

Early Intervention Coordinating Council

June 11, 2025



Solutions that Matter



Agenda

- EI-Hub System Updates
- Review of Child and Claims Data
- Call Center Update



System Updates



April 2, 2025

This update focused on preparing the EI-Hub to support upcoming changes to Program rates for telehealth and other services in **alignment with the State Plan Amendment (SPA)**.

- The system is fully configured to implement the new rates.
- The Bureau of Early Intervention (BEI) and Public Consulting Group (PCG) are actively collaborating with Medicaid to implement the approved rates within their system.
- Initial testing of the claims file has been completed.
- Further coordination with Medicaid is underway, as rate implementation occurs at the provider level.

Link: [Release Notes](#)





System Updates

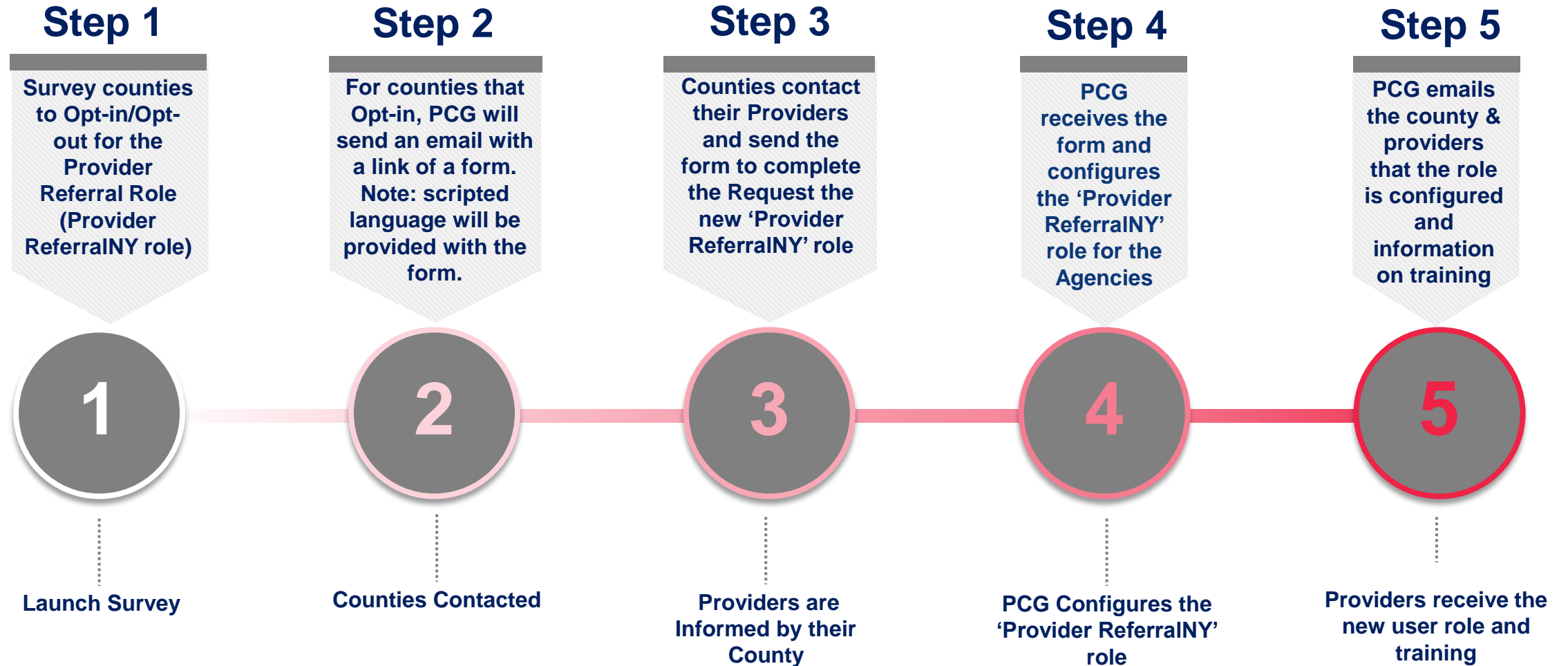
June 4, 2025

Key components of this release include:

- System changes implemented to support rollout of the **new Provider Referral User Role**.
- **Resolved display issues** on the **Scripts, Orders, Recommendations, and Referrals Panel** to improve readability and support providers in addressing billing rejections related to referring providers.
- Update to the **Children with an Agency Missing a Practitioner dashboard** to include children with missing therapist assignments **for both active and inactive enrollments**. This enhancement will help billing providers identify staffing gaps and where a rendering provider is missing from a Service Authorization for billing purposes.
- **Additional Enhancements:**
 - Excel export buttons added to previously unavailable dashboards.
 - Improved performance of the 837-file loader.



Provider Referral User Role



System Updates: What's Ahead

System update (June 2025)

- Eligibility Determination panel



Full System Release (Early Fall 2025)

- This release will include items to update the EI-Hub to the latest version of the application. There will be improvements to ease of use and added system functionality, based on user feedback and internal system testing.



Future System Enhancements

- Stakeholder Feedback
- Edit Closed IFSP
- Federal Reports



System Updates: Stakeholder Feedback

Continued Engagement

- **Bi-monthly stakeholder meetings** focused on collaboration, understanding user needs, and informing system enhancements.
- **Focused sessions during the Summer 2025** (July/August) with select counties and providers to review panel consolidation recommendations possible through configuration (no development), aimed at improving data entry efficiency

Top Priorities Identified by Stakeholders

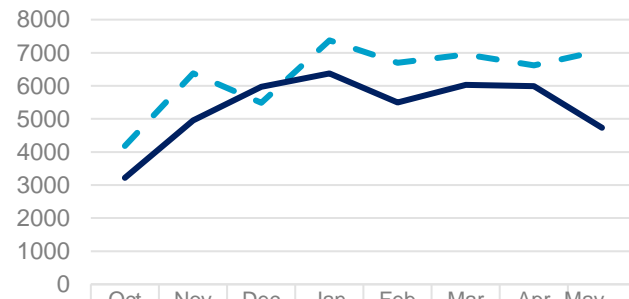
- Edit closed IFSP
- Delete/Cancel IFSP
- Make-up visit units
- IFSP Amendments
 - Stakeholder recommendations on the amendment process include addressing SA number changes and relinking scripts. Given the scope and complexity, this type of change requires significant development effort.



Child Data

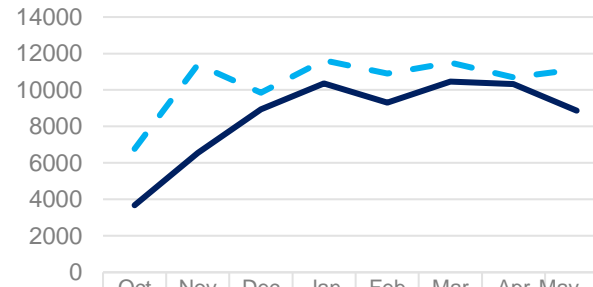


Referral - by Referral Date



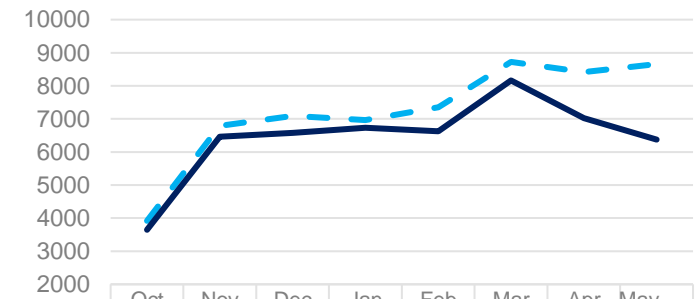
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Referrals NYEIS 2023/2024	4183	6373	5485	7374	6699	6951	6616	7072
Referrals Hub 2024/2025	3219	4954	5975	6374	5493	6027	5988	4730

Evaluations - by Evaluation Date



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Evaluations NYEIS 2023/2024	6770	11393	9849	11627	10900	11506	10696	11140
Evaluations Hub 2024/2025	3679	6547	8939	10358	9298	10460	10329	8873

IFSP - by IFSP Start Date



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
IFSPs NYEIS 2023/2024	3919	6794	7094	6966	7355	8723	8413	8654
IFSPs Hub 2024/2025	3648	6458	6582	6729	6623	8162	7025	6373

Date Range for data: EI-Hub: October 14, 2024 – May 27, 2025; NYEIS: NYEIS - October 15, 2023 – May 31, 2024



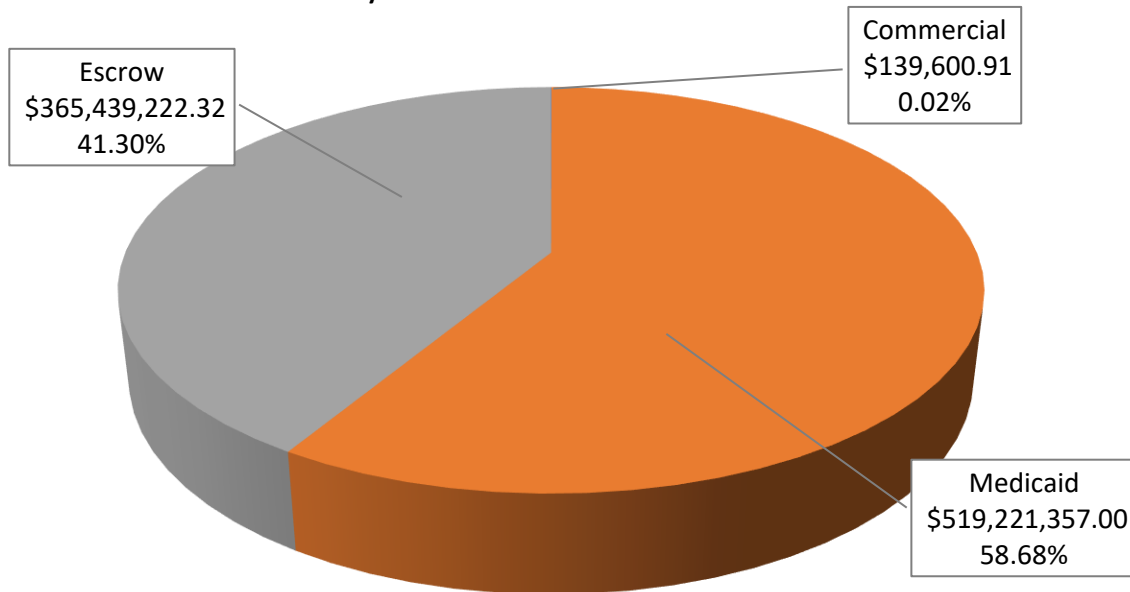
State Fiscal Agent Billing and Claiming Statistics



- For the period from January 1, 2024, to March 31, 2025, the State Fiscal Agent has billed \$884.8 million in claims. Providers have received \$874.9 million in payments with \$9.9 million outstanding for that period. Since 4/1/13 over \$7.8 billion claims have been processed and 99.4% paid.

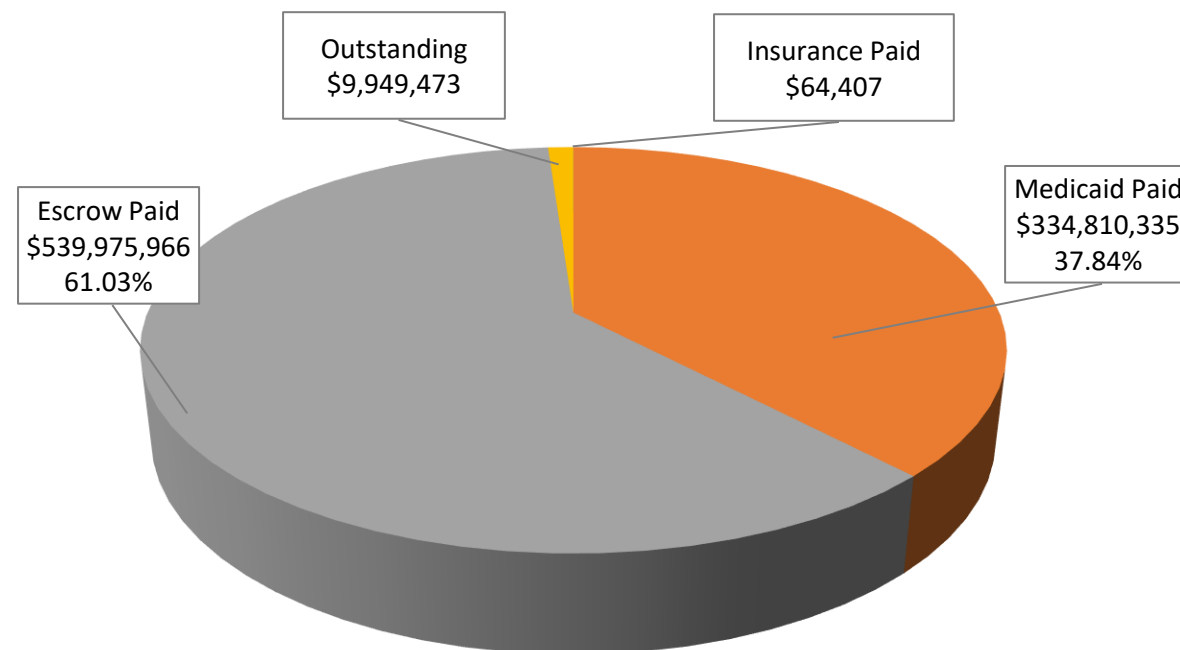
Claims Submitted by Commercial Insurance, Medicaid and Escrow

January 2024 to March 2025 Claim Dates



Claim Adjudication Rates

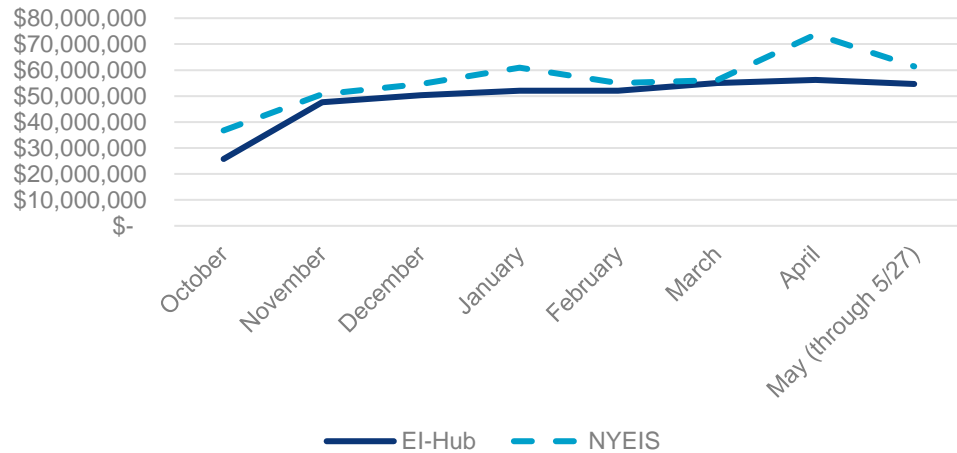
January 2024 to March 2025 Claim Dates



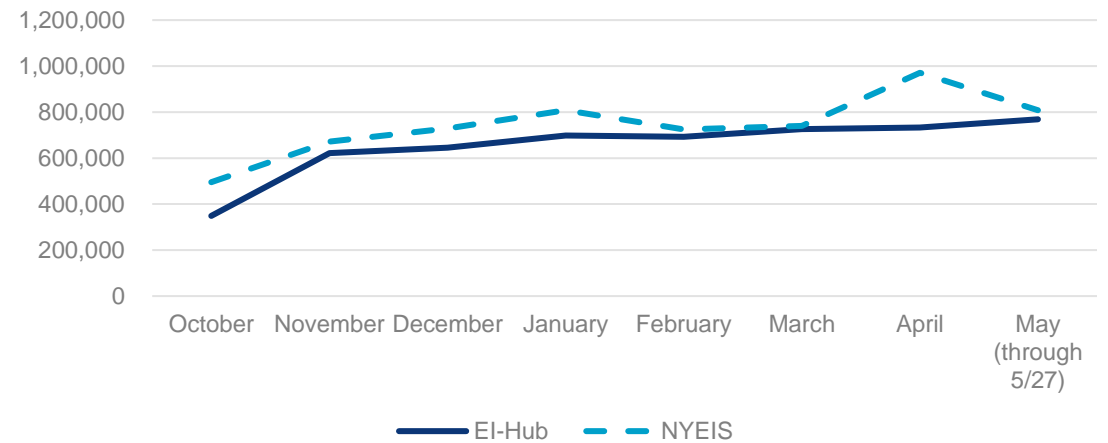
Claims Data



Combined (Medicaid & Escrow)
Total Amount Billed



Combined (Medicaid & Escrow)
Total Count of Claims



Date Range for data: EI-Hub: October 2024 (10/14-11/3/24); November 2024 Starting 11/4/2024; December 2024; January 2025; February 2025; March 2025; April 2025; May 2025 (through 5/27). NYEIS: October 2023 (10/16-11/5/23); November 2023 Starting 11/6/2023; December 2023; January 2024; February 2024; March 2024; April 2024; May 2024 (through 5/27).

Percentage Difference

October	November	December	January	February	March	April	May (through 5/27)
29.9%	6.0%	8.0%	14.4%	5.4%	2.0%	23.8%	11.0%

October	November	December	January	February	March	April	May (through 5/27)
29.6%	7.5%	11.4%	13.7%	4.4%	1.9%	24.6%	4.8%





Claims Data - Details

Combined - NYEIS	October 2023 (10/16-11/5/23)	November 2023 Starting 11/6/2023	December 2023	January 2024	February 2024	March 2024	April 2024	May 2024 (through 5/27)
Total Amount Billed	\$36,751,582	\$50,677,036	\$54,667,857	\$60,893,596	\$54,970,250	\$56,114,848	\$73,730,328	\$61,398,795
Total Count of Claims	495,182	671,457	728,336	808,457	725,056	739,507	970,878	807,481

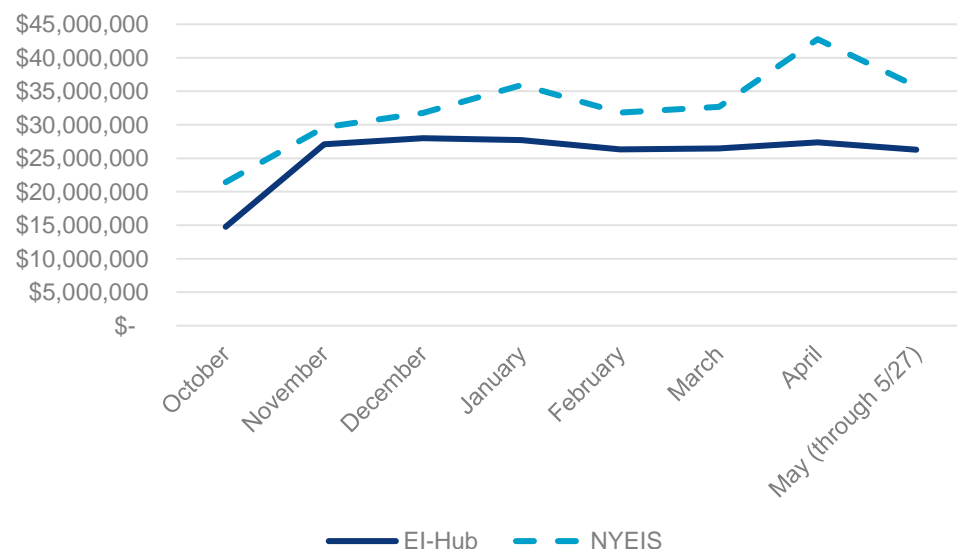
Combined - NYEIS	October 2024 (10/14-11/3/24)	November 2024 Starting 11/4/2023	December 2023	January 2025	February 2025	March 2025	April 2025	May 2025 (through 5/27)
Total Amount Billed	\$25,763,670	\$47,637,908	\$50,303,587	\$52,107,948	\$52,011,536	\$54,979,386	\$56,216,765	\$54,630,092
Total Count of Claims	348,646	621,384	645,391	697,741	693,034	725,582	732,485	768,610



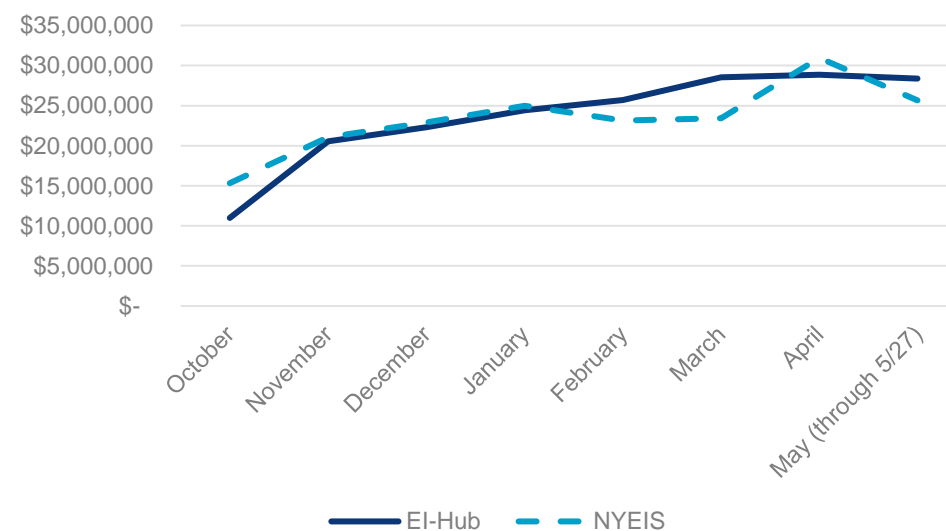


Medicaid /Escrow Claims Billed

Medicaid - Total Amount Billed



Escrow - Total Amount Billed



Percentage Difference

Month	October	November	December	January	February	March	April	May (through 5/27)
Percentage Difference	31.1%	8.5%	11.9%	22.9%	17.4%	19.1%	36.0%	26.5%

Month	October	November	December	January	February	March	April	May (through 5/27)
Percentage Difference	28.3%	2.4%	2.6%	2.2%	-11.1%	-21.8%	6.8%	-10.6%





Medicaid Denials

Top 10 denials by billed amount for April 2025

- April's Medicaid Denials total \$18.8m, with an increase of \$5.1m from March's total of \$13.7m.
- The majority of denied claims for April 2025 were due to denial code 97, 16 and 200.
- CO200 denials have increased from \$2.9m in April 2024 to \$3.3m in April 2025. A \$426.3k and 14.7% increase.
- CO200 were \$12.9m from Nov 23 to Apr 24 and \$16.3m from Nov 24 to Apr 25.

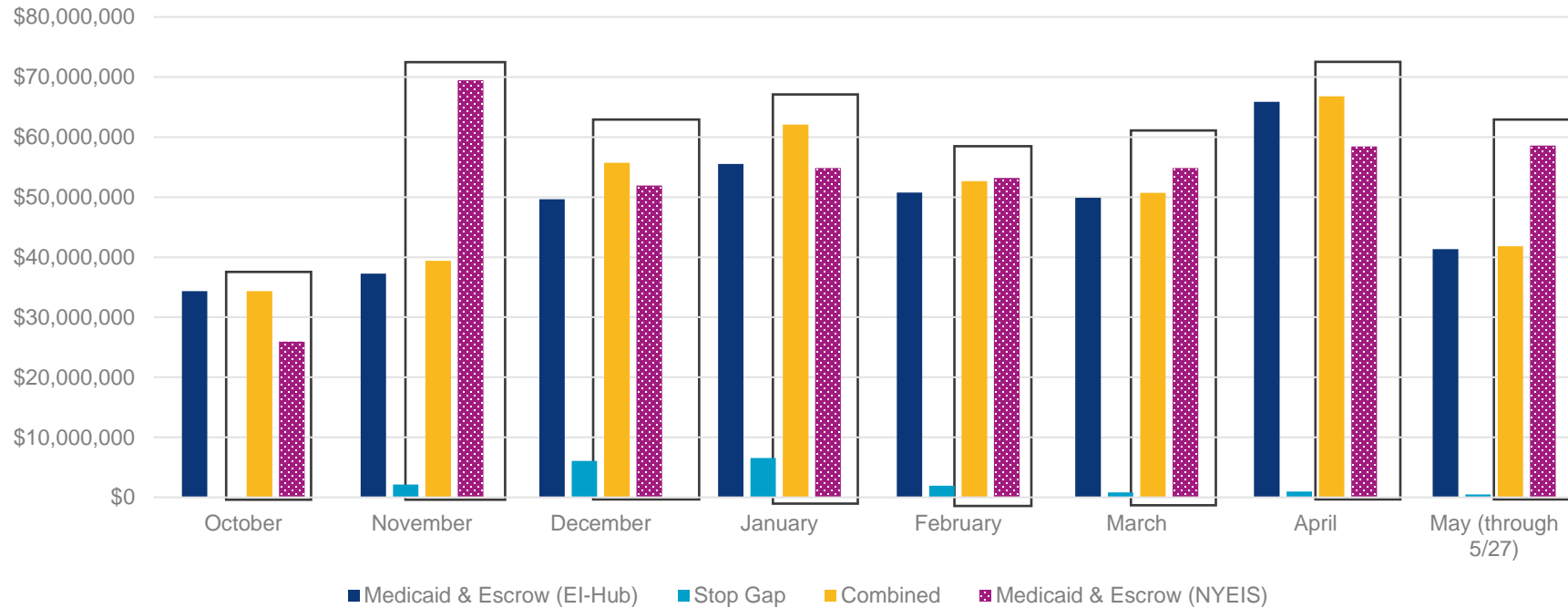
CARCode	CARDescription	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	Total Billed	Total %
97	The benefit for this service is included in the payment/allowance for another service/procedure that has already been adjudicated.	\$5,606,621	\$7,037,859	\$7,547,624	\$6,610,213	\$7,888,901	\$9,567,844	\$44,259,064	58.7%
16	Claim/service lacks information which is needed for adjudication.	\$120,136	\$118,713	\$163,010	\$122,898	\$1,804,372	\$4,145,734	\$6,474,864	8.6%
200	Expenses incurred during lapse in coverage	\$3,161,687	\$1,780,578	\$3,278,546	\$2,514,823	\$2,209,383	\$3,327,384	\$16,272,402	21.6%
22	This care may be covered by another payer per coordination of benefits.	\$467,775	\$591,181	\$610,619	\$517,141	\$817,573	\$804,106	\$3,808,395	5.1%
96	Non-covered charge(s).	\$663,587	\$404,616	\$453,597	\$162,248	\$629,190	\$377,159	\$2,690,397	3.6%
29	The time limit for filing has expired.	\$64,612	\$80,341	\$94,743	\$151,752	\$37,821	\$304,622	\$733,891	1.0%
183	The referring provider is not eligible to refer the service billed.	\$99,403	\$35,552	\$50,698	\$53,795	\$87,495	\$116,439	\$443,382	0.6%
242	Services not provided by network/primary care providers.	\$46,374	\$44,745	\$63,674	\$34,398	\$95,707	\$71,772	\$356,670	0.5%
9	The diagnosis is inconsistent with the patient's age.	\$16,300	\$22,516	\$28,106	\$24,525	\$35,796	\$30,010	\$157,254	0.2%
243	Services not authorized by network/primary care providers.	\$944	\$4,218	\$10,943	\$12,965	\$9,359	\$19,451	\$57,880	0.1%
Top 10 denials		\$10,247,440	\$10,120,319	\$12,301,561	\$10,204,759	\$13,615,598	\$18,764,521	\$75,254,197	99.9%
Other denials		\$438	\$3,862	\$4,891	\$14,162	\$65,910	\$15,984	\$105,248	0.1%
Total denial amount		\$10,247,878	\$10,124,181	\$12,306,452	\$10,218,922	\$13,681,507	\$18,780,505	\$75,359,445	100.0%
Total Amount Billed to Medicaid		\$21,417,851	\$26,571,049	\$32,179,344	\$27,161,274	\$34,770,984	\$40,697,095	\$182,797,597	
Denial Rate		47.8%	38.1%	38.2%	37.6%	39.3%	46.1%	41.2%	



Paid Amounts



Paid Amounts



Date Range for data: EI-Hub: October 2024 (10/14-11/3/24); November 2024 Starting 11/4/2024; December 2024; January 2025; February 2025; March 2025; April 2025; May 2025 (through 5/27). NYEIS: October 2023 (10/16-11/5/23); November 2023 Starting 11/6/2023; December 2023; January 2024; February 2024; March 2024; April 2024; May 2024 (through 5/27).

Percentage Difference

	October	November	December	January	February	March	April	May (through 5/27)
<i>With Stop Gap</i>	-32.5%	43.3%	-7.3%	-13.2%	1.0%	7.5%	-14.3%	28.6%
<i>Without Stop Gap</i>	-32.5%	46.4%	4.3%	-1.3%	4.6%	9.0%	-12.7%	29.4%



Paid Amounts - Details



EI-Hub Paid Amounts	October 2024 (10/14-10/31/24)	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May 2025 (through 10/27)
Medicaid Paid	\$18,383,265	\$11,169,385	\$16,443,569	\$19,848,261	\$16,964,482	\$21,070,184	\$21,875,722	\$13,994,479
Escrow Paid	\$15,972,796	\$26,076,447	\$33,218,521	\$35,666,957	\$33,778,917	\$28,793,244	\$43,986,061	\$27,346,993
Stop Gap	\$0	\$2,129,185	\$6,064,959	\$6,544,452	\$1,925,709	\$842,942	\$951,549	\$488,726
Total Payments	\$34,356,061	\$39,375,017	\$55,727,049	\$62,059,669	\$52,669,108	\$50,706,370	\$66,813,332	\$41,830,198
<i>Medicaid %</i>	53.5%	28.4%	29.5%	32.0%	32.2%	41.6%	32.7%	33.5%
<i>Escrow %</i>	46.5%	66.2%	59.6%	57.5%	64.1%	56.8%	65.8%	65.4%
<i>Stop Gap %</i>	0.0%	5.4%	10.9%	10.5%	3.7%	1.7%	1.4%	1.2%

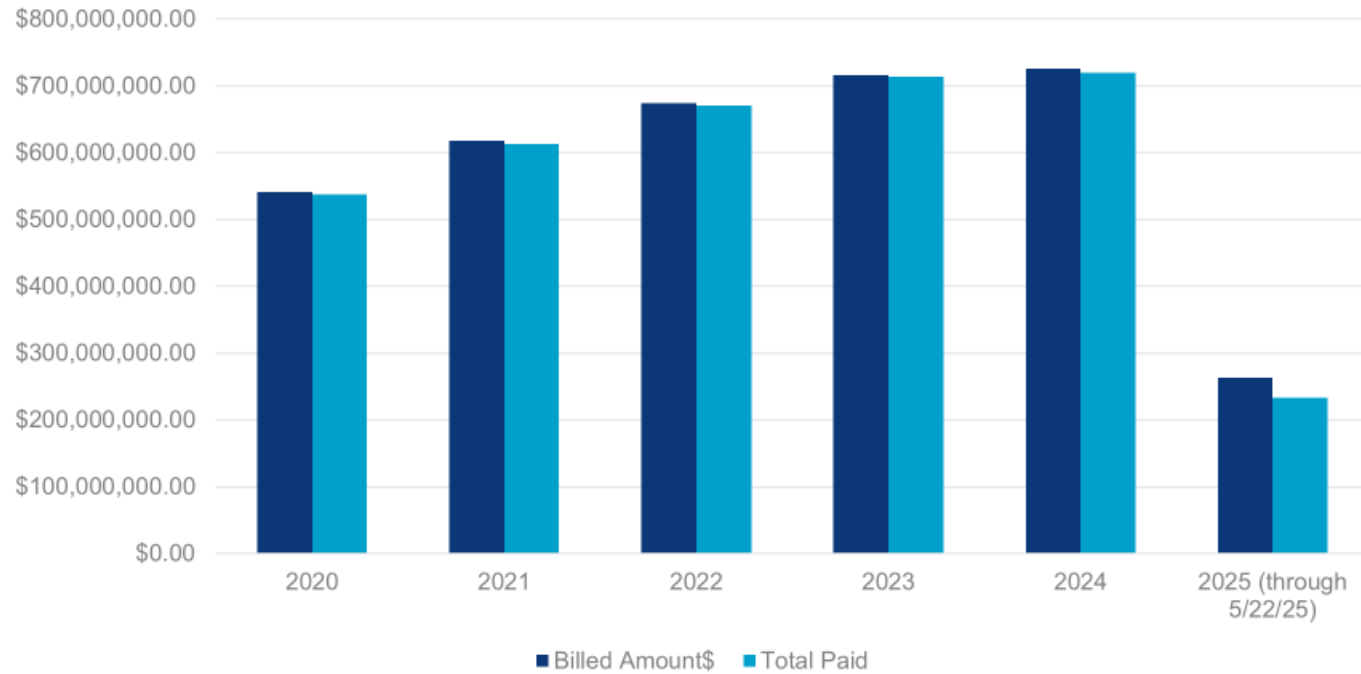
NYEIS Paid Amounts	October 2023 (10/16-10/31/24)	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May 2024 (through 10/27)
Medicaid Paid	\$11,038,648	\$26,407,996	\$20,668,919	\$25,624,830	\$20,813,370	\$21,177,589	\$22,767,268	\$25,667,112
Escrow Paid	\$14,884,724	\$43,068,939	\$31,246,323	\$29,199,440	\$32,397,323	\$33,642,280	\$35,687,518	\$32,911,842
Stop Gap	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Payments	\$25,923,372	\$69,476,935	\$51,915,242	\$54,824,270	\$53,210,693	\$54,819,869	\$58,454,785	\$58,578,954
<i>Medicaid %</i>	42.6%	38.0%	39.8%	46.7%	39.1%	38.6%	38.9%	43.8%
<i>Escrow %</i>	57.4%	62.0%	60.2%	53.3%	60.9%	61.4%	61.1%	56.2%
<i>Stop Gap %</i>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



Claims Processed



Amounts Billed v. Amounts Paid



Percentage Paid

2020	2021	2022	2023	2024	2025 (through 5/22/25)
99.46%	99.25%	99.55%	99.66%	99.08%	88.81%

*Note: 2024 includes both Pre-Go Live (Prior to 10/14) and Post-Go Live (After 10/14) data.





Claims Processed - Details

Year	Billed		Paid					
	#Claims	Billed Amount\$	#Claims	InsurancePaid	MedicaidPaid	EscrowPaid	Total Paid	%Paid
2020	7,292,099	\$540,927,688	7,248,895	\$9,842,897	\$225,606,508	\$302,555,314	\$538,004,719	99.46%
2021	8,119,654	\$617,858,799	8,057,607	\$11,045,335	\$267,374,643	\$334,776,738	\$613,196,716	99.25%
2022	8,861,059	\$673,894,476	8,815,863	\$1,205,909	\$297,425,647	\$372,217,473	\$670,849,028	99.55%
2023	9,422,226	\$715,901,172	9,382,222	\$62,459	\$313,181,322	\$400,221,388	\$713,465,169	99.66%
2024	9,525,954	\$726,008,395	9,409,739	\$43,458	\$281,598,028	\$437,720,041	\$719,361,527	99.08%
2025 (through 5/22/25)	3,519,537	\$262,838,326	3,071,176	\$26,397	\$71,824,940	\$161,578,067	\$233,429,404	88.81%
Total	46,740,529	\$3,537,428,856	45,985,502	\$22,226,456	\$1,457,011,088	\$2,009,069,021	\$3,488,306,565	98.61%

*Note: Based on claim added date, No stop gap payments included

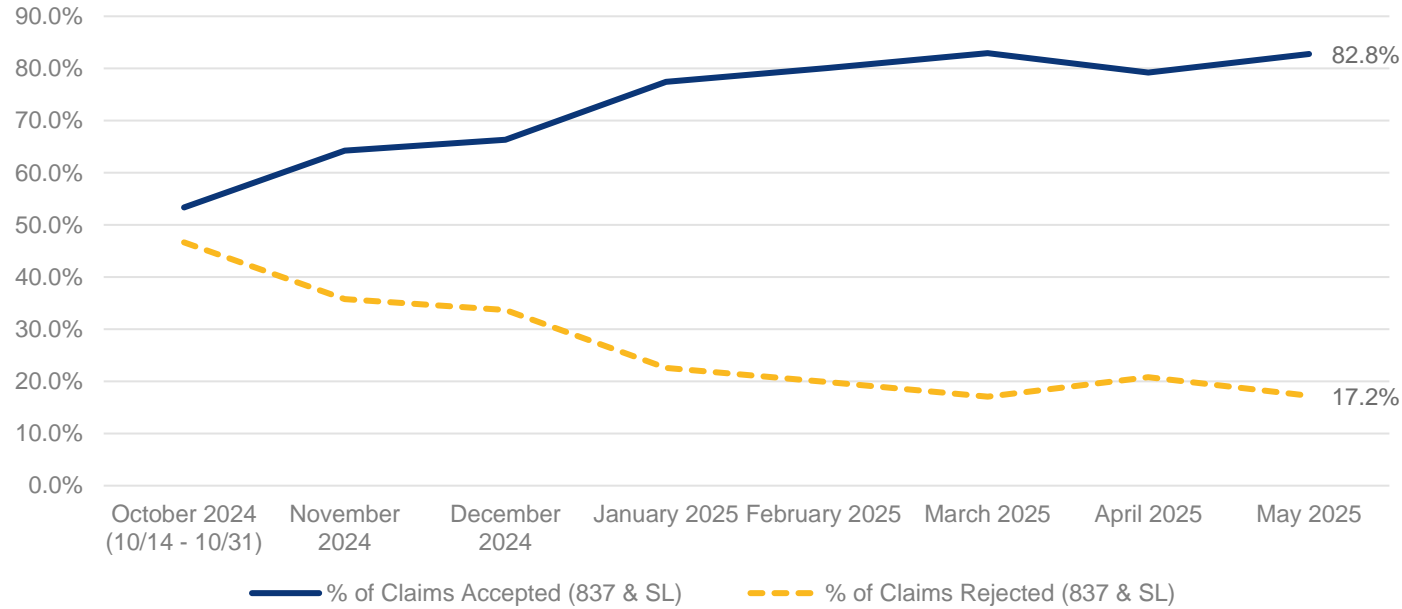
**Note: 2024 includes both Pre-Go Live (Prior to 10/14) and Post-Go Live (After 10/14) data.



Billing Rejections



% Accepted / Rejected Claims



	% of Claims Accepted (837 & SL)	% of Claims Rejected (837 & SL)
October 2024 (10/14 - 10/31)	53.3%	46.7%
November 2024	64.3%	35.7%
December 2024	66.3%	33.7%
January 2025	77.4%	22.6%
February 2025	80.1%	19.9%
March 2025	82.9%	17.1%
April 2025	79.2%	20.8%
May 2025	82.8%	17.2%



Entering Insurance in the EI-Hub

On 05/08/2025 a new resource - **Entering Insurance Information in the EI-Hub User Guide** - was added to the Learning Management System (LMS) to support users with entering insurance information in the EI-Hub.

This centralized reference is designed to make it easier to navigate insurance-related processes within the EI-Hub.

Link: [Entering Insurance Information in the EI-Hub User Guide](#)

Call Center

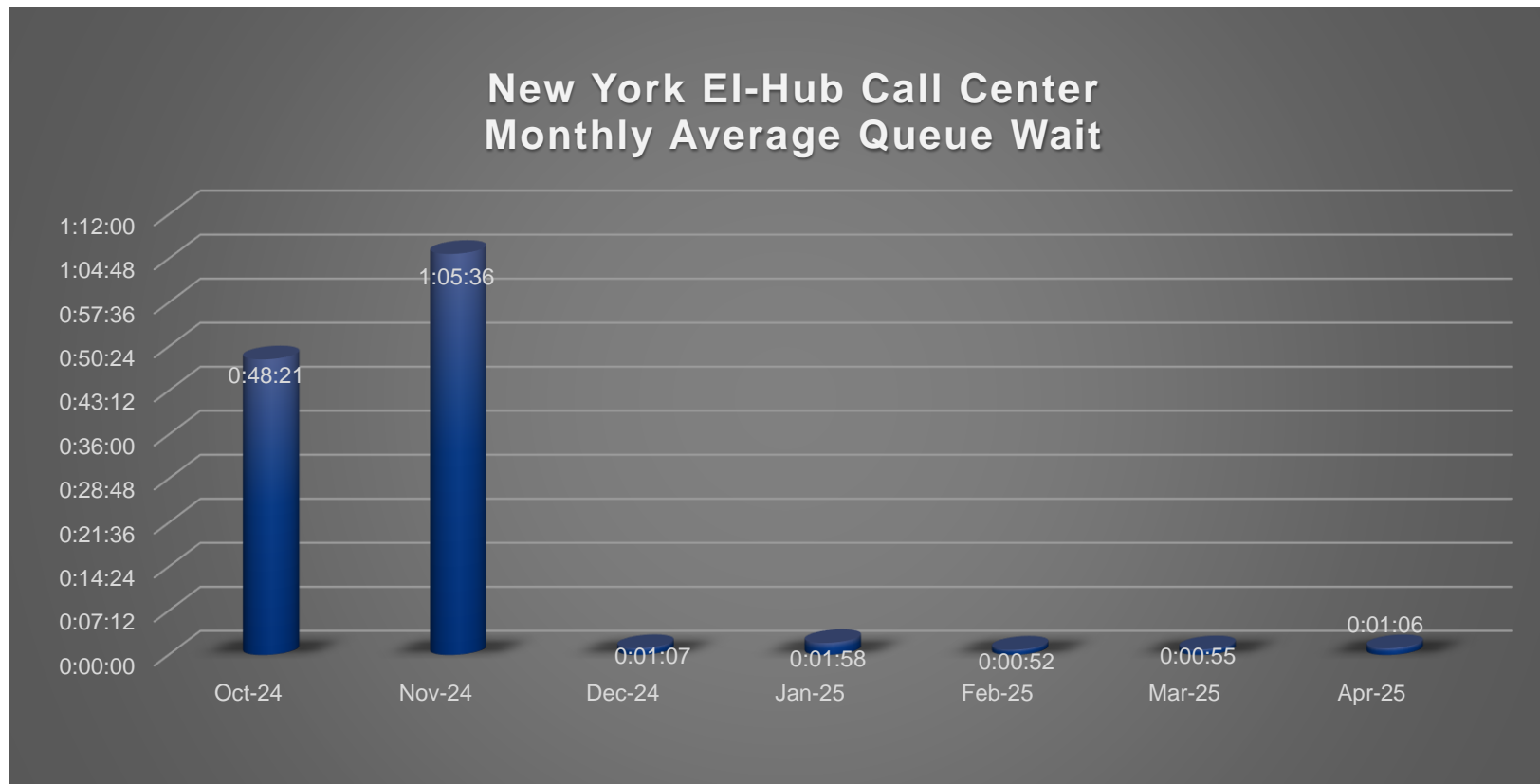


- **Total Cases Opened (since 10/15/24):**
19,408 *(as of 5.28)*
 - **# of Cases Closed:** 17,418 (89.7%)
 - **Average Wait Time:** 1 minute, 6 seconds
- **New Initiative (started April):** Working with New York City's municipality to support data change requests.
- **Ongoing Priorities:**
 - Optimizing staffing models & training
 - Improving ticket resolution turnaround time



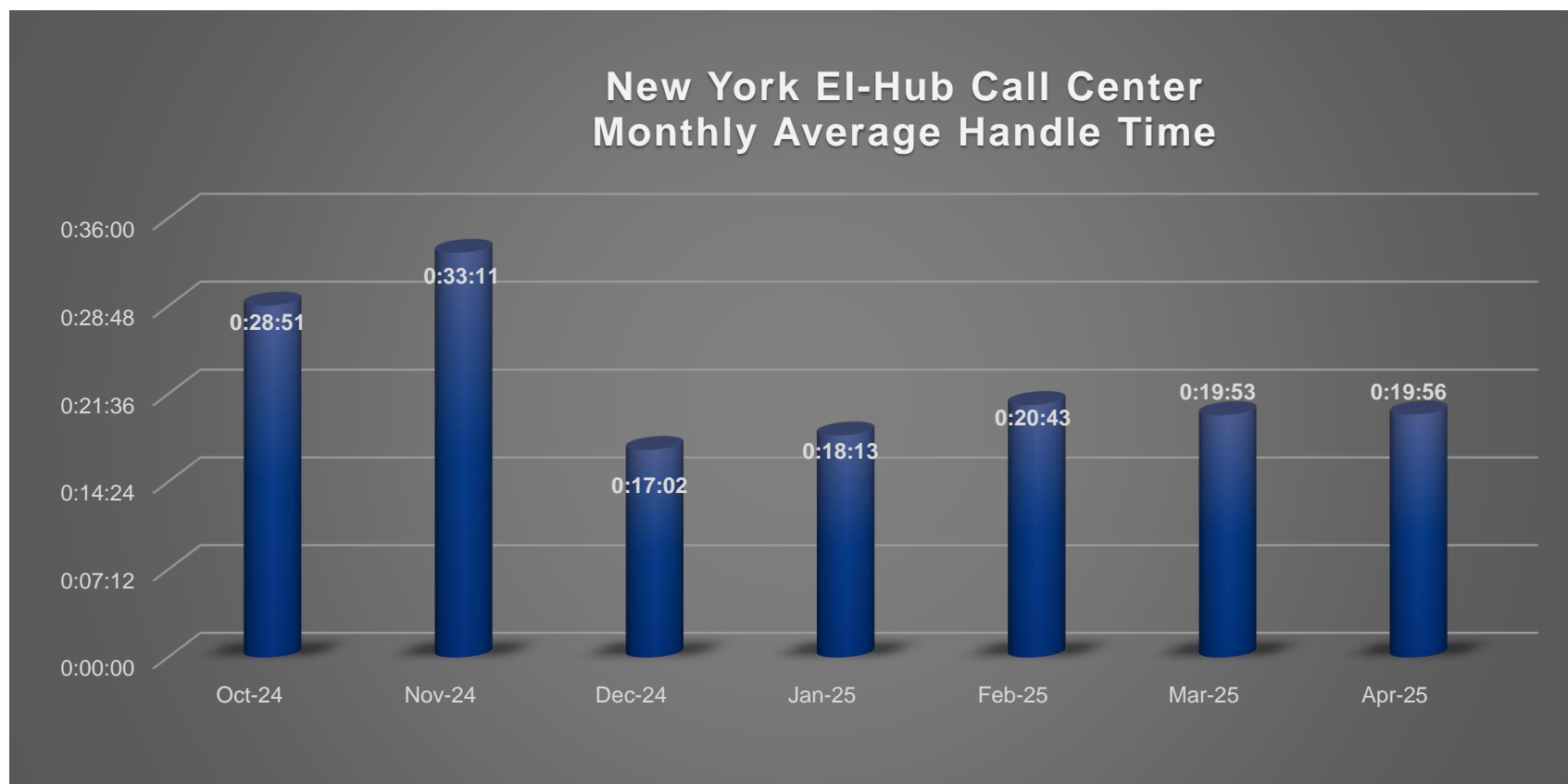
Average Queue Wait Time

Average time callers wait in queue before speaking to an agent.



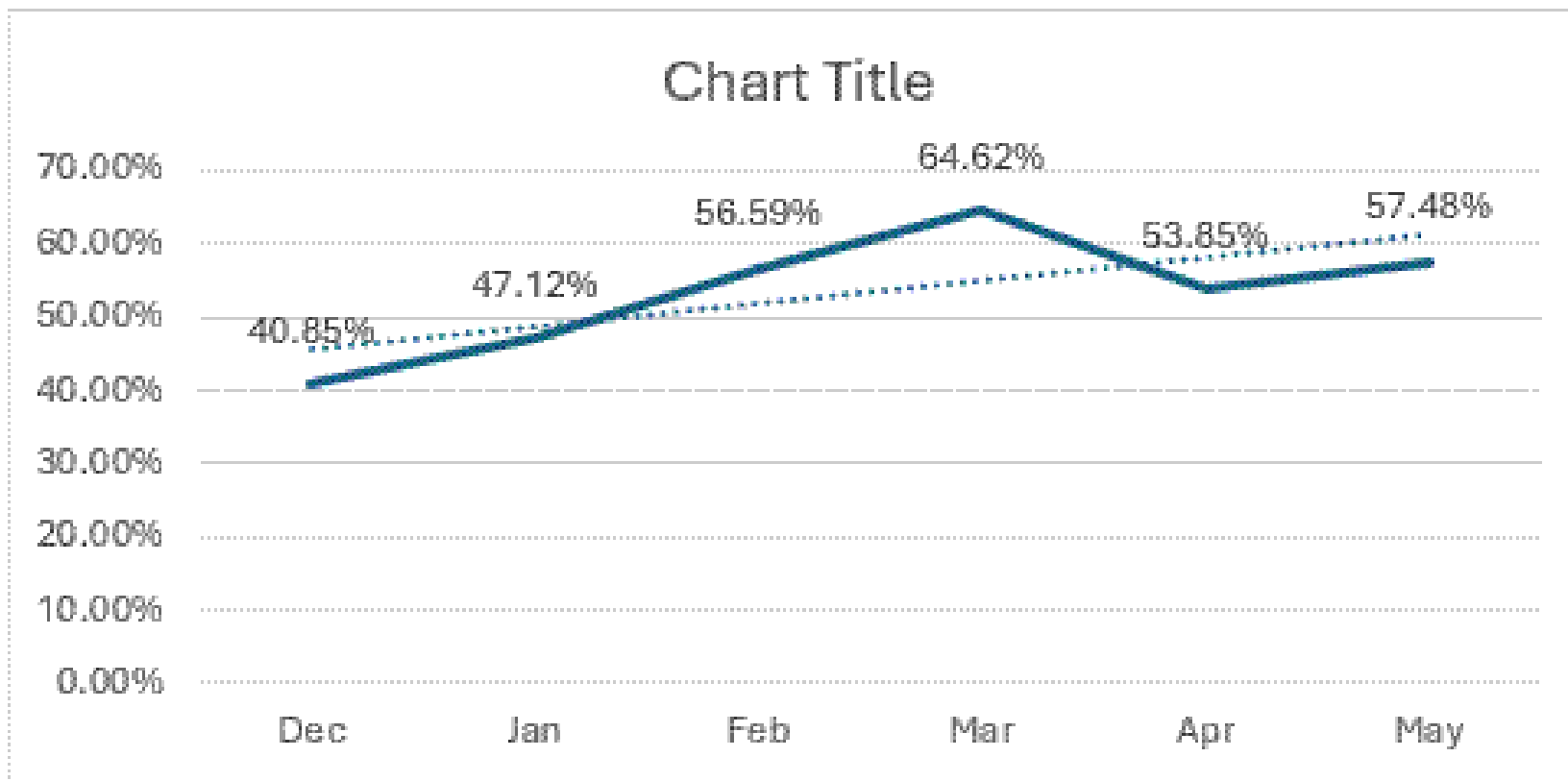
Average Handle Time

Amount of time an agent spends on a case, includes talking, placing the caller in queue, and wrapping up notes after the call.



First Call Resolution (FCR)

Cases that were resolved during the initial call.



Question and Answer





PUBLIC
CONSULTING GROUP

Solutions that Matter