

Early Intervention Coordinating Council

September 16, 2026

Agenda

- EI-Hub System Updates
 - Full Release 2 and 3
 - Enhanced Web-to-Case Form
 - Updated Knowledge Base
- Review of Child and Claims Data
- Call Center Update

System Updates – Full Release 2



FULL RELEASE 2 IS LIVE

Successfully Deployed | August 5, 2026



NEW FUNCTIONALITY

- Edit Closed IFSPs



DELETE IFSP DRAFTS

- Draft deletion enabled
- Previously active IFSPs protected



USABILITY

- Action buttons moved left
- Consolidated service panels



Greater Flexibility



Enhanced Safeguards



Improved User Experience



System Updates – Full Release 3



Work on the next Full Release is underway and currently in the State testing phase. The full release is targeted for winter.

- ✓ Initial Quality Assurance (QA) testing by Public Consulting Group (PCG)
- ✓ Prepare environment for State testing
- ✓ State testing of the release
- Performance testing
- Deploy the release to live production system

Key Enhancements – Full Release 3



TOP REQUESTED ENHANCEMENT SINCE LAUNCH IFSP AMENDMENTS

- Existing Service Authorization numbers retaining for unchanged services
 - Fewer scripts (referring provider) required
 - Less administrative work and improved tracking



USABILITY

- Consolidating panels within the Transition tab
- Consolidated service location panels



PROVIDER MANAGEMENT

- Most up-to-date information is displayed throughout the amendment process

Web-to-Case Form Enhancements



Updates based on EI-Hub stakeholder feedback to improve ticket submission and case resolution.

Simplified Issue Selection

New issue categories focused on issue type, improving routing and triage.

Improved Case Detail Collection

Dynamic questions gather key information upfront and reduce follow-up requests.

Preferred Contact Options

Users select a preferred contact method and may provide availability preferences.

Flexible Child Information Entry

Enter child information manually or upload supporting documentation.

Final Review Before Submission

Review, edit, and confirm information prior to submitting a case.



Updated Knowledge Base



On September 9, 2026, the EI-Hub Knowledge Base transitioned to a modernized interface with an updated look and feel.

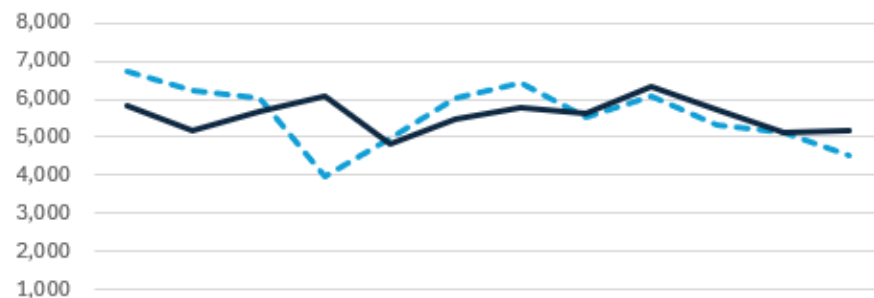
Home	Knowledge Base
 Quick, targeted searches	 Browse by category
Top 5 search results	Comprehensive search results
Matches found in article titles and content	Returns all relevant keyword matches

- ✓ Same access through the EI-Hub Landing Page
- ✓ All content preserved, dating back to 2013

Child Data

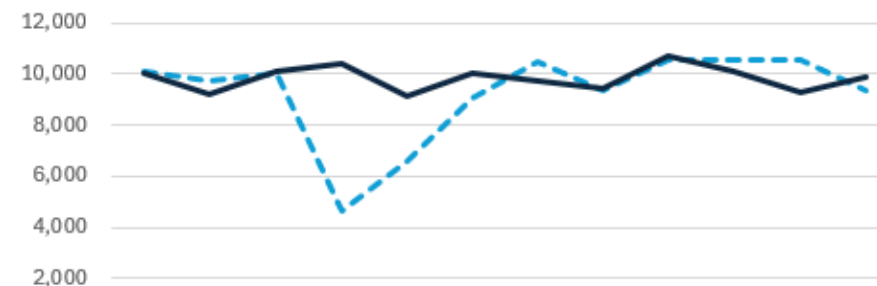


Referral - by Referral Date 12-months ending Jun 2025 vs. Jun 2026



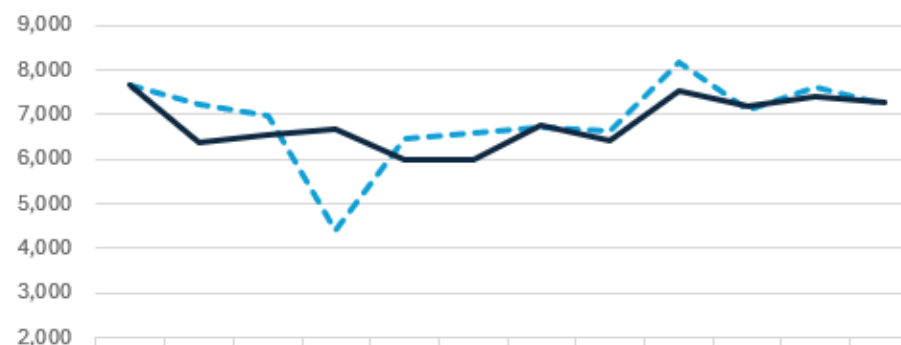
	Jul24	Aug	Sep	Oct	Nov	Dec	Jan 25	Feb	Mar	Apr	May	Jun
Referrals Ending Jun 2025	6,737	6,247	6,042	3,954	4,987	6,015	6,421	5,531	6,068	5,314	5,136	4,525
Referrals Ending Jun 2026	5,810	5,165	5,654	6,092	4,820	5,481	5,800	5,613	6,310	5,741	5,099	5,153

Evaluations - by Evaluation Date 12-months ending Jun 2025 vs. Jun 2026



	Jul24	Aug	Sep	Oct	Nov	Dec	Jan 25	Feb	Mar	Apr	May	Jun
Evaluations Ending Jun 2025	10,086	9,707	10,047	4,619	6,596	9,049	10,477	9,371	10,566	10,565	10,582	9,387
Evaluations Ending Jun 2026	10,004	9,193	10,086	10,398	9,105	10,010	9,748	9,470	10,698	10,124	9,287	9,907

IFSP - by IFSP Start Date 12-months ending Jun 2025 vs. Jun 2026



	Jul24	Aug	Sep	Oct	Nov	Dec	Jan 25	Feb	Mar	Apr	May	Jun
IFSP's Ending Jun 2025	7,674	7,242	6,964	4,413	6,461	6,577	6,731	6,625	8,161	7,099	7,615	7,209
IFSP's Ending Jun 2026	7,643	6,360	6,548	6,671	5,971	6,003	6,751	6,406	7,544	7,206	7,420	7,258

Data Sources
 NYEIS: Jul 2024 - Oct 2024
 EI-Hub: Oct 2024 – Jun 2026
 Sources combined for Oct 2024

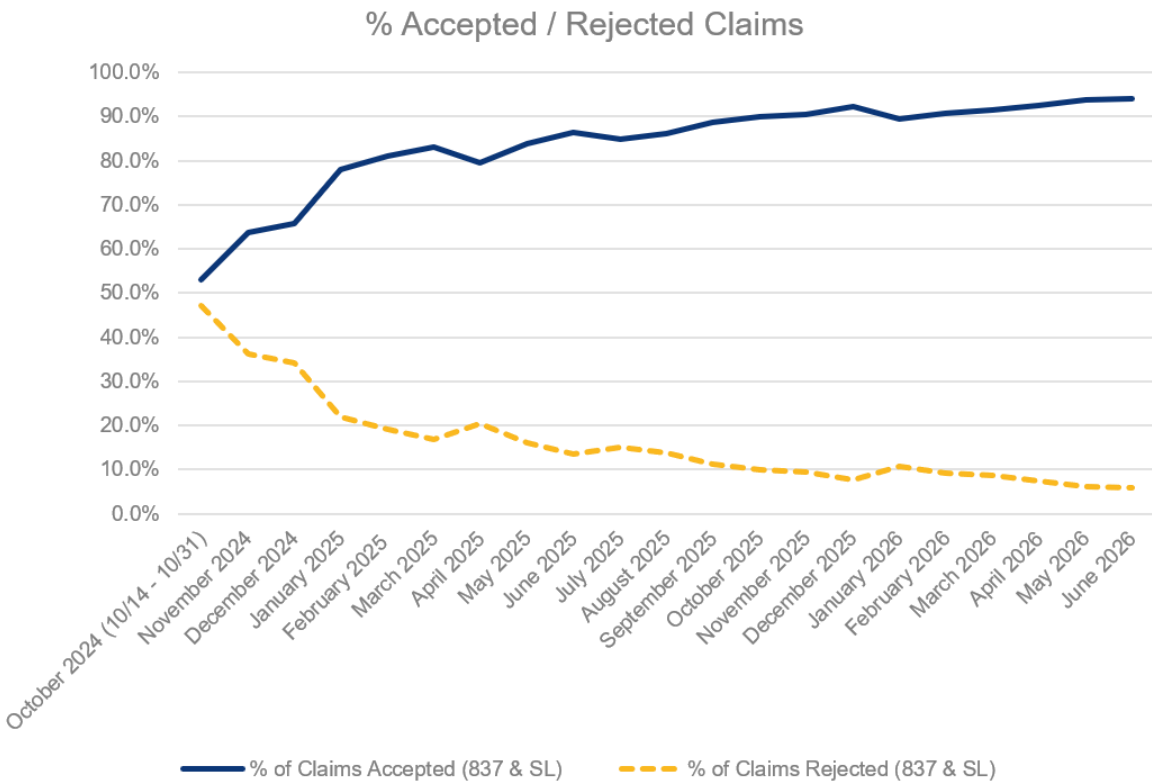


Claim Acceptance Rate



Billing Provider

85% have reached an acceptance rate of at least 90%, and 75% have surpassed the 96% mark



Date Range	% of Claims Accepted (837 & SL)	% of Claims Rejected (837 & SL)
October 2024 (10/14 - 10/31)	52.9%	47.1%
November 2024	63.7%	36.3%
December 2024	65.7%	34.3%
January 2025	78.0%	22.0%
February 2025	80.9%	19.1%
March 2025	83.2%	16.8%
April 2025	79.5%	20.5%
May 2025	83.8%	16.2%
June 2025	86.5%	13.5%
July 2025	84.9%	15.1%
August 2025	86.2%	13.8%
September 2025	88.7%	11.3%
October 2025	90.0%	10.0%
November 2025	90.5%	9.5%
December 2025	92.2%	7.8%
January 2026	89.4%	10.6%
February 2026	90.8%	9.2%
March 2026	91.4%	8.6%
April 2026	92.6%	7.4%
May 2026	93.9%	6.1%
June 2026	94.1%	5.9%



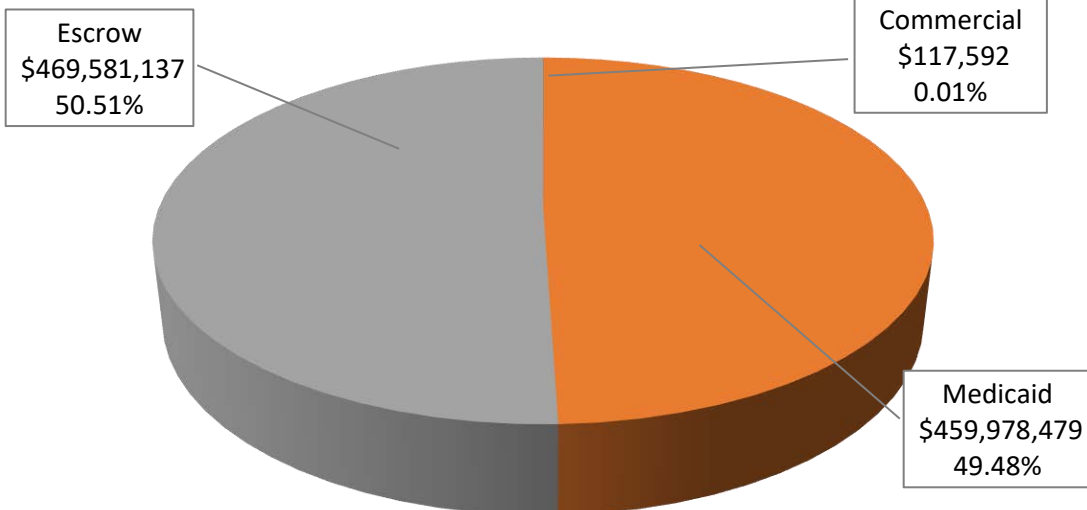
State Fiscal Agent Billing and Claiming Statistics



- For the period from April 1, 2025, to June 30, 2026, the State Fiscal Agent has billed \$929.7 million in claims. Providers have received \$902.4 million in payments with \$27.3 million outstanding for that period. Since 4/1/13, over \$8.7 billion claims have been processed and 99.1% paid.

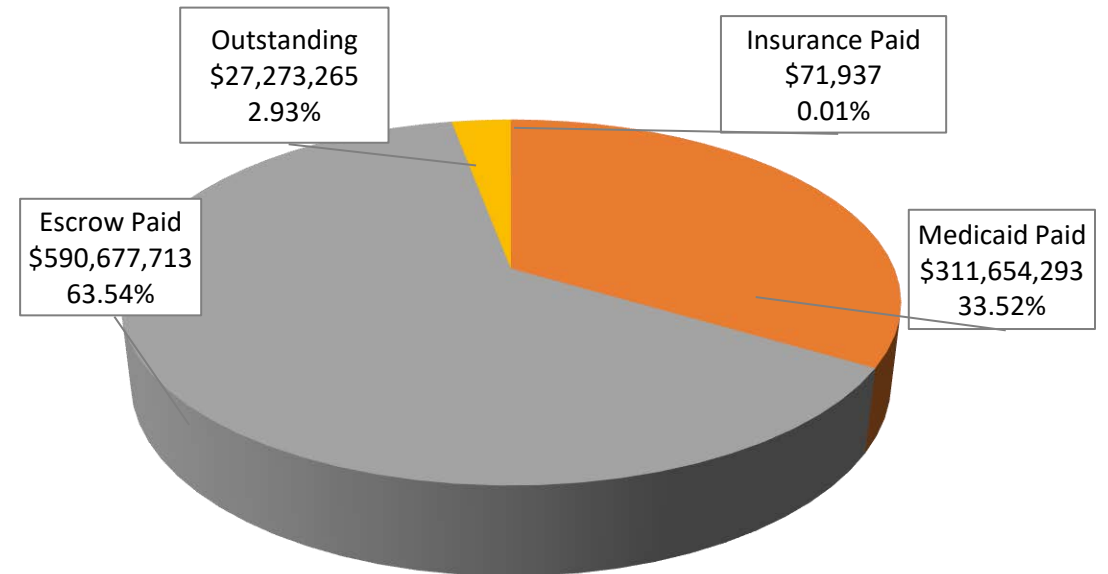
**Claims Submitted by Commercial Insurance, Medicaid
and Escrow**

April 2025 to June 2026 Claim Dates



Claim Adjudication Rates

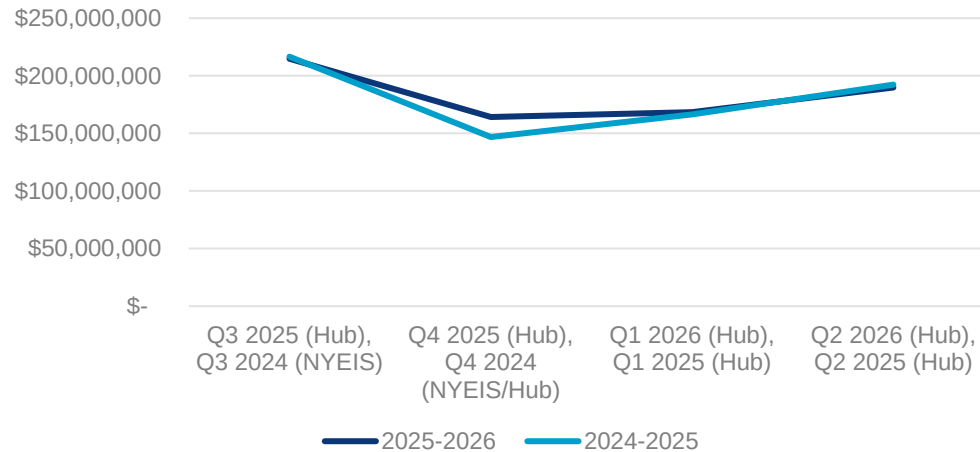
April 2025 to June 2026 Claim Dates



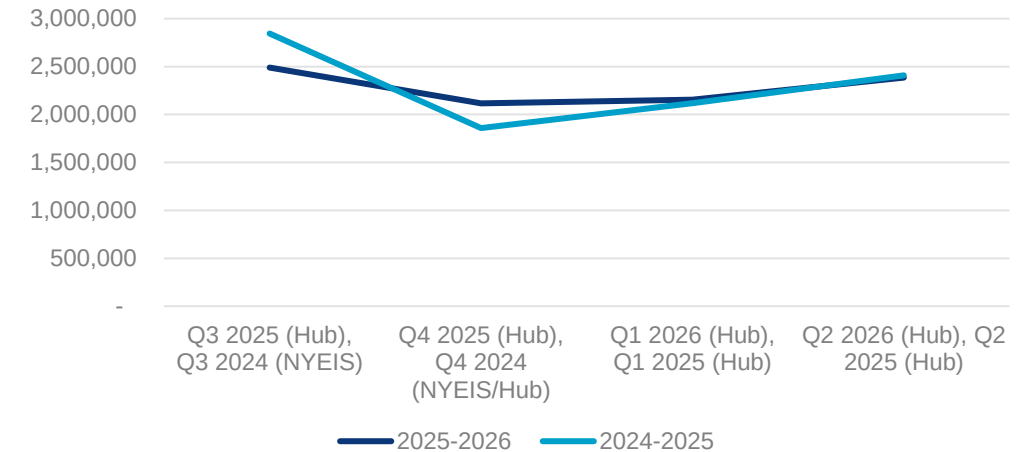
Claims Data



Combined (Medicaid & Escrow)
Total Amount Billed



Combined (Medicaid & Escrow)
Total Count of Claims



Percentage Difference

Q3 2025 (Hub), Q3 2024 (NYEIS)	Q4 2025 (Hub), Q4 2024 (NYEIS/Hub)	Q1 2026 (Hub), Q1 2025 (Hub)	Q2 2026 (Hub), Q2 2025 (Hub)
-0.8%	11.8%	1.1%	-1.4%

Q3 2025 (Hub), Q3 2024 (NYEIS)	Q4 2025 (Hub), Q4 2024 (NYEIS/Hub)	Q1 2026 (Hub), Q1 2025 (Hub)	Q2 2026 (Hub), Q2 2025 (Hub)
-12.5%	13.9%	1.8%	-1.0%



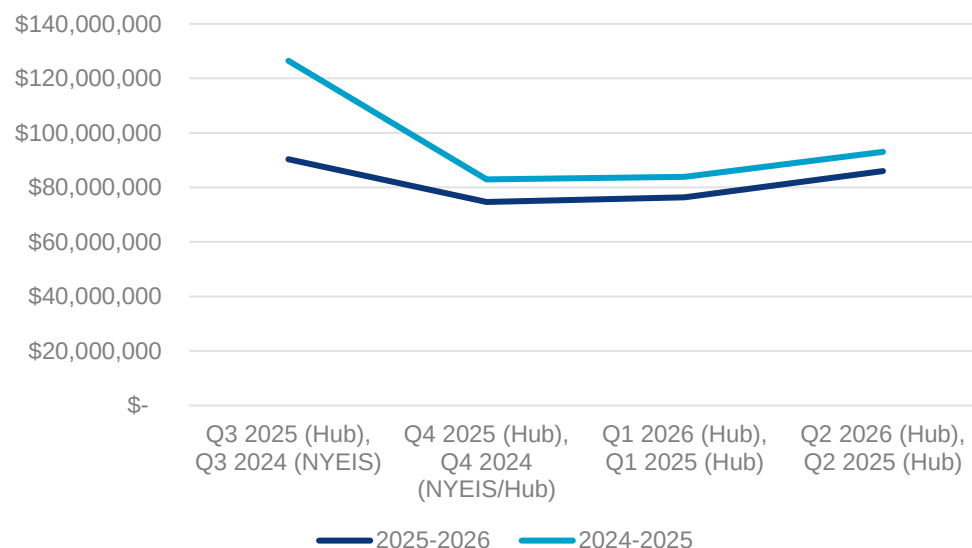
Claims Data - Details

Combined Medicaid & Escrow 2024-2025	Q3 2024 (7/1/24 to 9/30/24)	Q3 2024 (10/1/24 to 12/31/24)	Q1 2025 (1/1/25 to 3/31/25)	Q2 2025 (4/1/25 to 6/30/25)
Total Amount Billed	\$216,589,966	\$146,839,492	\$166,503,706	\$192,413,489
Total Count of Claims	2,844,605	1,858,384	2,117,623	2,409,871

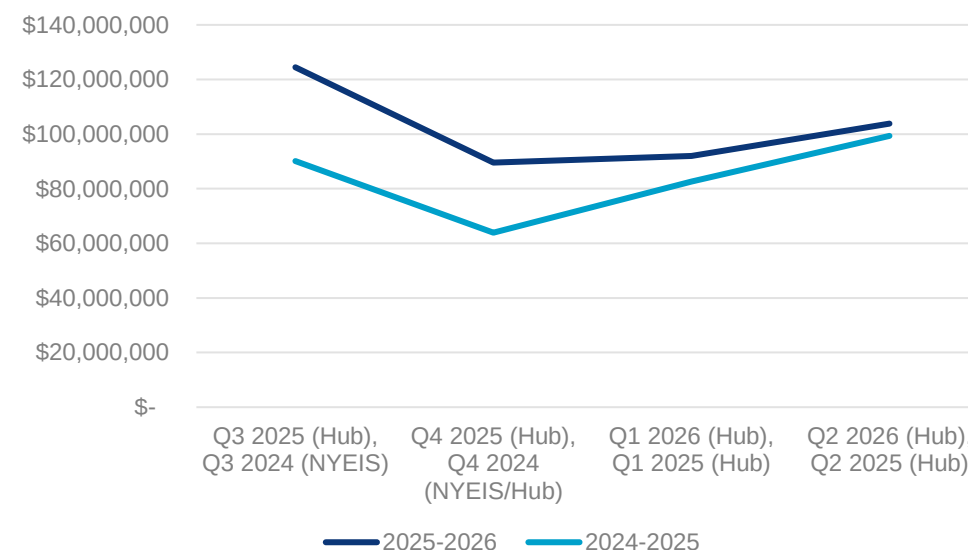
Combined Medicaid & Escrow 2025-2026	Q3 2025 (7/1/25 to 9/30/25)	Q4 2025 (10/1/25 to 12/31/25)	Q1 2026 (1/1/26 to 3/31/26)	Q2 2026 (4/1/26 to 6/30/26)
Total Amount Billed	\$214,799,593	\$164,229,744	\$168,377,572	\$189,739,197
Total Count of Claims	2,489,569	2,116,203	2,155,840	2,385,994

Medicaid/Escrow Claims Billed

Medicaid - Total Amount Billed



Escrow - Total Amount Billed



Percentage Difference

Q3 2025 (Hub), Q3 2024 (NYEIS)	Q4 2025 (Hub), Q4 2024 (NYEIS/Hub)	Q1 2026 (Hub), Q1 2025 (Hub)	Q2 2026 (Hub), Q2 2025 (Hub)
-28.6%	-10.0%	-8.9%	-7.6%

Q3 2025 (Hub), Q3 2024 (NYEIS)	Q4 2025 (Hub), Q4 2024 (NYEIS/Hub)	Q1 2026 (Hub), Q1 2025 (Hub)	Q2 2026 (Hub), Q2 2025 (Hub)
38.1%	40.2%	11.3%	4.5%

Billing Special Instruction to Medicaid as Secondary Payer

- Special Instruction claims for children with both commercial insurance and Medicaid can be billed directly to Medicaid
- Helps to reduce CO-22 denials
- CO-22 denials will continue when insurance information is incomplete or inaccurate.

Medicaid Denials

Top 10 denials by billed amount for June 2026

- June's Medicaid Denials total \$10.3m with a decrease of \$0.1m from May's total of \$10.4m.
- Most denied claims for June 2026 were due to denial code 97, 200, and 22.
- CO200 denials have decreased from \$4.0m in June 2025 to \$1.2m in June 2026. A \$2.8m and 70.1% decrease.
- CO200 were \$17.3m from January 2025 to June 2025 and \$8.8m from January 2026 to June 2026.

CARCode	CARDescription	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Total Billed	Total %
97	The benefit for this service is included in the payment/allowance for another service/procedure that has already been adjudicated.	\$6,013,617	\$10,563,306	\$6,417,487	\$8,794,828	\$7,239,617	\$7,776,648	\$46,805,504	71.3%
200	Expenses incurred during lapse in coverage	\$1,276,649	\$1,516,356	\$1,790,420	\$1,380,316	\$1,611,858	\$1,198,045	\$8,773,645	13.4%
22	This care may be covered by another payer per coordination of benefits.	\$498,852	\$798,534	\$584,238	\$812,318	\$549,378	\$691,715	\$3,935,035	6.0%
96	Non-covered charge(s).	\$272,473	\$698,979	\$553,637	\$285,823	\$496,781	\$291,739	\$2,599,432	4.0%
242	Services not provided by network/primary care providers.	\$119,901	\$222,253	\$212,513	\$216,222	\$197,312	\$146,112	\$1,114,313	1.7%
16	Claim/service lacks information which is needed for adjudication.	\$142,266	\$142,258	\$354,528	\$150,955	\$117,081	\$116,361	\$1,023,449	1.6%
183	The referring provider is not eligible to refer the service billed.	\$53,242	\$43,694	\$59,798	\$109,083	\$64,543	\$32,037	\$362,398	0.6%
29	The time limit for filing has expired.	\$36,675	\$33,261	\$80,889	\$217,937	\$62,220	\$23,919	\$454,902	0.7%
9	The diagnosis is inconsistent with the patient's age.	\$19,672	\$32,064	\$26,801	\$35,728	\$34,294	\$23,129	\$171,688	0.3%
6	The procedure/revenue code is inconsistent with the patient's age.	\$8,968	\$11,767	\$6,549	\$9,933	\$14,305	\$21,247	\$72,768	0.1%
Top 10 denials		\$8,442,317	\$14,062,472	\$10,086,859	\$12,013,144	\$10,387,390	\$10,320,951	\$65,313,134	99.5%
Other denials		\$272,040	\$6,775	\$1,434	\$38,963	\$0	\$7,179	\$326,390	0.5%
Total denial amount		\$8,714,358	\$14,069,247	\$10,088,293	\$12,052,106	\$10,387,390	\$10,328,130	\$65,639,524	100.0%
Total Amount Billed to Medicaid		\$22,910,474	\$32,052,223	\$28,587,229	\$42,727,336	\$30,842,547	\$36,905,797	\$194,025,605	
Denial Rate		38.0%	43.9%	35.3%	28.2%	33.7%	28.0%	33.8%	

Medicaid Sweep Process

For the period from April 1, 2025, through June 30, 2026, there have been 1.1million claims totaling \$73.4 million processed in Medicaid Sweeps. Medicaid has paid 44.2% totaling \$32.4 million.

This monthly sweep (3rd Wednesday of the month) includes:

- Claims that had Medicaid Code 35 errors that have been correctly assigned by State Fiscal Agent
- Claims initially paid from escrow where the child is later identified to have Medicaid coverage

Sweep Date	Process	# of Services	Billed Amount	Paid Amount
Q2 2026 (04/1/26 to 06/30/26)	Code 35	57,538	\$ 1,575,368.82	\$ 976,786.81
	Medicaid Recoup	143,226	\$ 10,853,735.90	\$ 6,089,240.01
2026 Q2 Total		200,764	\$ 12,429,104.72	\$ 7,066,026.82
Q1 2026 (01/1/26 to 03/31/26)	Code 35	61,137	\$ 1,478,998.23	\$ 1,071,523.73
	Medicaid Recoup	147,498	\$ 12,494,443.52	\$ 4,497,440.58
2025 Q1 Total		208,635	\$ 13,973,441.75	\$ 5,568,964.31
Q4 2025 (10/1/25 to 12/31/25)	Code 35	60,044	\$ 1,651,544.93	\$ 1,235,372.84
	Medicaid Recoup	262,194	\$ 21,681,000.62	\$ 9,564,488.66
2025 Q4 Total		322,238	\$ 23,332,545.55	\$ 10,799,861.50
Q3 2025 (07/1/25 to 09/30/25)	Code 35	46,792	\$ 1,367,103.61	\$ 427,134.17
	Medicaid Recoup	124,078	\$ 10,029,453.00	\$ 3,881,022.83
2025 Q3 Total		170,870	\$ 11,396,556.61	\$ 4,308,157.00
Q2 2025 (04/1/25 to 06/30/25)	Code 35	34,556	\$ 1,128,870.71	\$ 390,244.30
	Medicaid Recoup	141,613	\$ 11,134,135.14	\$ 4,291,867.51
2025 Q2 Total		176,169	\$ 12,263,005.85	\$ 4,682,111.81
Total		1,078,676	\$ 73,394,654.48	\$ 32,425,121.44

Paid Amounts - Details

25-26 Paid Amounts	Q3 2025 (7/1/25 - 9/30/25)	Q4 2025 (10/1/25 - 12/31/25)	Q1 2026 (1/1/26 - 3/31/26)	Q2 2026 (4/1/26 - 6/30/26)
Medicaid Paid	\$65,760,521	\$63,009,587	\$50,377,801	\$80,059,475
Escrow Paid	\$115,500,569	\$106,358,735	\$94,293,001	\$153,491,138
Stop Gap	\$0	\$0	\$0	\$0
Total Payments	\$181,261,090	\$169,368,322	\$144,670,802	\$233,550,613
<i>Medicaid %</i>	36.3%	37.2%	34.8%	34.3%
<i>Escrow %</i>	63.7%	62.8%	65.2%	65.7%
<i>Stop Gap %</i>	0.0%	0.0%	0.0%	0.0%

24-25 Paid Amounts	Q3 2024 (7/1/24 - 9/30/24)	Q4 2024 (10/1/24 - 12/31/24)	Q1 2025 (1/1/25 - 3/31/25)	Q2 2025 (4/1/25 - 6/30/25)
Medicaid Paid	\$79,415,556	\$57,862,543	\$57,882,927	\$60,564,114
Escrow Paid	\$111,345,653	\$104,303,642	\$98,239,118	\$117,300,017
Stop Gap	\$0	\$8,194,144	\$9,313,103	\$1,699,820
Total Payments	\$190,761,209	\$170,360,328	\$165,435,147	\$179,563,951
<i>Medicaid %</i>	41.6%	34.0%	35.0%	33.7%
<i>Escrow %</i>	58.4%	61.2%	59.4%	65.3%
<i>Stop Gap %</i>	0.0%	4.8%	5.6%	0.9%

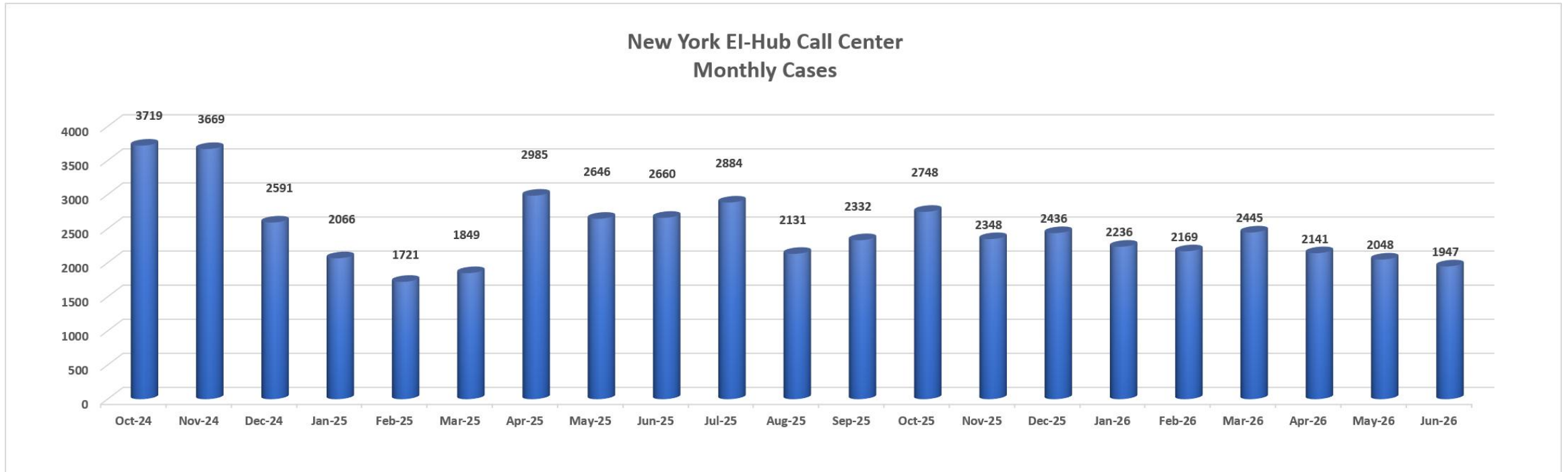
Call Center



- **Total Cases Opened (since 10/15/24):**
51,500 *(as of 6.30.26)*
 - **# of Cases Closed:** 51,123 (99.27%)
- **Ongoing Priorities:**
 - **Maintained strong support operations and issue resolution**, achieving high case closure rates while coordinating escalations for quick resolution.
 - **Enhanced the user support experience** by advancing Web-to-Case improvements, addressing duplicate provider and agency records, and refining processes to improve data quality and case management efficiency.
 - **Prepared for upcoming EI-Hub releases and expanded stakeholder engagement** through release readiness activities, development of training materials and job aids, and ongoing communications to providers, agencies, and Bureau of Early Intervention stakeholders regarding planned system enhancements and new functionality.

Case Totals by Month

Number of cases opened by month for requests received through phone and Web-to-Case.



Call Totals by Month

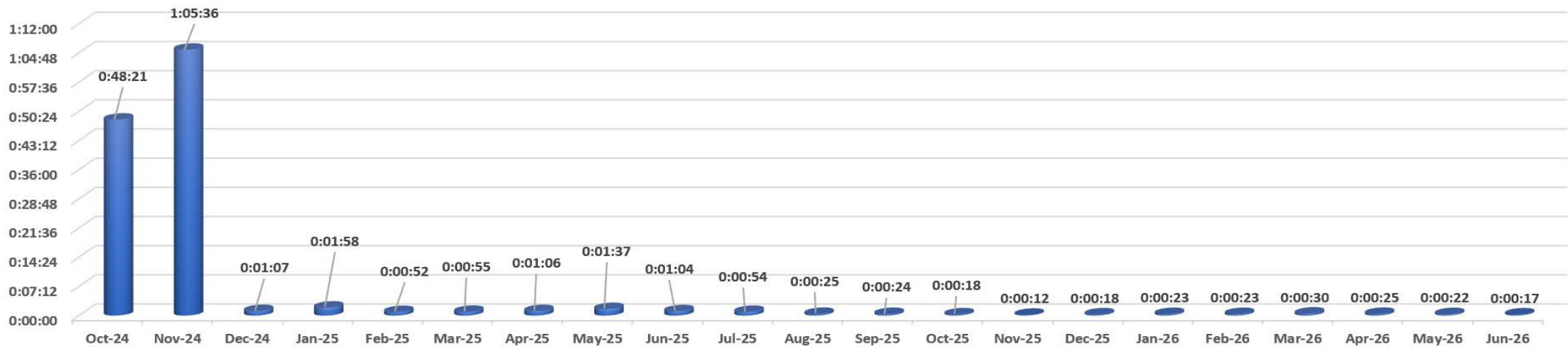
Number of calls received each month.



Average Queue Wait Time

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

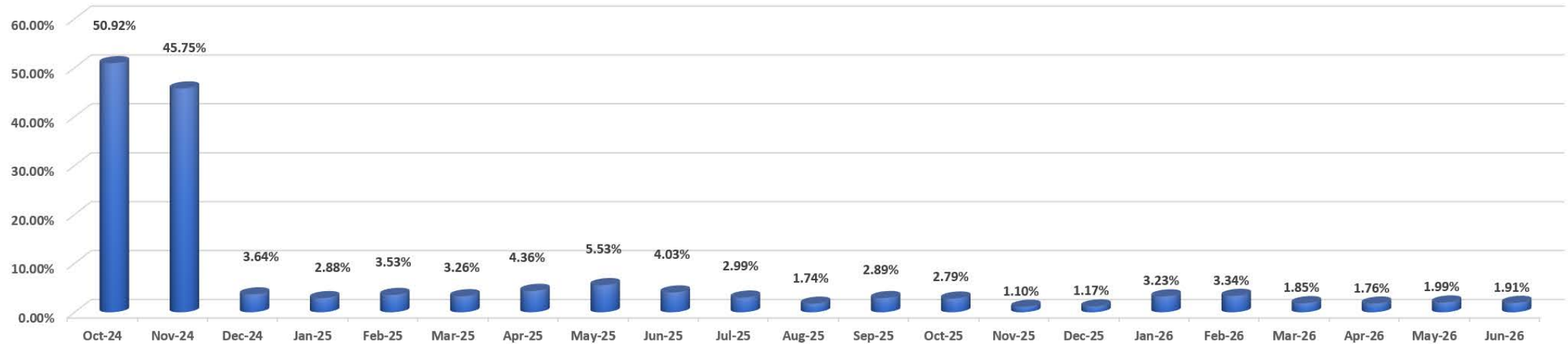
New York El-Hub Call Center
Monthly Average Queue Wait



Abandonment Rate

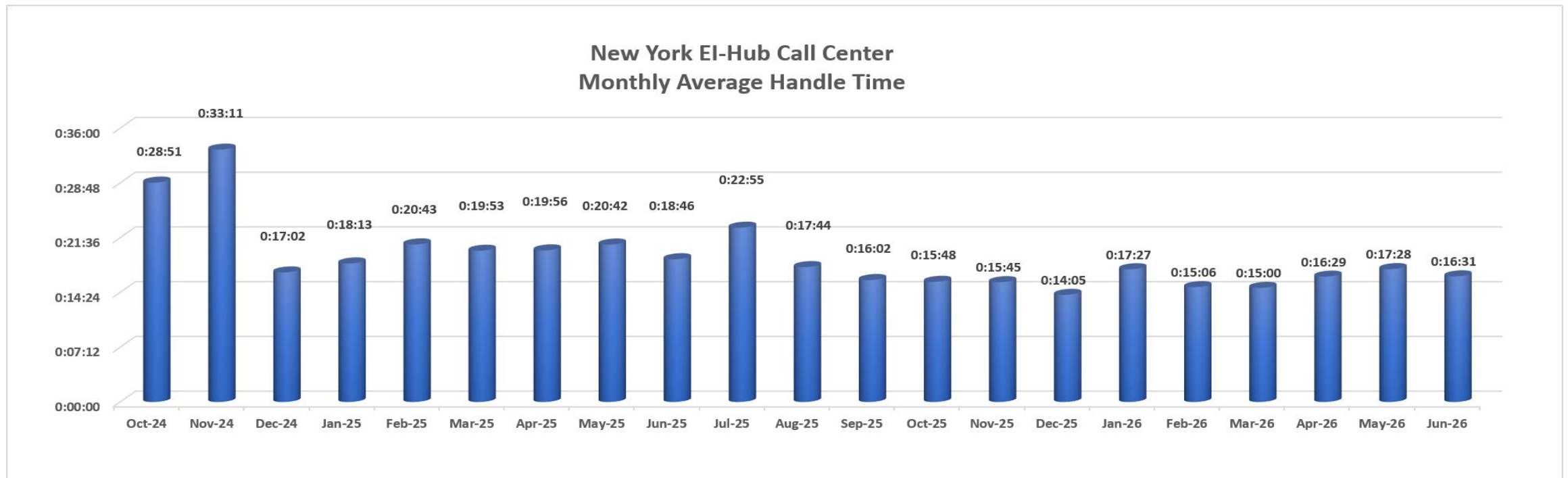
The percentage of calls that disconnect before speaking to a Call Center agent.

New York EI-Hub Call Center
Monthly Abandonment Rate



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.



Question and Answer





Solutions that Matter