next to the 'Therapist Sal', 'Therapist FirstName', 'Therapist Titl', and 'Therapist LastName' fields. A blue bar at the top right of the form contains a refresh icon and a minus sign icon.



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

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Closing

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