



**NY Department of Health  
Bureau of Early Intervention, State Fiscal Agent**

***2017 Needs Assessment Survey Results***

**Public Consulting Group, Inc.**



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## 1. OVERVIEW

The New York State Fiscal Agent, Public Consulting Group completed a needs assessment analysis to determine New York State Early Intervention stakeholder learning gaps with regard to billing and claiming processes and identify the effectiveness of current training resources, deliverable preferences and future training topics.

On May 2, 2017 The 2017 New York State Early Intervention Needs Assessment Survey was distributed to approximately 1500 New York State Early Intervention stakeholders including individual, agency and independent billing providers, service coordinators, Early Intervention Officials/Designees and Early Intervention Managers/Directors across the State. The online survey consisted of 11-20 mandatory questions, dependent on the stakeholder's self-identified primary position within the Early Intervention Program. PCG emailed a follow-up email on May 15<sup>th</sup> to remind stakeholders to complete the online survey by May 15<sup>th</sup>, 2017. Of the nearly 1500 stakeholder contacted 594 started the survey, 468 completed the survey and 124 only partially completed the survey.

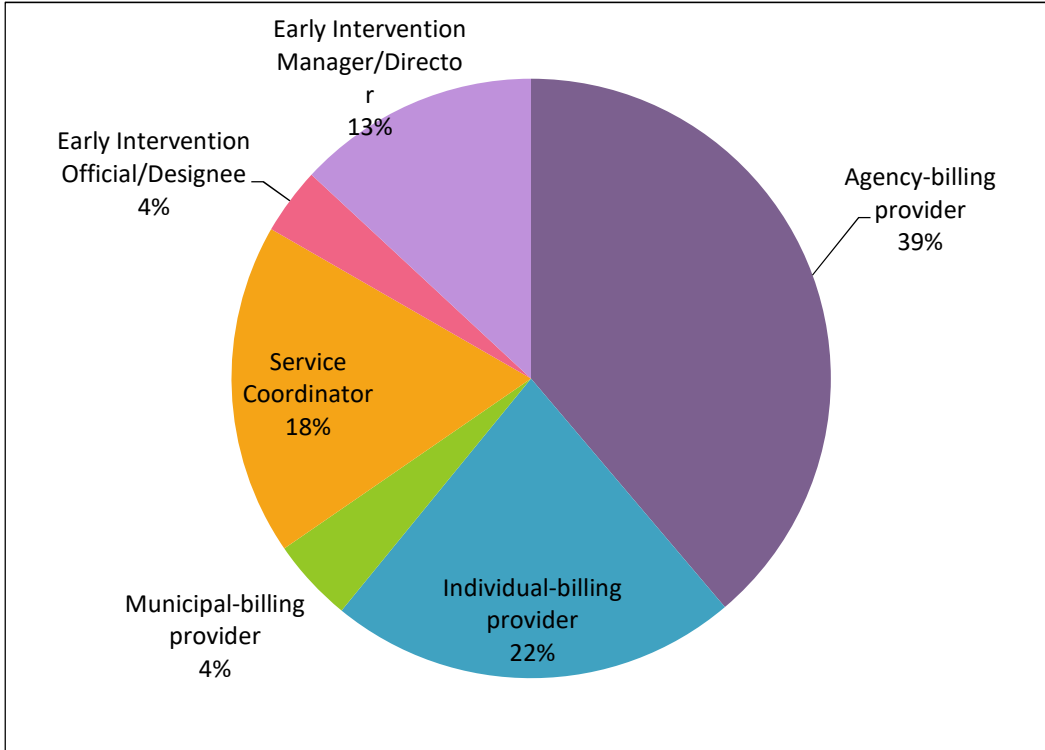
The follow pages provide the actual results of all the answers provided by stakeholder to the survey.



2. GENERAL RESULTS

The 2017 New York State Early Intervention Needs Assessment Survey was completed in its entirety by 468 participants.

Question 1: Please select your primary position within the New York State Early Intervention Program.

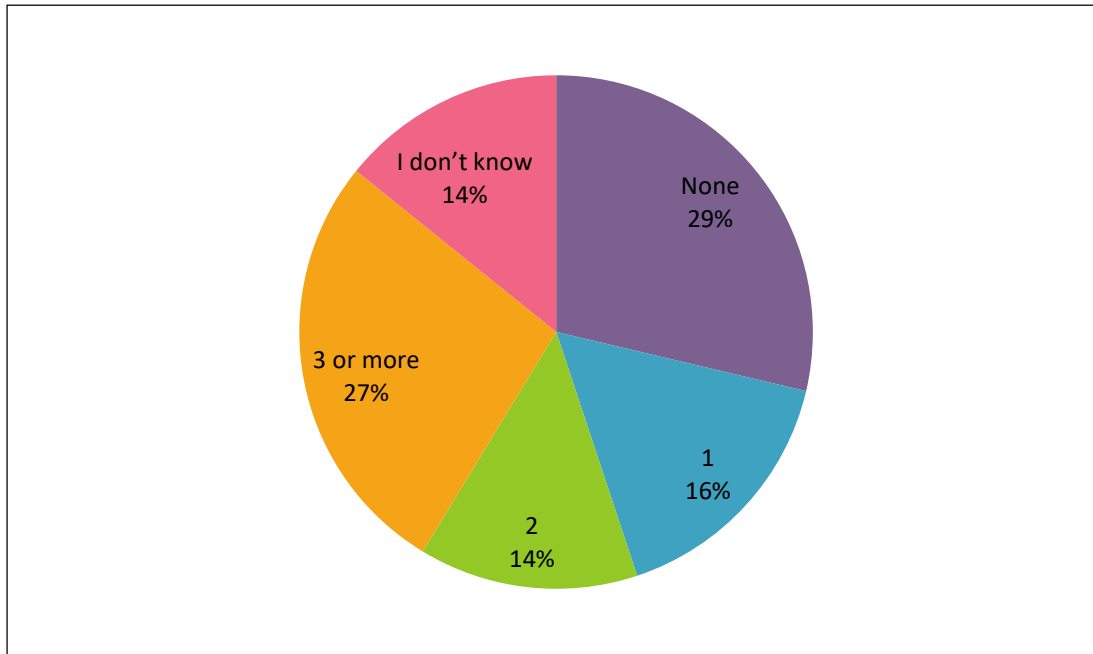


	Percent	Count
Agency-billing provider	38.8%	225
Individual-billing provider	22.1%	128
Municipal-billing provider	4.5%	26
Service Coordinator	17.9%	104
Early Intervention Official/Designee	3.6%	21
Early Intervention Manager/Director	13.1%	76



The survey results reveal that 28.7% of all New York State Early Intervention stakeholders who completed the survey have not attended a PCG instructor led webinar, while 57.1% have attended 1, 2 or more than 3 PCG instructor led webinars. Over 60% of the identified population who have not attended any trainings presented by PCG or don't know how many trainings they have attended do not receive emails regarding training presented by the State Fiscal Agent (SFA).

Question 2: How many PCG instructor led webinar trainings have you ever attended?

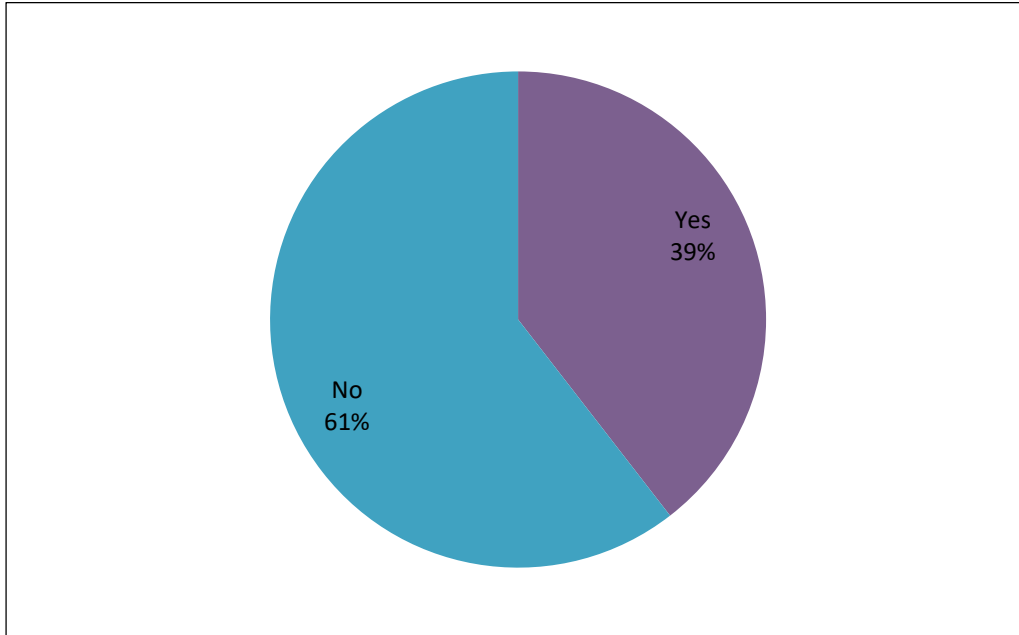


	Percent	Count
None	28.7%	166
1	16.2%	94
2	13.8%	80
3 or more	27.1%	157
I don't know	14.2%	82



The question below was answered by New York State Early Intervention stakeholders who answered “None” or “I don’t know” to Question 2.

Question 3: Do you receive emails regarding new trainings presented by PCG?

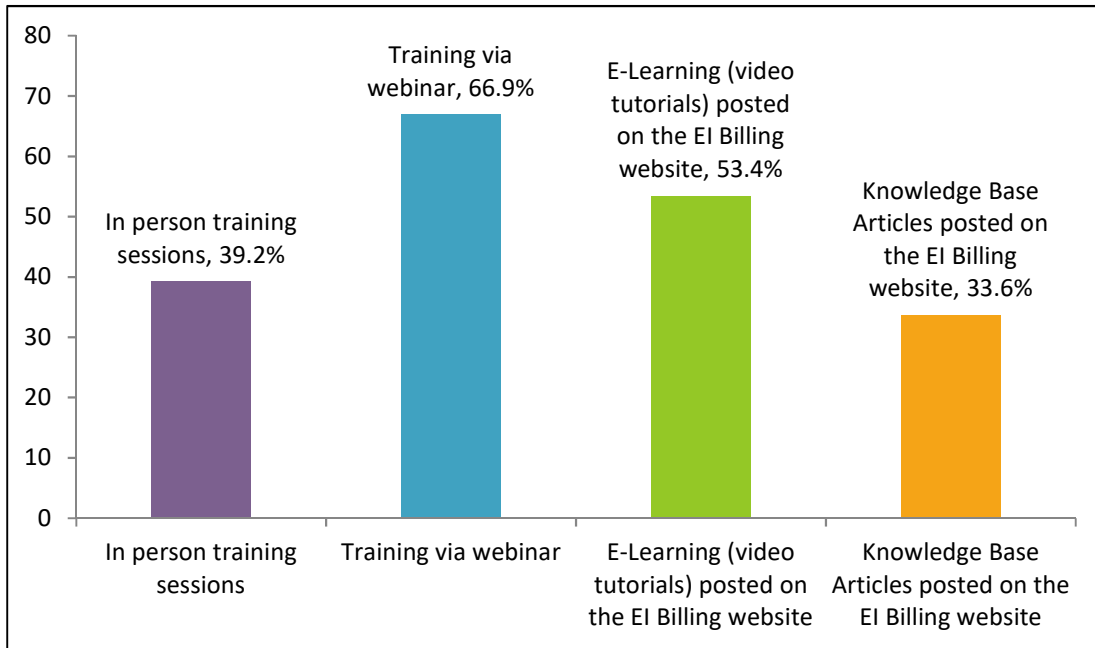


	Percent	Count
Yes	39.5%	98
No	60.5%	150



The survey results suggest that New York State Early Intervention stakeholders prefer trainings presented by PCG be delivered as one-hour webinar or e-learning module posted on the EI Billing website. Participants who completed the survey prefer Tuesdays, Wednesdays and Thursdays to complete SFA trainings between the hours of 9am and 11am.

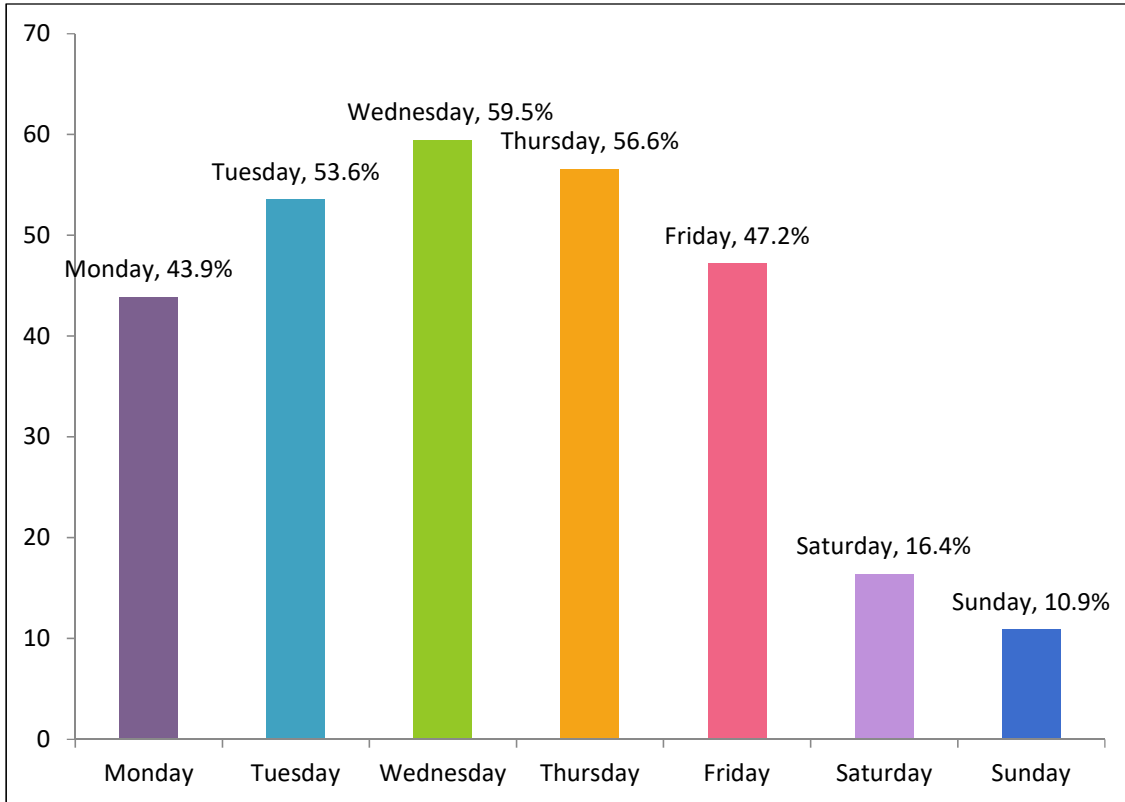
Question 4: Please indicate your preference(s) on how you would like future SFA trainings to be delivered. (Select all that apply)



	Percent	Count
In person training sessions	39.2%	226
Training via webinar	66.9%	386
E-Learning (video tutorials) posted on the EI Billing website	53.4%	308
Knowledge Base Articles posted on the EI Billing website	33.6%	194



Question 5: Please indicate your preference(s) on the day of the week you would like future SFA trainings to be delivered. (Select all that apply)

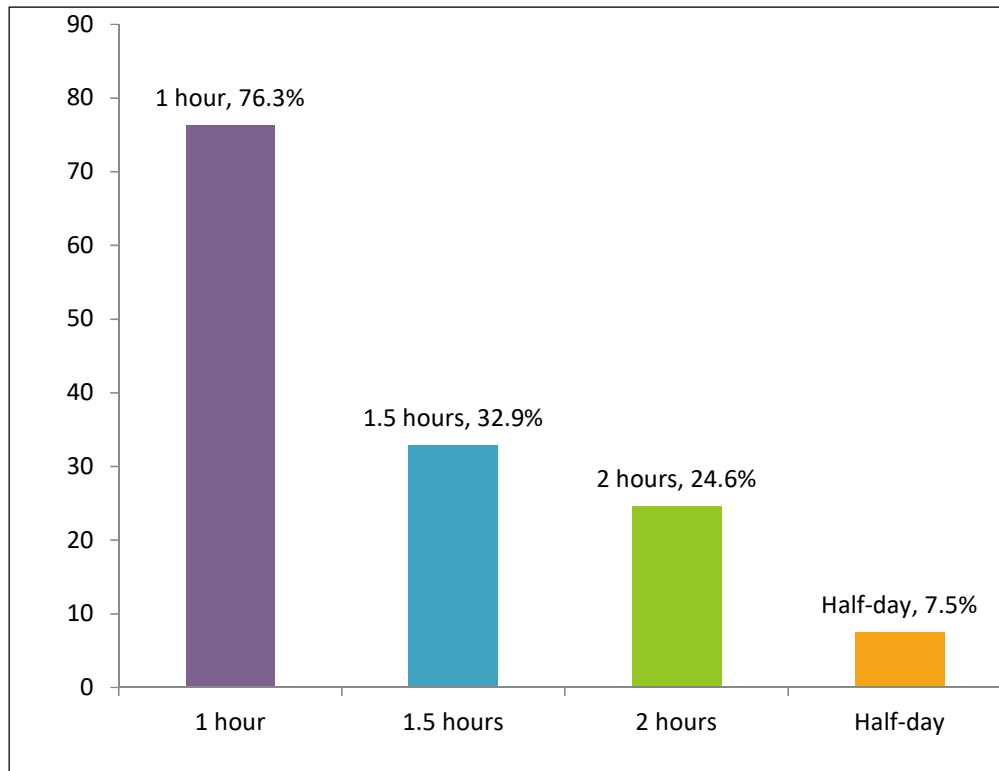


	Percent	Count
Monday	43.9%	254
Tuesday	53.6%	310
Wednesday	59.5%	344
Thursday	56.6%	327
Friday	47.2%	273
Saturday	16.4%	95
Sunday	10.9%	63





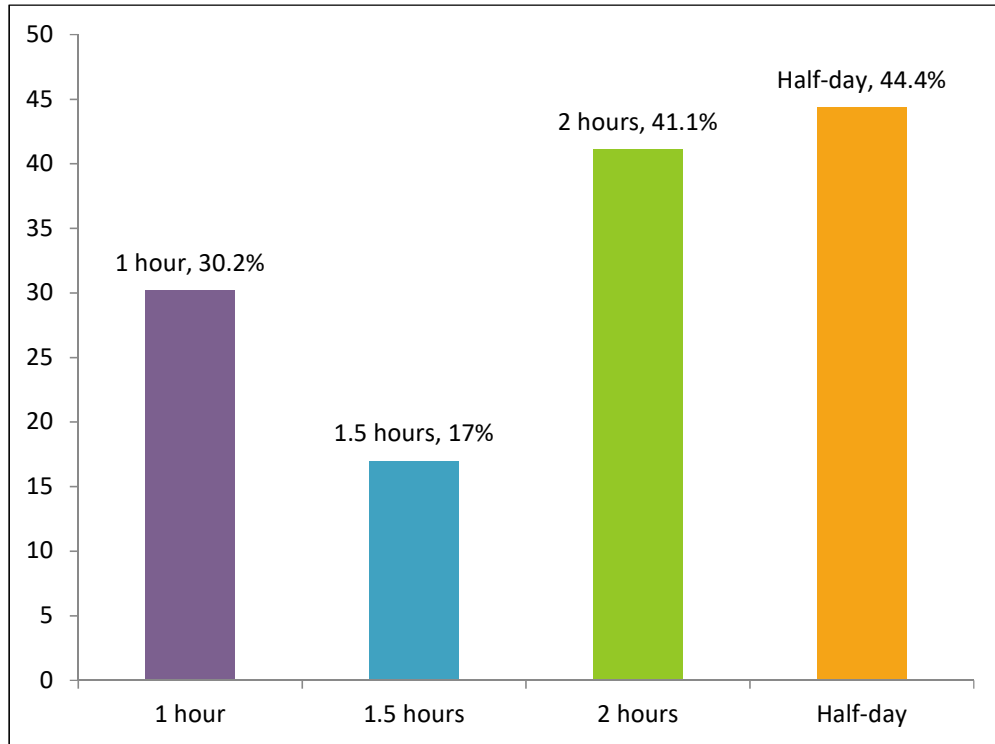
Question 6: Please indicate your preference(s) for the length of time you would like future SFA e-learning trainings to be delivered. (Select all that apply)



	Percent	Count
1 hour	76.3%	440
1.5 hours	32.9%	190
2 hours	24.6%	142
Half-day	7.5%	43



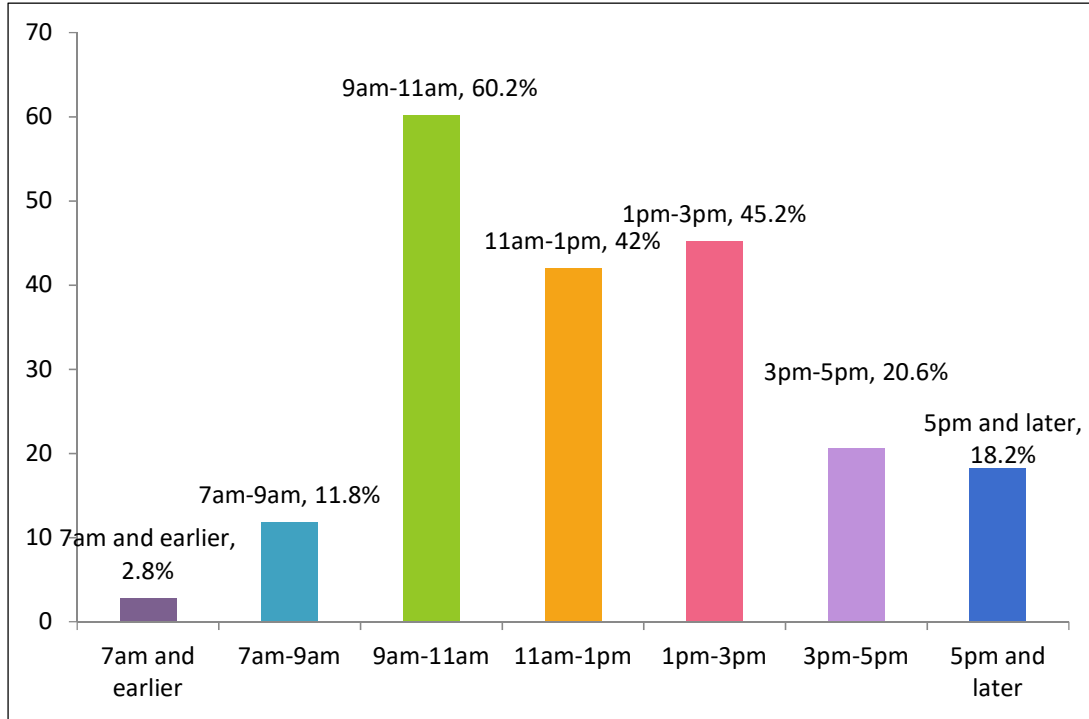
Question 7: Please indicate your preference(s) for the length of time you would like future SFA in person trainings to be delivered. (Select all that apply)



	Percent	Count
1 hour	30.2%	174
1.5 hours	17.0%	98
2 hours	41.1%	237
Half-day	44.4%	256



Question 8: Please indicate your preference(s) on the time of day you would like future SFA trainings to be delivered. (Select all that apply)



	Percent	Count
7am and earlier	2.8%	16
7am-9am	11.8%	68
9am-11am	60.2%	348
11am-1pm	42.0%	243
1pm-3pm	45.2%	261
3pm-5pm	20.6%	119
5pm and later	18.2%	105



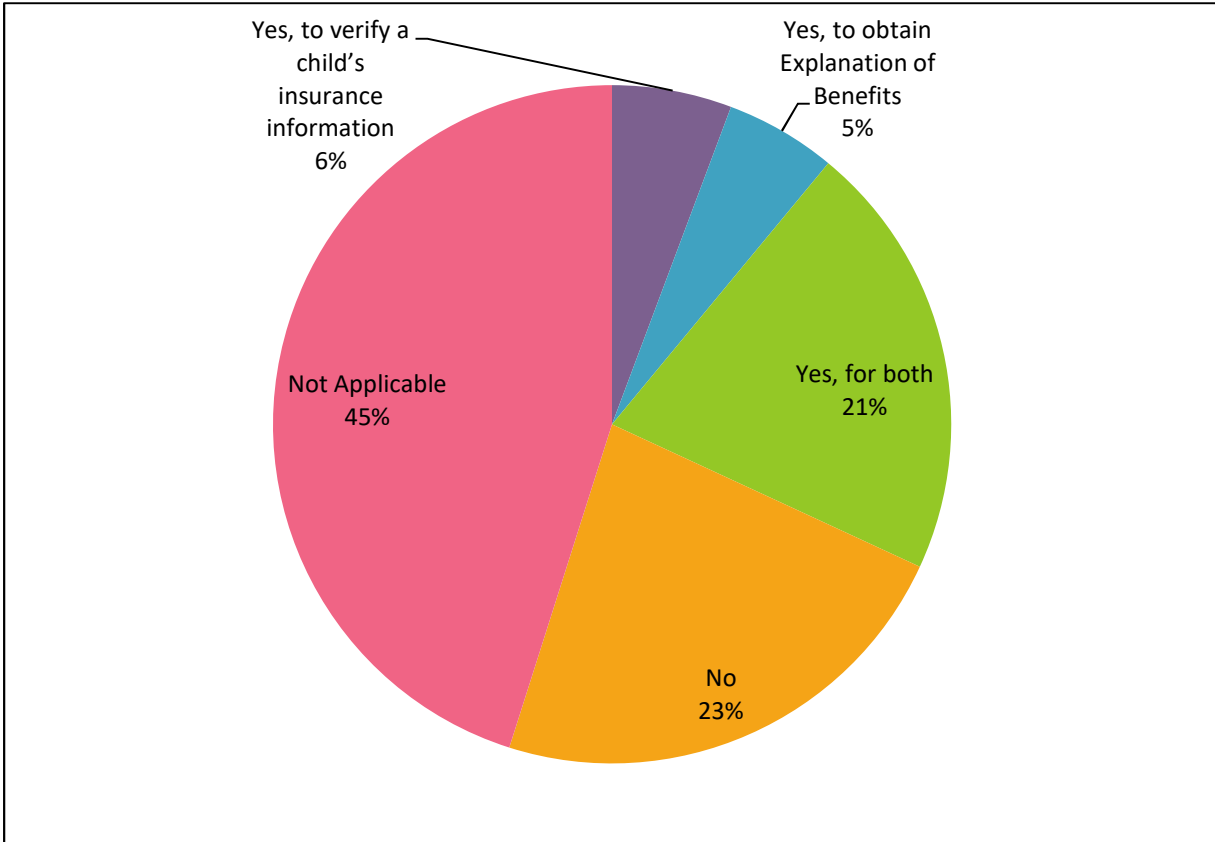
New York State Early Intervention stakeholders find the Call Center, Bureau of Early Intervention staff, and other Early Intervention providers to be “Very Helpful” when needing a question answered or information regarding a billing and claiming process and/or policy and procedure. Results indicate that stakeholders find insurance companies to be “Not at All Helpful” when needing a question answered or information regarding a billing and claiming process and/or policy and procedure.

Question: 9 How helpful have each of the following resources been when you have had a question or needed more information regarding a New York State Early Intervention billing and claiming process and/or policy and procedure?

	Very Helpful	Somewhat Helpful	Helpful	Not At All Helpful	Not Applicable
The PCG Customer Service Call Center	242	114	92	14	116
Knowledge Based Articles posted on the EI Billing website	88	149	147	40	153
Training videos and e-learnings posted on the EI Billing website	79	125	146	25	202
Instructor led webinars	101	102	127	23	222
Onsite training visit(s) facilitated by a PCG trainer	90	43	58	6	379
Bureau of Early Intervention staff	144	116	169	38	119
Other Early Intervention provider(s)	127	116	151	21	161
Insurance companies	24	79	113	194	163



Question 10: Have PCG training resources been helpful in assisting you with creating log-ins and using insurance websites to verify a child’s insurance information and/or to obtain Explanation of Benefits (EOBs)?

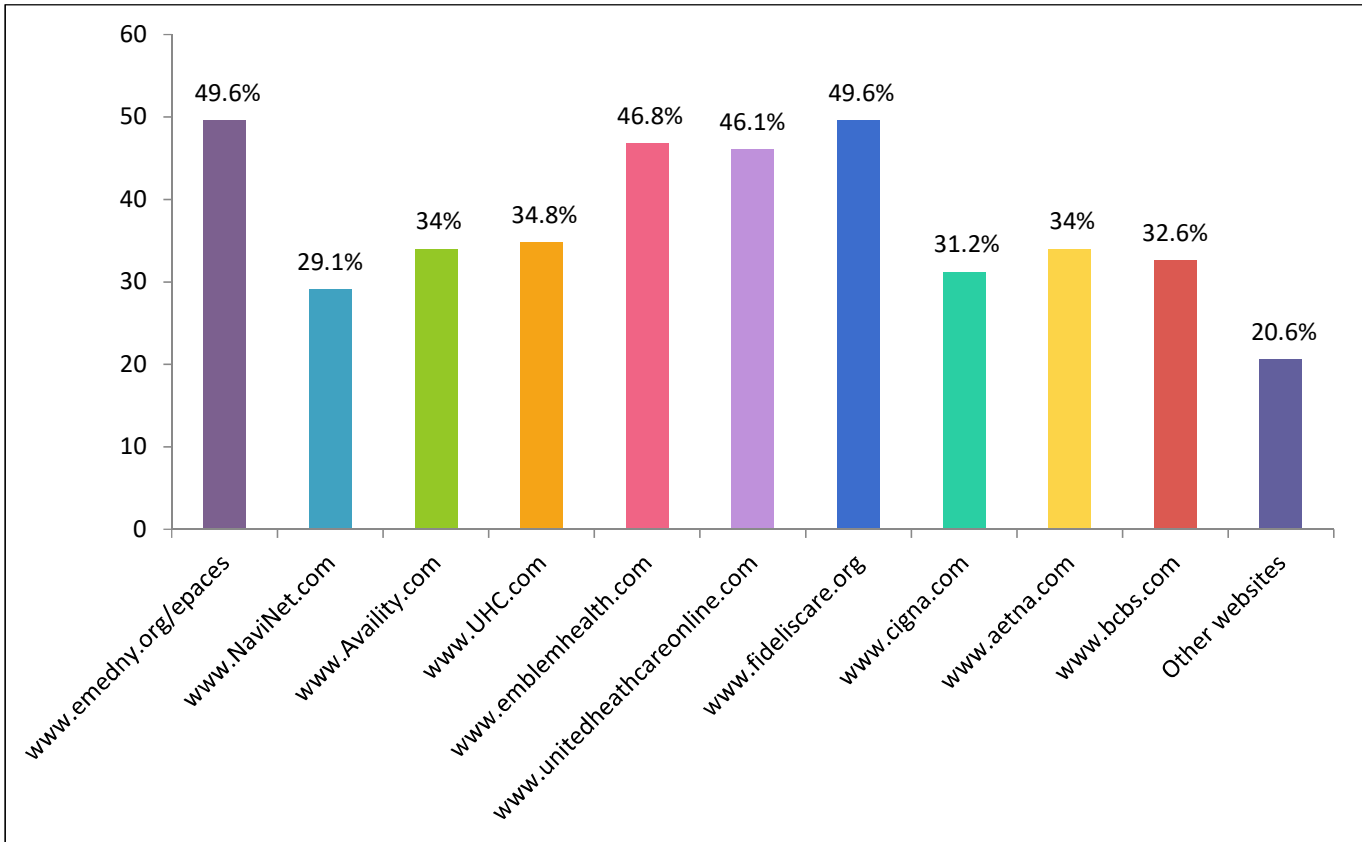


	Percent	Count
Yes, to verify a child’s insurance information	5.7%	27
Yes, to obtain Explanation of Benefits	5.3%	25
Yes, for both	20.9%	99
No	23.0%	109
Not Applicable	45.1%	214



The question below was answered by New York Early Intervention stakeholders who answered “Yes, to verify a child’s insurance information”, “Yes, to obtain Explanation of Benefits” or “Yes, for both” to Question 10.

**Question 11:** Select the insurance websites you use to verify a child’s insurance information and/or to obtain Explanation of Benefits (EOBs). (Select all that apply)



	Percent	Count
www.emedny.org/epaces	49.6%	70
www.NaviNet.com	29.1%	41
www.Availity.com	34.0%	48
www.UHC.com	34.8%	49
www.emblemhealth.com	46.8%	66
www.unitedhealthcareonline.com	46.1%	65
www.fideliscare.org	49.6%	70
www.cigna.com	31.2%	44
www.aetna.com	34.0%	48
www.bcbs.com	32.6%	46
Other websites	20.6%	29



Question 12: How helpful have PCG training resources been with assisting you with each of the following?

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Locate a child's personal and insurance information.	89	137	66	76	136
Find a claim's billing date, billed amount, service type, and amount paid by Medicaid/Commercial Insurance and Escrow.	103	181	64	41	115
Find claims pending over 25 days from date submitted without Electronic Remittance Advice (ERA) data or an Explanation of Benefits (EOB) posted.	91	165	88	45	115
Obtain data regarding the amount of claims and dollar amount pending payment from Medicaid, Insurance, and/or Escrow.	94	165	88	57	100
Review claims denied or rejected by Medicaid and Commercial Insurance	72	130	135	68	99
Create and manage multiple users in EI Billing	51	66	47	30	310



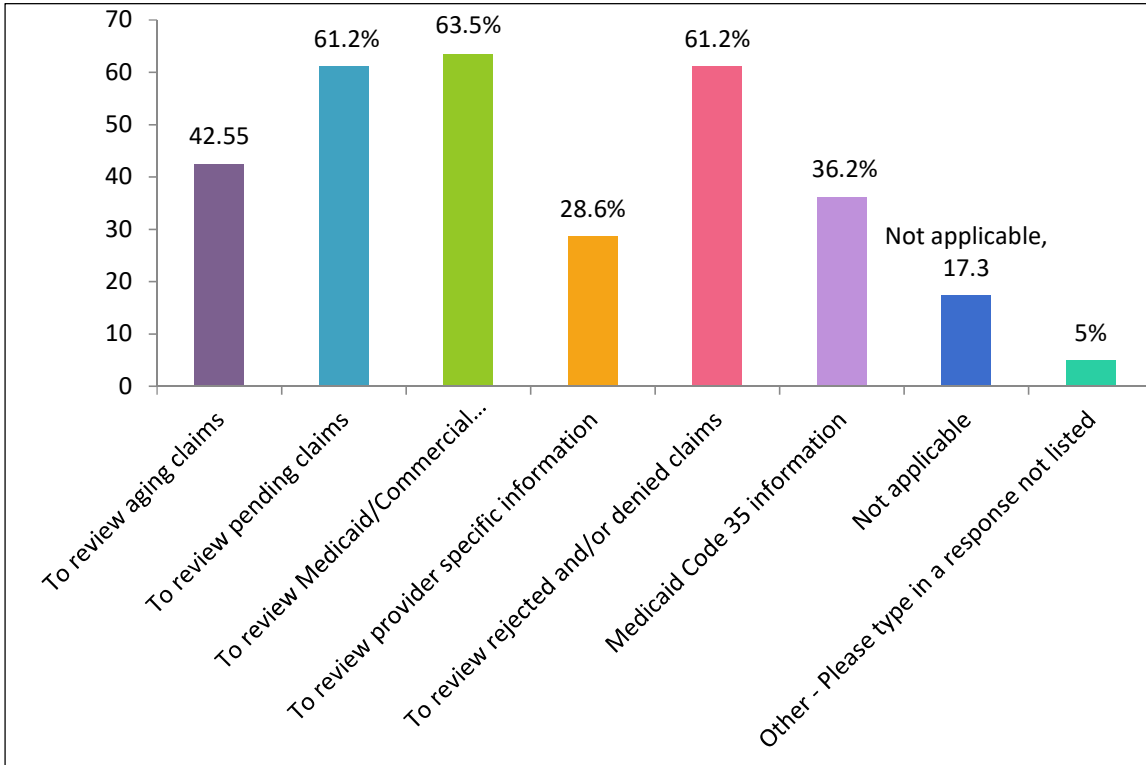
Question 13: How helpful have PCG training resources been with assisting you with each of the following?

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Obtain prior authorization for New York State Regulated insurance plans and New York State Non-Regulated plans with a parent/guardian's consent to bill	34	46	74	66	171
Correctly enter and/or update a child's ICD-10 code(s), CPT code(s), and unit(s) in EI Billing.	53	89	80	27	139
Correctly enter and/or update billing and rendering physician information in EI Billing.	44	78	61	28	177
Identify the reason(s) why a claim was rejected/denied by a payer	68	93	98	45	84
Explain how to correct a rejected/denied claim	74	87	98	49	82
Enter Explanation of Benefits in EI Billing	72	91	71	29	124





Question 14: How do you use the SFA EI Billing reports? (Select all that apply)?



	Percent	Count
To review aging claims	42.5%	162
To review pending claims	61.2%	233
To review Medicaid/Commercial Insurance/Escrow payments	63.5%	242
To review provider specific information	28.6%	109
To review rejected and/or denied claims	61.2%	233
Medicaid Code 35 information	36.2%	138
Not applicable	17.3%	66
Other - Please type in a response not listed	5.0%	19



Question 15: Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Claims Aging Summary by Provider	30	44	37	17	55
Claims Aging Summary by Municipality	20	29	27	28	79
Claims Aging Summary by Payer	26	36	32	20	69
Claims Aging Detail Report	34	48	33	17	50

Question 16: Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Adjudicated Claims Turnaround Summary by Municipality	27	41	53	49	209
Adjudicated Claims Turnaround Summary by Provider	31	52	52	49	195
Adjudicated Claims Turnaround Summary by Payer	28	48	53	51	199
Adjudicated Claims Turnaround Detail	31	52	48	52	196

Question 17: Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Summary Trend by Month	19	22	21	27	94
Summary by Municipality	11	24	21	23	104
Summary by Provider	19	33	20	24	87
Summary by Payer for Provider Payment	24	27	22	21	89
Summary by Service Type	20	28	17	23	95



Question 18: Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Detail Claims	80	117	57	24	100
Detail Transaction	57	95	67	29	130
Claims Needing Attention Detail	98	119	63	20	78
Medicaid Code 35 Error	65	90	72	48	103
Payment Summary by Service Month	59	86	56	33	144
Municipality Expense and Revenue	26	40	33	37	242
Municipality of Residence/Fiscal Responsibility Differences	23	33	29	41	252
Voided Transaction	38	61	62	36	181



Training topics identified as high priority include Medicaid Claim Rejection and Denial Management, Insurance Claim Rejection and Denial Management, EI Billing Reporting, Navigating the EI Billing website, and New York State Regulated and Non-Regulated Insurance Plans.

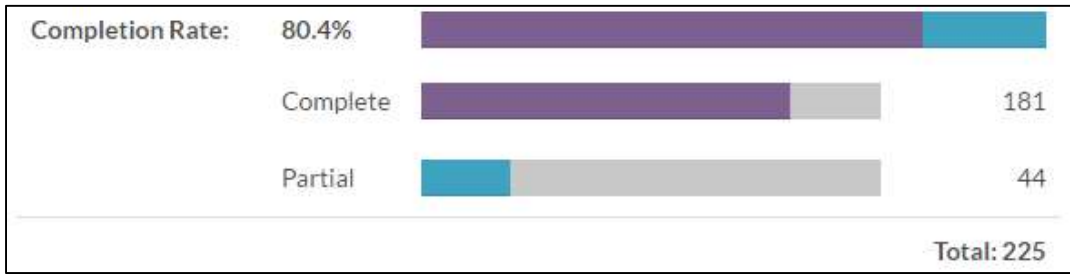
Question 19: Feedback is critical to improve existing training and develop future training. In the table below please indicate what training topics you would like to see in the future, and rate its priority on a scale of 1 to 10, with 1 being low priority and 10 being high priority.

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
Navigating EI Billing	69	20	20	17	63	27	40	46	28	138
Reports in EI Billing	48	14	13	14	73	22	46	59	36	152
Understanding Regulated vs. Non-Regulated Insurance	66	19	19	11	64	33	36	49	36	135
Working Medicaid Claim Rejections & Denials	45	13	15	16	51	32	29	54	45	168
Working Insurance Claim Rejections & Denials	63	19	13	11	55	27	27	36	45	172
Prior Authorization	62	18	19	16	62	31	34	40	46	140
CPT and ICD-10 codes	75	28	26	22	80	41	38	46	32	80

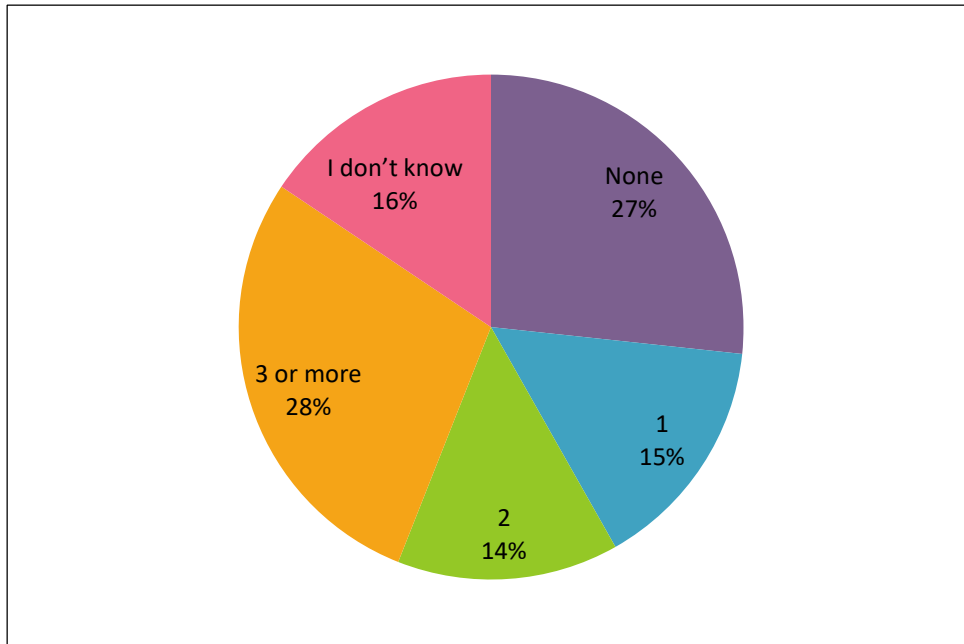


3. AGENCY-BILLING PROVIDER RESULTS

Question 1: New York State Early Intervention agency billing providers completed the online survey with an 80.4% completion rate.



Question 2: How many PCG instructor led webinar trainings have you ever attended?

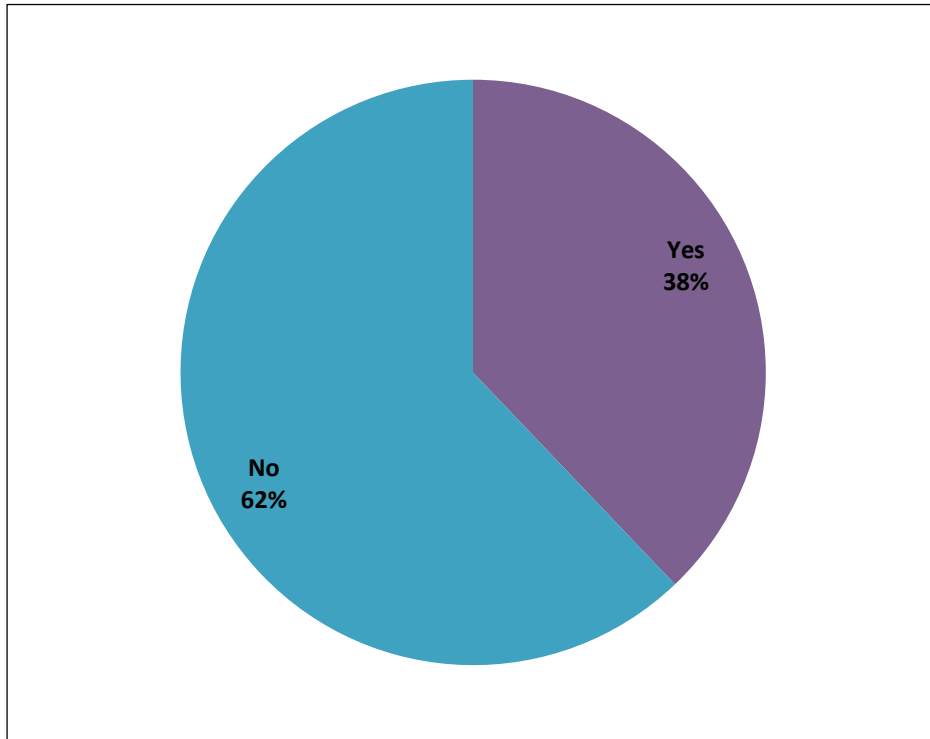


	Percent	Count
None	26.7%	60
1	15.1%	34
2	14.2%	32
3 or more	28.4%	64
I don't know	15.6%	35



The question below was answered by New York State Early Intervention agency billing providers who answered "None" or "I don't know" to Question 2.

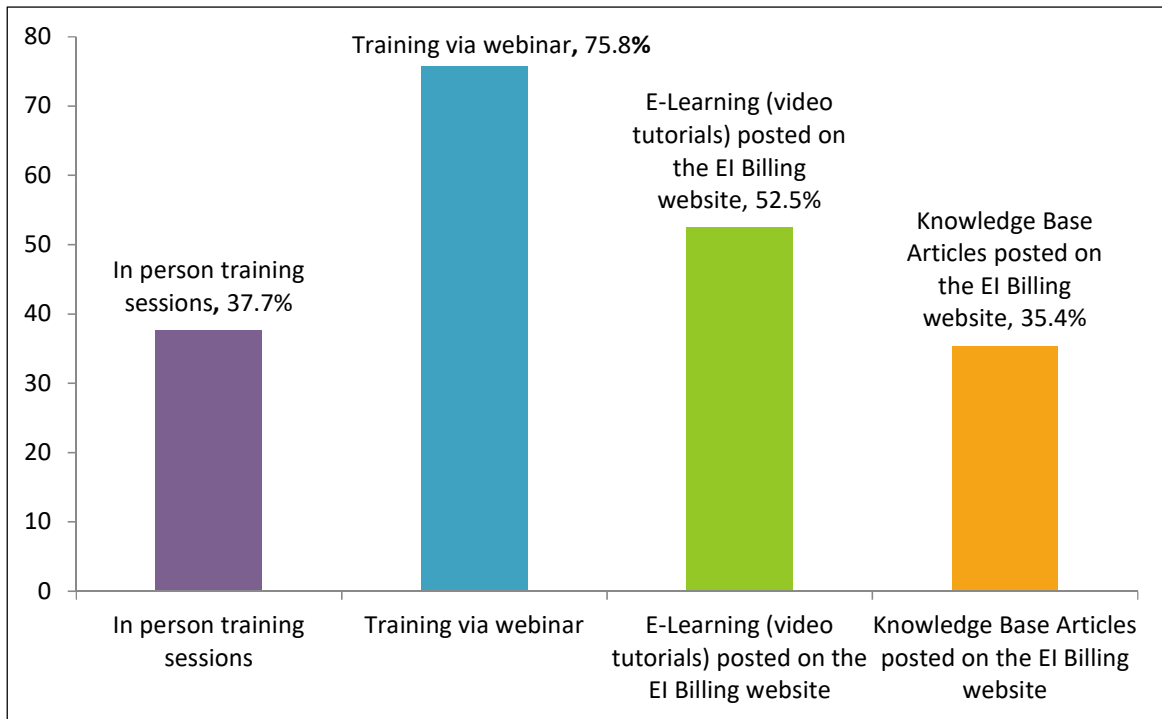
Question 3: Do you receive emails regarding new trainings presented by PCG?



	Percent	Count
Yes	37.9%	36
No	62.1%	59



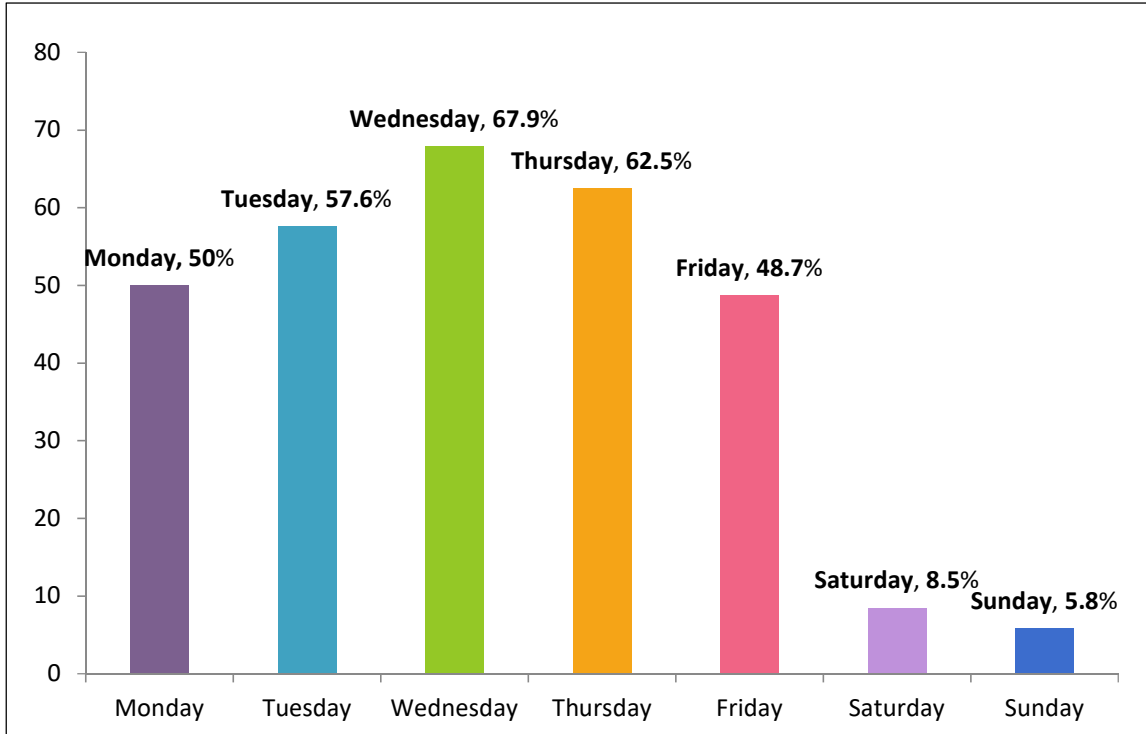
Question 4: Please indicate your preference(s) on how you would like future SFA trainings to be delivered. (Select all that apply)



	Percent	Count
In person training sessions	37.7%	84
Training via webinar	75.8%	169
E-Learning (video tutorials) posted on the EI Billing website	52.5%	117
Knowledge Base Articles posted on the EI Billing website	35.4%	79



Question 5: Please indicate your preference(s) on the day of the week you would like future SFA trainings to be delivered. (Select all that apply)

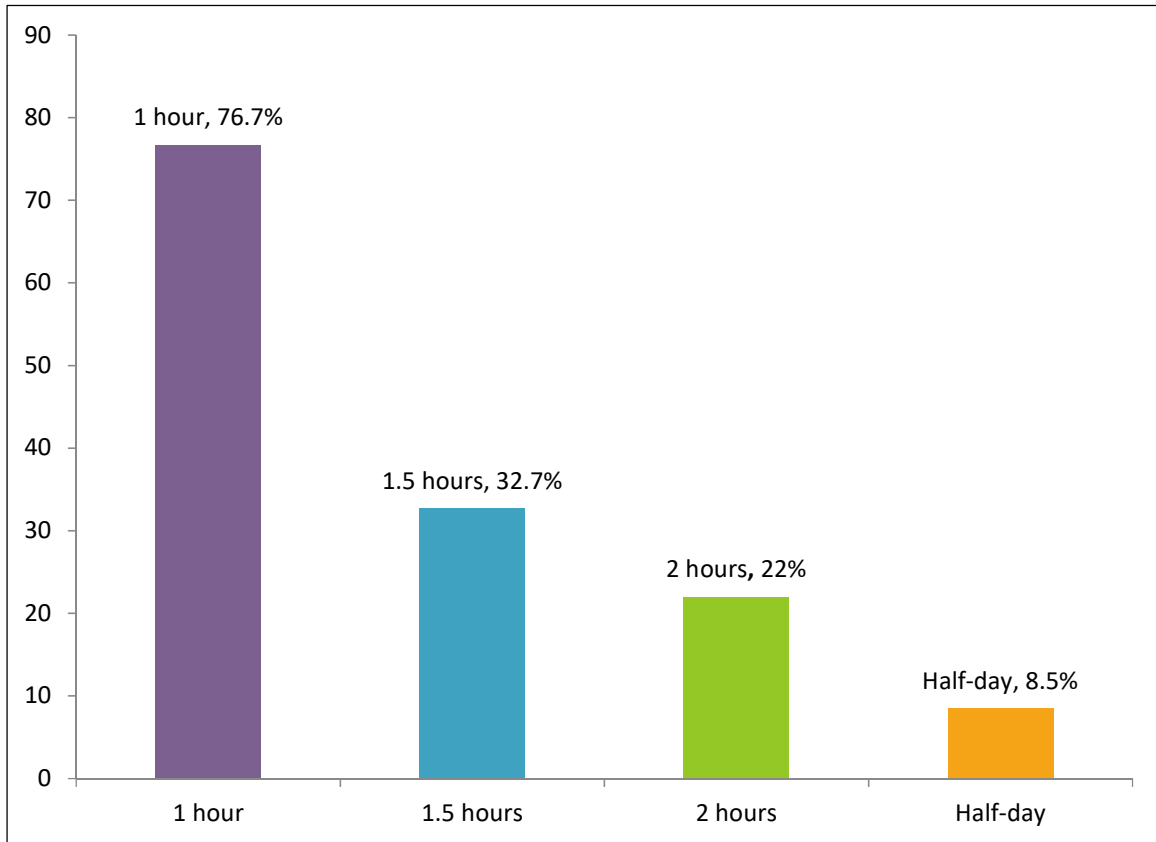


	Percent	Count
Monday	50.0%	112
Tuesday	57.6%	129
Wednesday	67.9%	152
Thursday	62.5%	140
Friday	48.7%	109
Saturday	8.5%	19
Sunday	5.8%	13





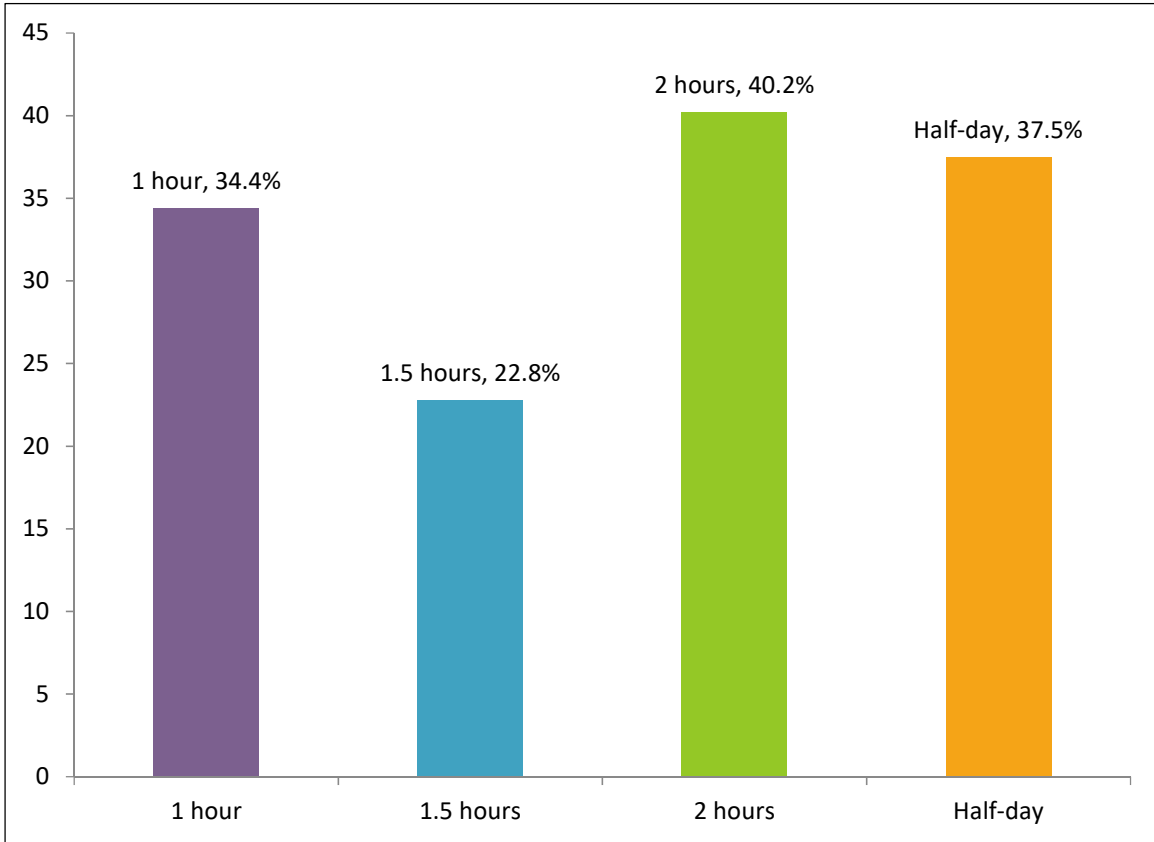
Question 6: Please indicate your preference(s) for the length of time you would like future SFA e-learning trainings to be delivered. (Select all that apply)



	Percent	Count
1 hour	76.7%	171
1.5 hours	32.7%	73
2 hours	22.0%	49
Half-day	8.5%	19



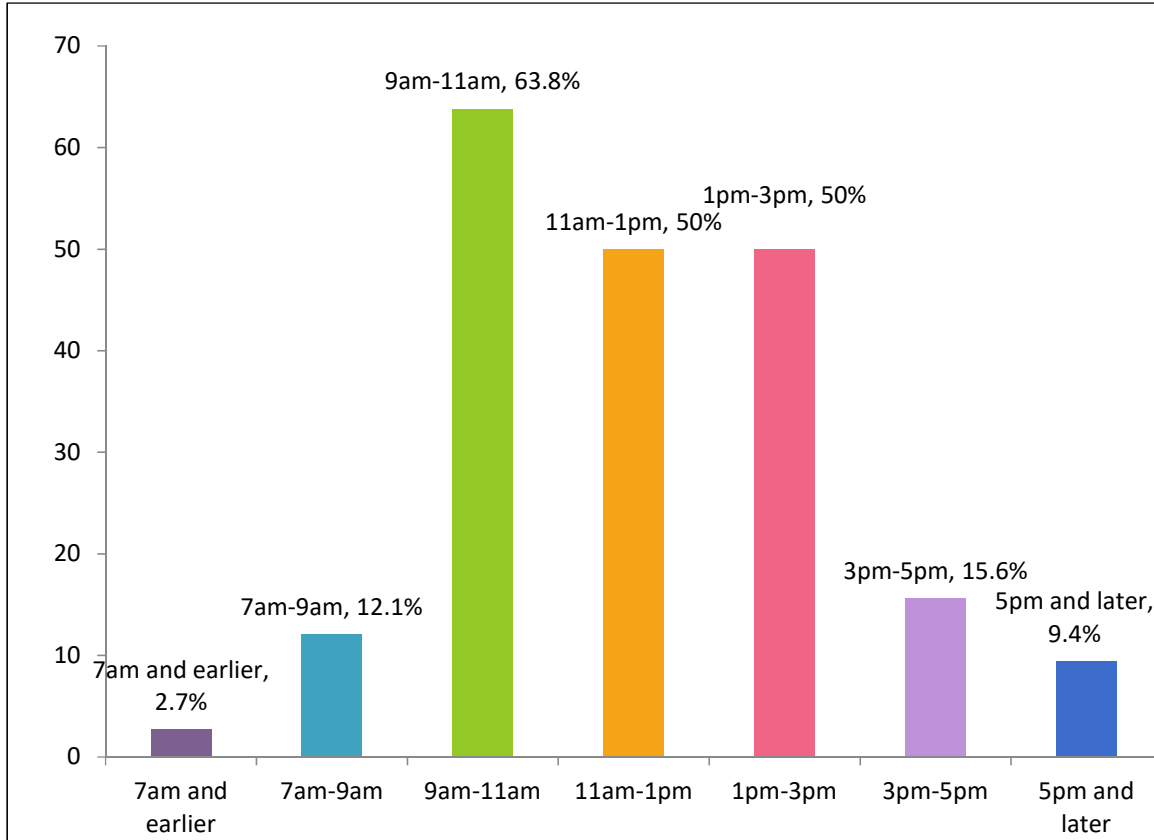
Question 7: Please indicate your preference(s) for the length of time you would like future SFA in person trainings to be delivered. (Select all that apply).



	Percent	Count
1 hour	34.4%	77
1.5 hours	22.8%	51
2 hours	40.2%	90
Half-day	37.5%	84



Question 8: Please indicate your preference(s) on the time of day you would like future SFA trainings to be delivered. (Select all that apply)



	Percent	Count
7am and earlier	2.7%	6
7am-9am	12.1%	27
9am-11am	63.8%	143
11am-1pm	50.0%	112
1pm-3pm	50.0%	112
3pm-5pm	15.6%	35
5pm and later	9.4%	21

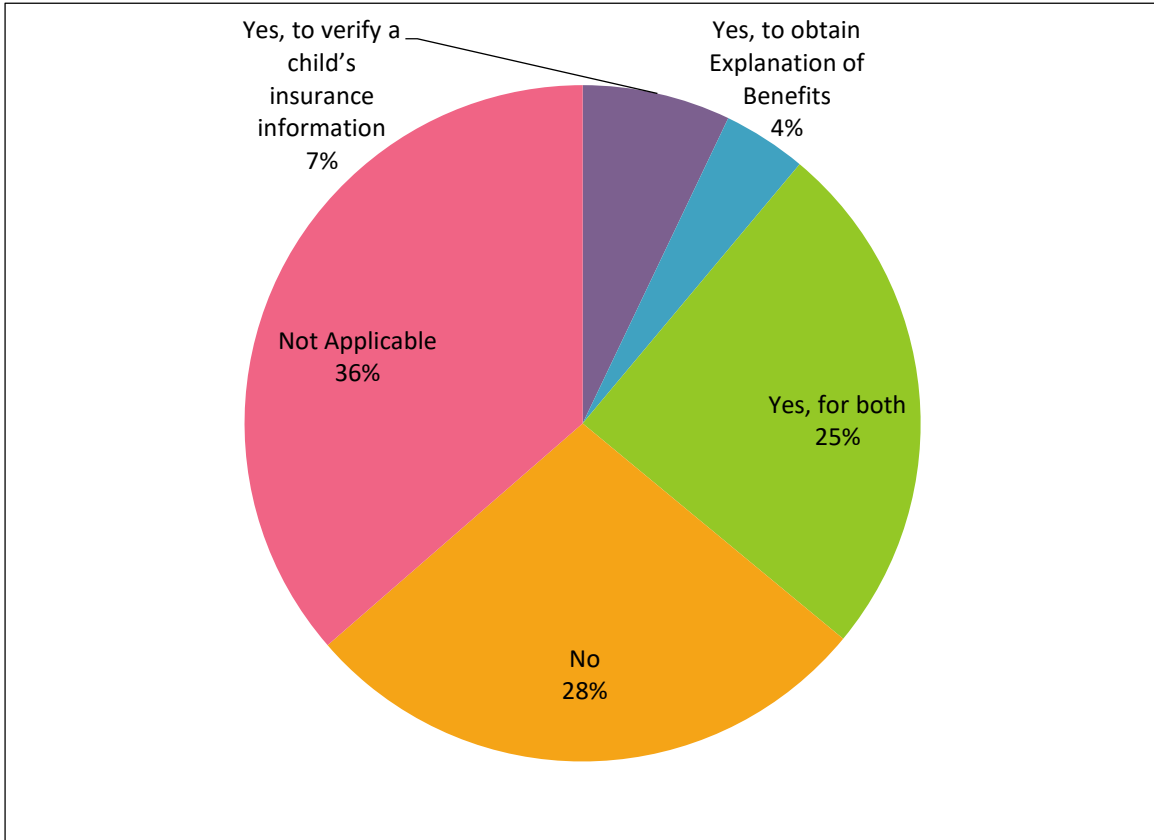


Question 9: How helpful have each of the following resources been when you have had a question or needed more information regarding a New York State Early Intervention billing and claiming process and/or policy and procedure?

	Very Helpful	Somewhat Helpful	Helpful	Not At All Helpful	Not Applicable
The PCG Customer Service Call Center	114	44	35	6	26
Knowledge Based Articles posted on the EI Billing website	36	64	69	22	33
Training videos and e-learnings posted on the EI Billing website	29	52	61	8	74
Instructor led webinars	43	40	41	12	87
Onsite training visit(s) facilitated by a PCG trainer	32	14	19	3	156
Bureau of Early Intervention staff	56	39	58	17	54
Other Early Intervention provider(s)	27	49	53	11	84
Insurance companies	12	33	49	80	49



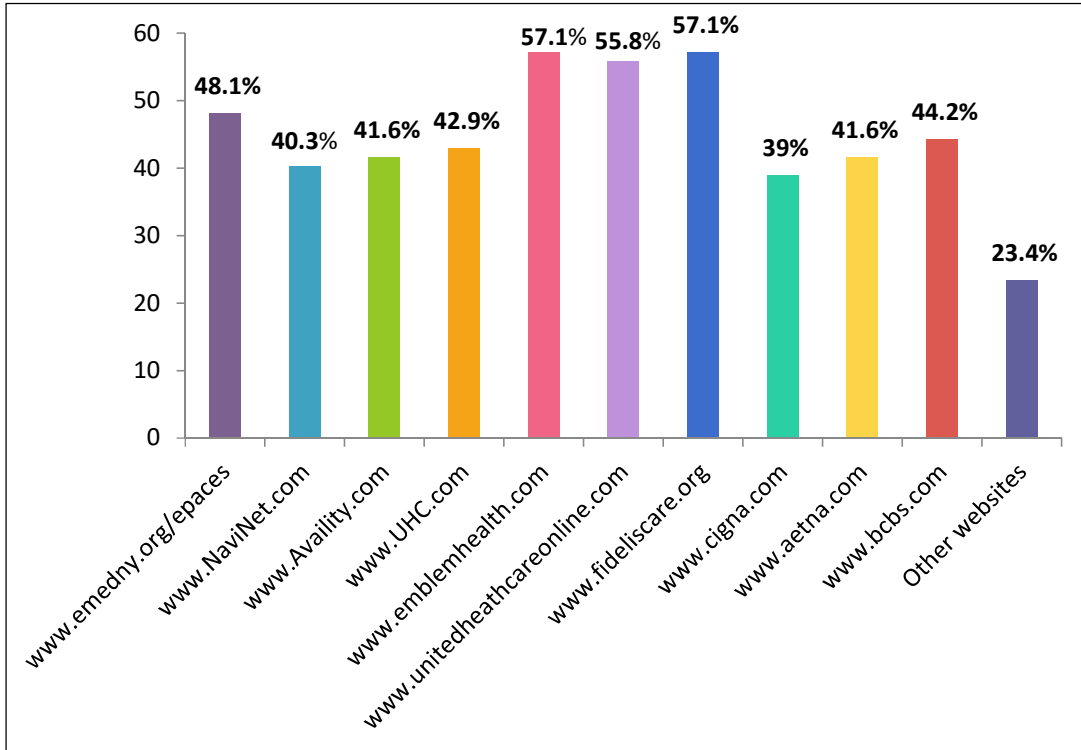
Question 10: Have PCG training resources been helpful in assisting you with creating log-ins and using insurance websites to verify a child’s insurance information and/or to obtain Explanation of Benefits (EOBs)?



	Percent	Count
Yes, to verify a child’s insurance information	7.1%	16
Yes, to obtain Explanation of Benefits	4.0%	9
Yes, for both	24.9%	56
No	27.6%	62
Not Applicable	36.4%	82



The question below was answered by New York State Early Intervention agency-billing providers who answered “Yes, to verify a child’s insurance”, “Yes, to obtain Explanation of Benefits”, and “Yes, for both” to Question 10. Question 11: Select the insurance websites you use to verify a child’s insurance information and/or to obtain Explanation of Benefits (EOBs). (Select all that apply)



	Percent	Count
www.emedny.org/epaces	48.1%	37
www.NaviNet.com	40.3%	31
www.Availity.com	41.6%	32
www.UHC.com	42.9%	33
www.emblemhealth.com	57.1%	44
www.unitedhealthcareonline.com	55.8%	43
www.fideliscare.org	57.1%	44
www.cigna.com	39.0%	30
www.aetna.com	41.6%	32
www.bcbs.com	44.2%	34
Other websites	23.4%	18



Question 12: How helpful have PCG training resources been with assisting you with each of the following?

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Locate a child's personal and insurance information.	53	53	37	15	38
Find a claim's billing date, billed amount, service type, and amount paid by Medicaid/Commercial Insurance and Escrow.	58	69	29	16	25
Find claims pending over 25 days from date submitted without Electronic Remittance Advice (ERA) data or an Explanation of Benefits (EOB) posted.	41	53	44	24	34
Obtain data regarding the amount of claims and dollar amount pending payment from Medicaid, Insurance, and/or Escrow.	47	69	34	20	27
Review claims denied or rejected by Medicaid and Commercial Insurance	43	56	55	19	24
Create and manage multiple users in EI Billing	24	34	24	16	98



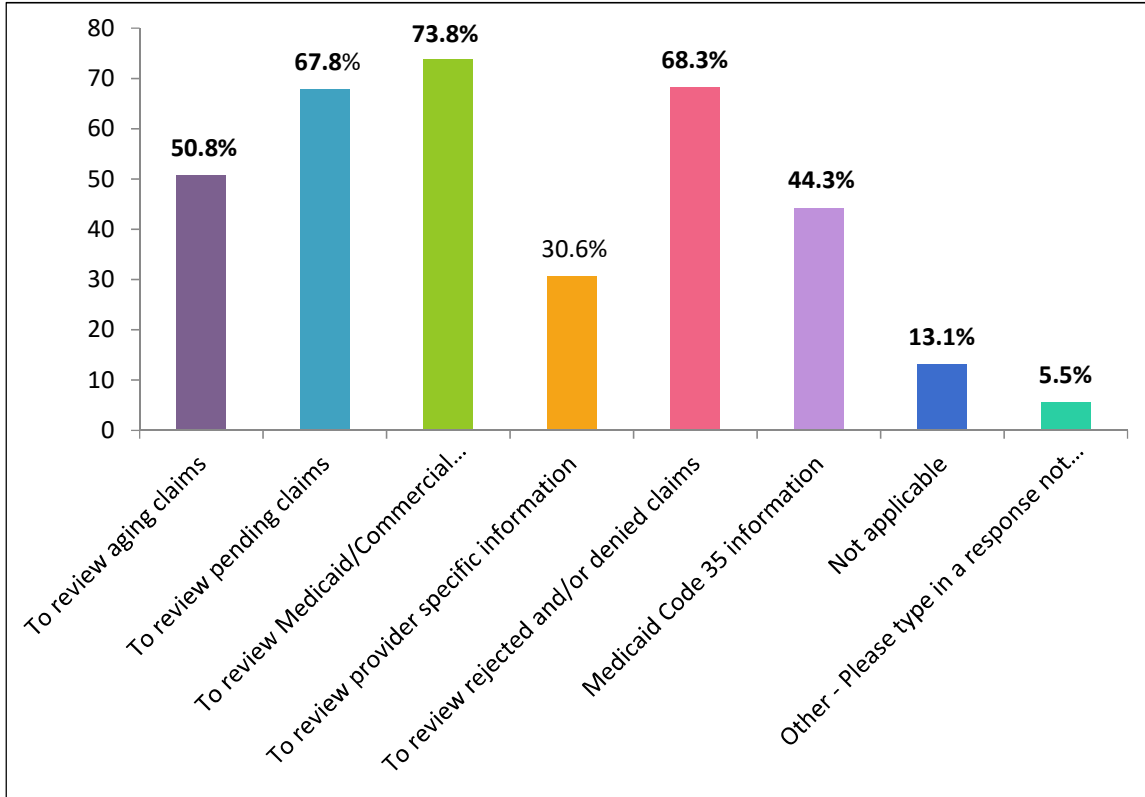
Question 13: How helpful have PCG training resources been with assisting you with each of the following?

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Obtain prior authorization for New York State Regulated insurance plans and New York State Non-Regulated plans with a parent/guardian's consent to bill	25	17	46	36	61
Correctly enter and/or update a child's ICD-10 code(s), CPT code(s), and unit(s) in EI Billing.	33	44	48	15	43
Correctly enter and/or update billing and rendering physician information in EI Billing.	27	43	35	16	62
Identify the reason(s) why a claim was rejected/denied by a payer	42	47	51	24	21
Explain how to correct a rejected/denied claim	43	43	52	26	21
Enter Explanation of Benefits in EI Billing	43	46	36	20	39





Question 14: How do you use the SFA EI Billing reports? (Select all that apply)



	Percent	Count
To review aging claims	50.8%	93
To review pending claims	67.8%	124
To review Medicaid/Commercial Insurance/Escrow payments	73.8%	135
To review provider specific information	30.6%	56
To review rejected and/or denied claims	68.3%	125
Medicaid Code 35 information	44.3%	81
Not applicable	13.1%	24
Other - Please type in a response not listed	5.5%	10



*Question 15:* Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Claims Aging Summary by Provider	30	44	37	17	55
Claims Aging Summary by Municipality	20	29	27	28	79
Claims Aging Summary by Payer	26	36	32	20	69
Claims Aging Detail Report	34	48	33	17	50

*Question 16:* Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Adjudicated Claims Turnaround Summary by Municipality	14	22	24	24	99
Adjudicated Claims Turnaround Summary by Provider	16	30	25	24	88
Adjudicated Claims Turnaround Summary by Payer	15	27	27	25	89
Adjudicated Claims Turnaround Detail	18	32	22	25	86

*Question 17:* Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Summary Trend by Month	19	22	21	27	94
Summary by Municipality	11	24	21	23	104
Summary by Provider	19	33	20	24	87
Summary by Payer for Provider Payment	24	27	22	21	89
Summary by Service Type	20	28	17	23	95



Question 18: Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Detail Claims	50	57	26	12	37
Detail Transaction	38	49	34	14	47
Claims Needing Attention Detail	61	57	30	8	26
Medicaid Code 35 Error	36	44	41	22	39
Payment Summary by Service Month	39	44	23	17	59
Municipality Expense and Revenue	17	13	14	21	117
Municipality of Residence/Fiscal Responsibility Differences	15	13	14	23	117
Voided Transaction	27	31	36	17	71

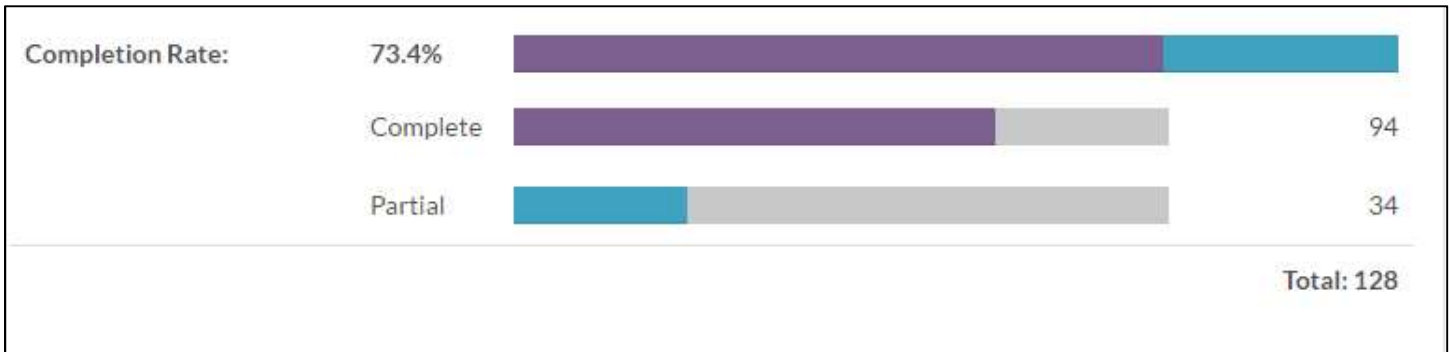
Question 19: Feedback is critical to improve existing training and develop future training. In the table below please indicate what training topics you would like to see in the future, and rate its priority on a scale of 1 to 10, with 1 being low priority and 10 being high priority.

	1	2	3	4	5	6	7	8	9	10
Navigating EI Billing	31	6	8	4	25	13	14	20	11	49
Reports in EI Billing	13	6	3	6	26	9	16	20	18	64
Understanding Regulated vs. Non-Regulated Insurance	27	7	8	4	23	14	15	17	16	50
Working Medicaid Claim Rejections & Denials	10	4	4	3	15	14	12	20	19	80
Working Insurance Claim Rejections & Denials	11	5	4	0	15	15	12	16	21	82
Prior Authorization	20	8	8	8	21	11	15	12	19	59
CPT and ICD-10 codes	30	10	5	9	34	15	12	15	16	35

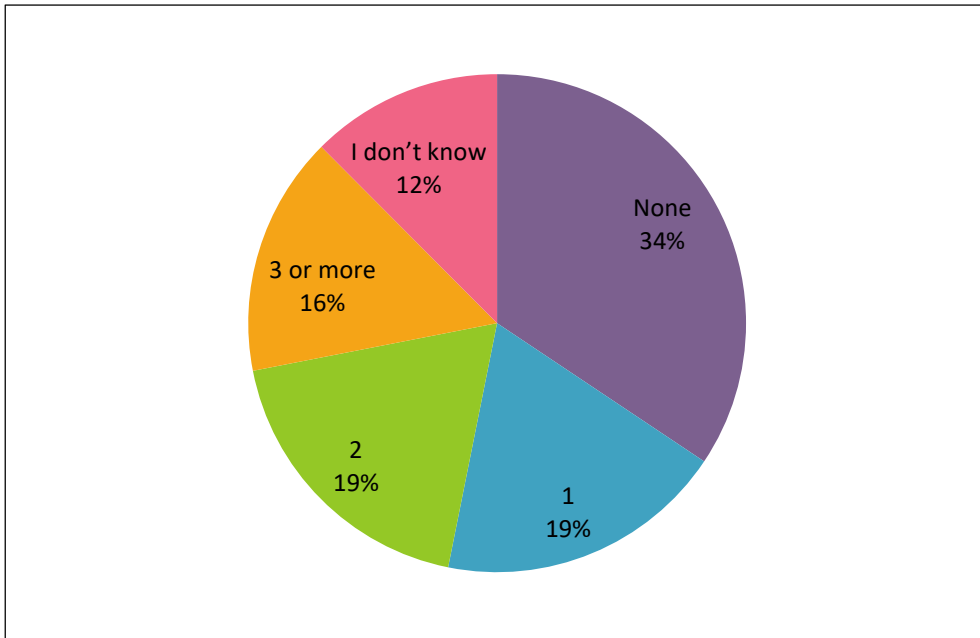


4. INDIVIDUAL BILLING PROVIDER RESULTS

Question 1: New York State Early Intervention individual billing providers completed the online survey with a 73.4% completion rate.



Question 2: How many PCG instructor led webinar trainings have you ever attended?

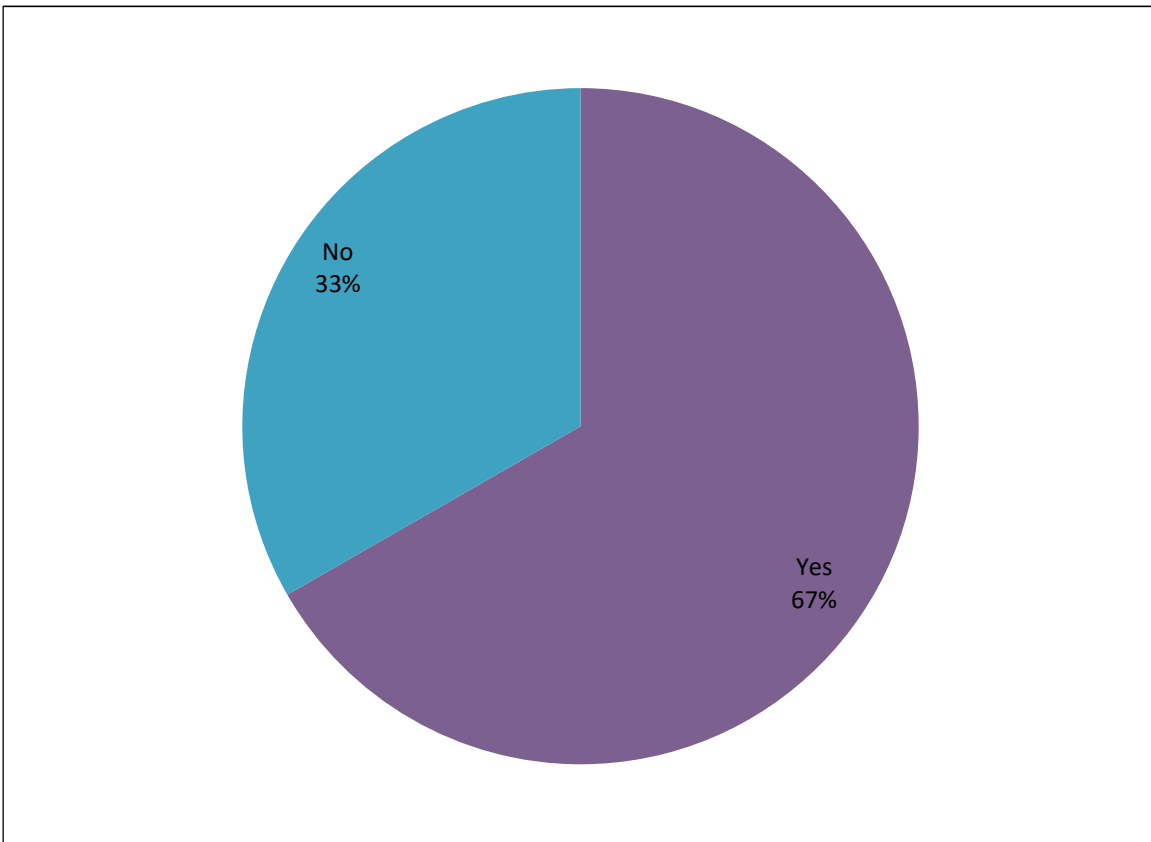


	Percent	Count
None	34.4%	44
1	18.8%	24
2	18.8%	24
3 or more	15.6%	20
I don't know	12.5%	16



The question below was answered by New York State Early Intervention individual billing providers who answered "None" or "I don't know" to Question 2

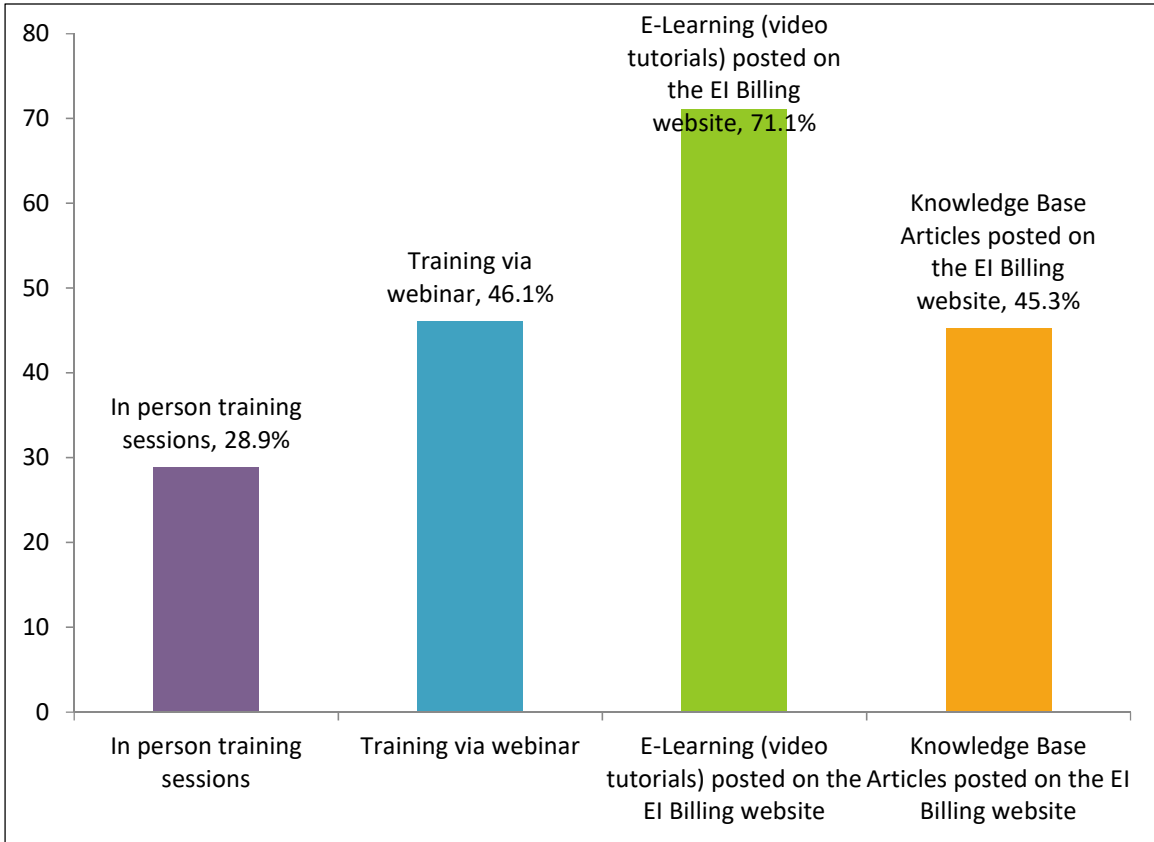
Question 3: Do you receive emails regarding new trainings presented by PCG?



	Percent	Count
Yes	66.7%	40
No	33.3%	20



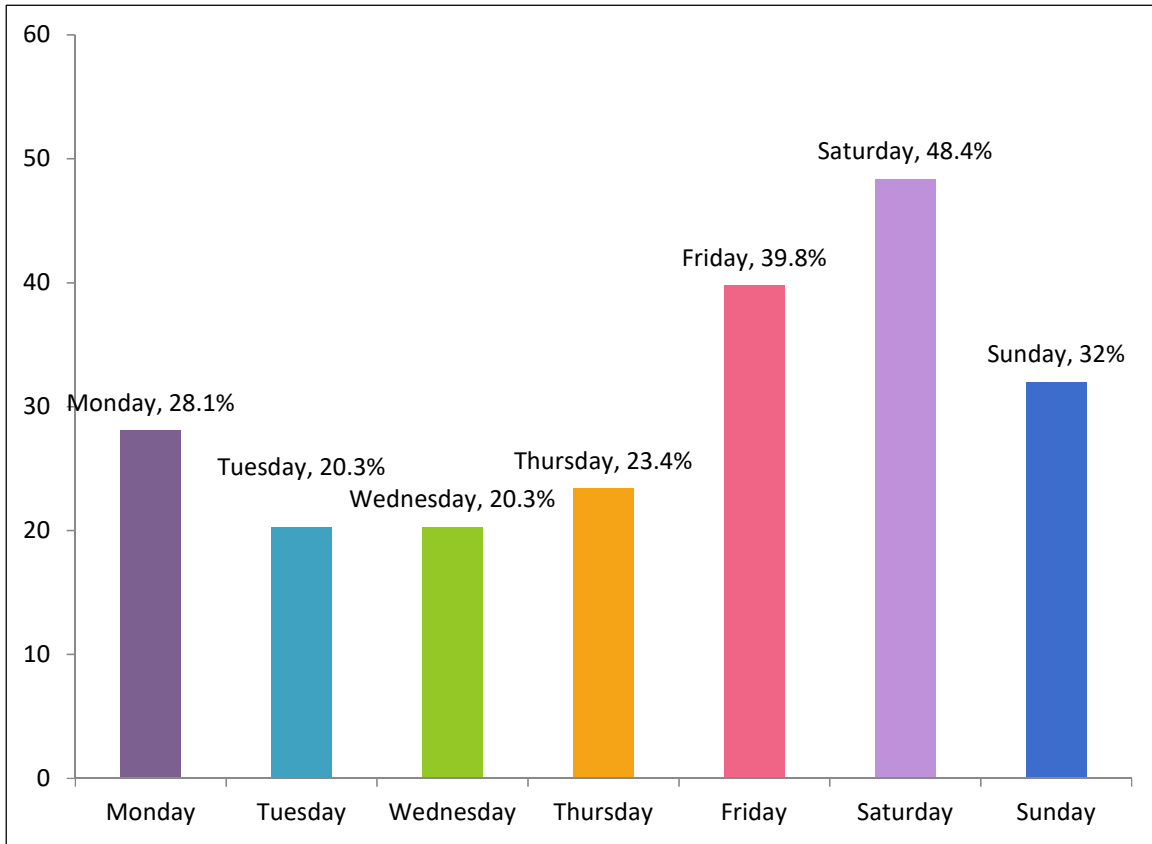
Question 4: Please indicate your preference(s) on how you would like future SFA trainings to be delivered. (Select all that apply)



	Percent	Count
In person training sessions	28.9%	37
Training via webinar	46.1%	59
E-Learning (video tutorials) posted on the EI Billing website	71.1%	91
Knowledge Base Articles posted on the EI Billing website	45.3%	58



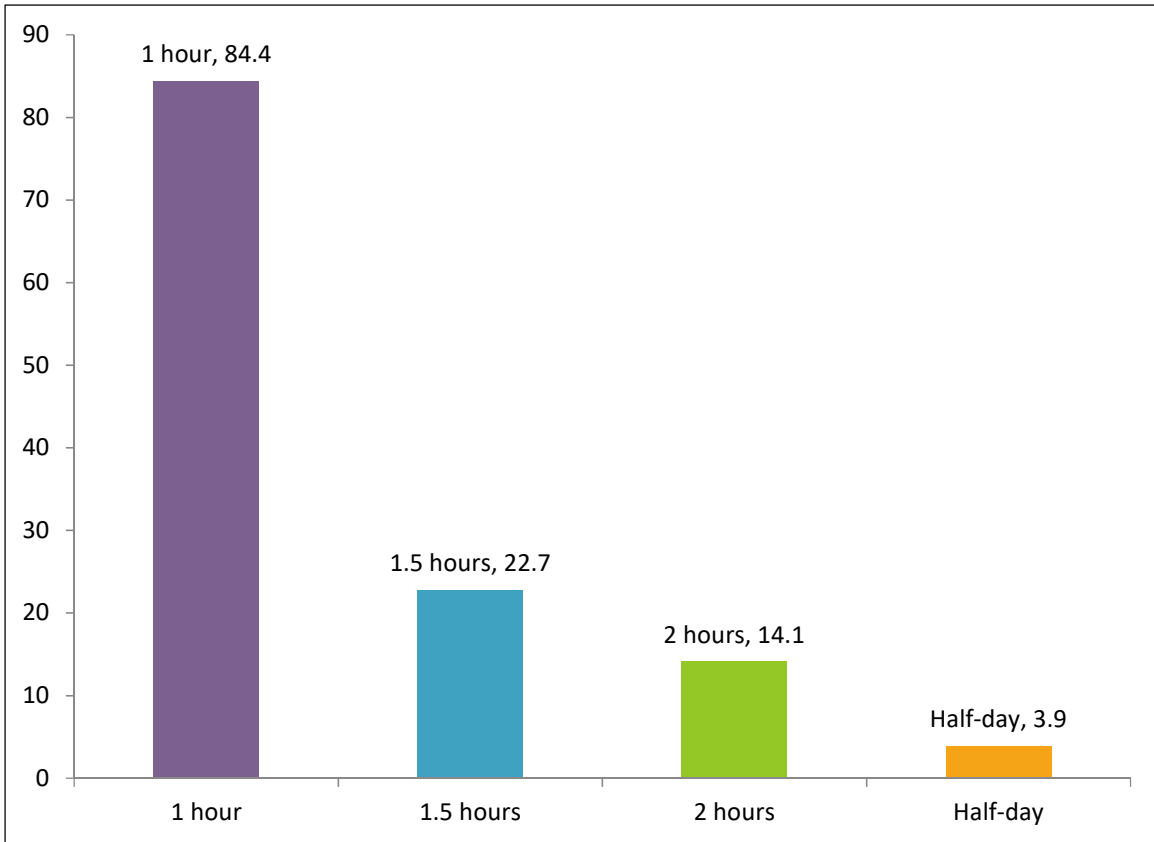
Question 5: Please indicate your preference(s) on the day of the week you would like future SFA trainings to be delivered. (Select all that apply)



	Percent	Count
Monday	28.1%	36
Tuesday	20.3%	26
Wednesday	20.3%	26
Thursday	23.4%	30
Friday	39.8%	51
Saturday	48.4%	62
Sunday	32.0%	41



Question 6: Please indicate your preference(s) for the length of time you would like future SFA e-learning trainings to be delivered. (Select all that apply)

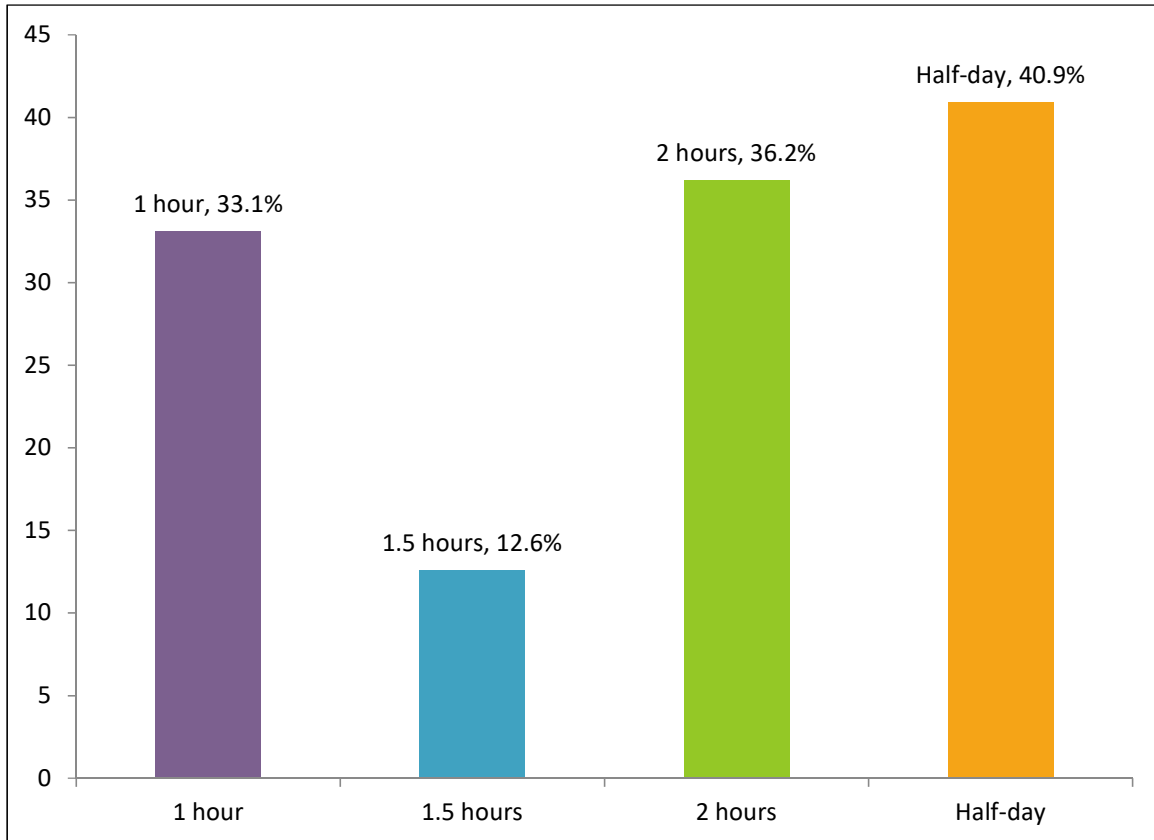


	Percent	Count
1 hour	84.4%	108
1.5 hours	22.7%	29
2 hours	14.1%	18
Half-day	3.9%	5





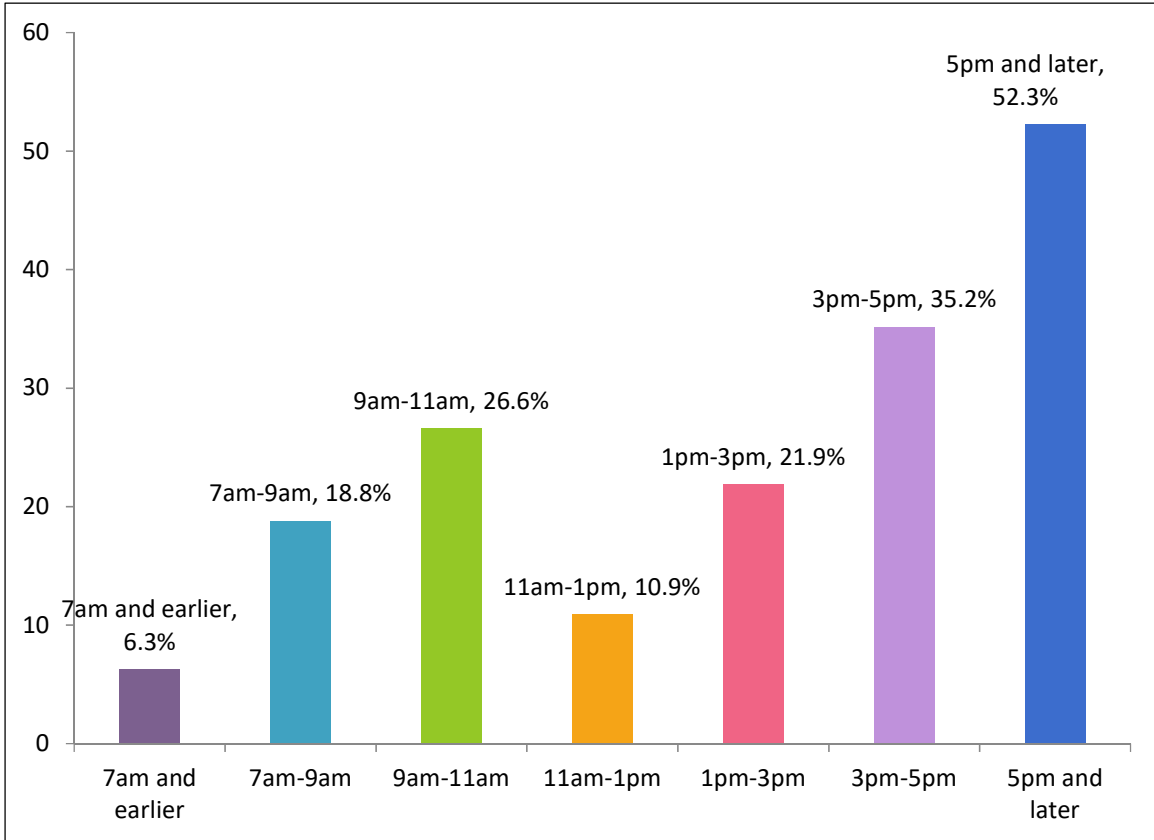
Question 7: Please indicate your preference(s) for the length of time you would like future SFA in person trainings to be delivered. (Select all that apply).



	Percent	Count
1 hour	33.1%	42
1.5 hours	12.6%	16
2 hours	36.2%	46
Half-day	40.9%	52



Question 8: Please indicate your preference(s) on the time of day you would like future SFA trainings to be delivered. (Select all that apply)



	Percent	Count
7am and earlier	6.3%	8
7am-9am	18.8%	24
9am-11am	26.6%	34
11am-1pm	10.9%	14
1pm-3pm	21.9%	28
3pm-5pm	35.2%	45
5pm and later	52.3%	67

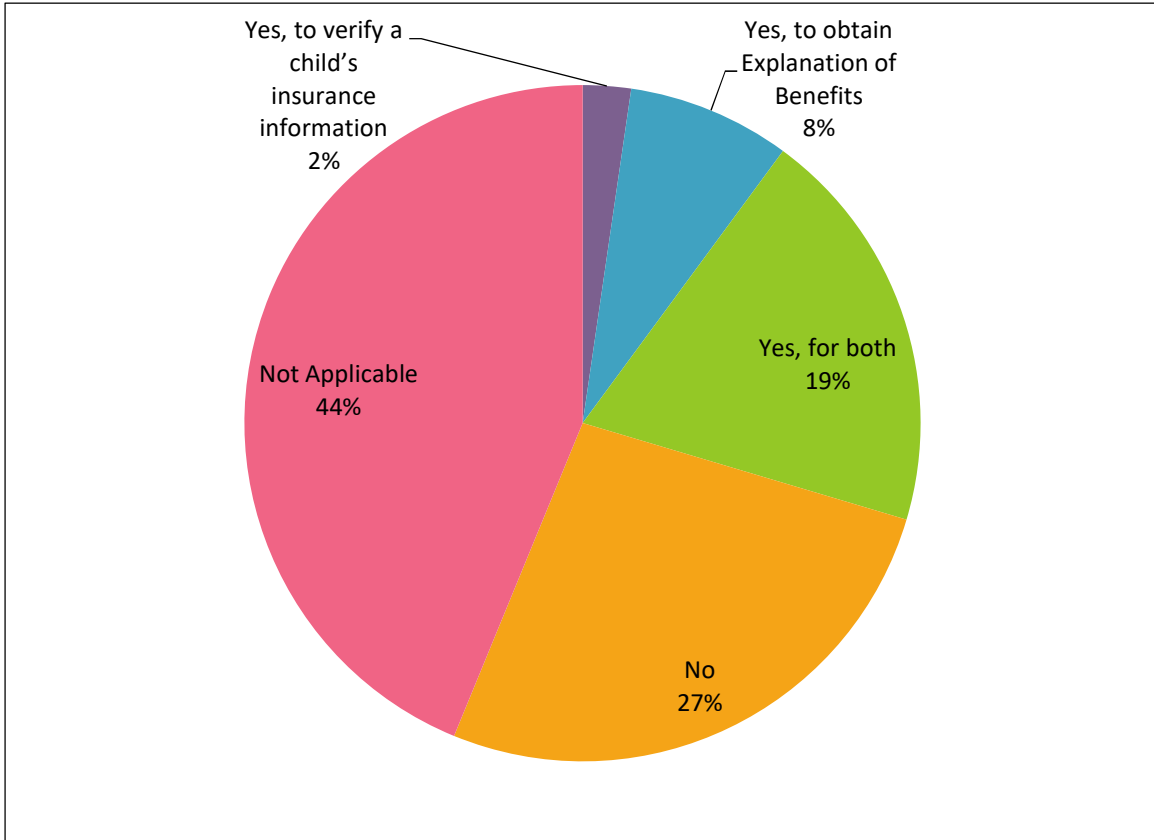


Question 9: How helpful have each of the following resources been when you have had a question or needed more information regarding a New York State Early Intervention billing and claiming process and/or policy and procedure?

	Very Helpful	Somewhat Helpful	Helpful	Not At All Helpful	Not Applicable
The PCG Customer Service Call Center	67	30	19	2	10
Knowledge Based Articles posted on the EI Billing website	22	39	26	7	34
Training videos and e-learnings posted on the EI Billing website	17	33	28	9	41
Instructor led webinars	15	26	26	9	51
Onsite training visit(s) facilitated by a PCG trainer	14	13	11	2	88
Bureau of Early Intervention staff	33	28	36	10	21
Other Early Intervention provider(s)	49	25	37	2	15
Insurance companies	4	20	20	45	38



Question 10: Have PCG training resources been helpful in assisting you with creating log-ins and using insurance websites to verify a child’s insurance information and/or to obtain Explanation of Benefits (EOBs)?

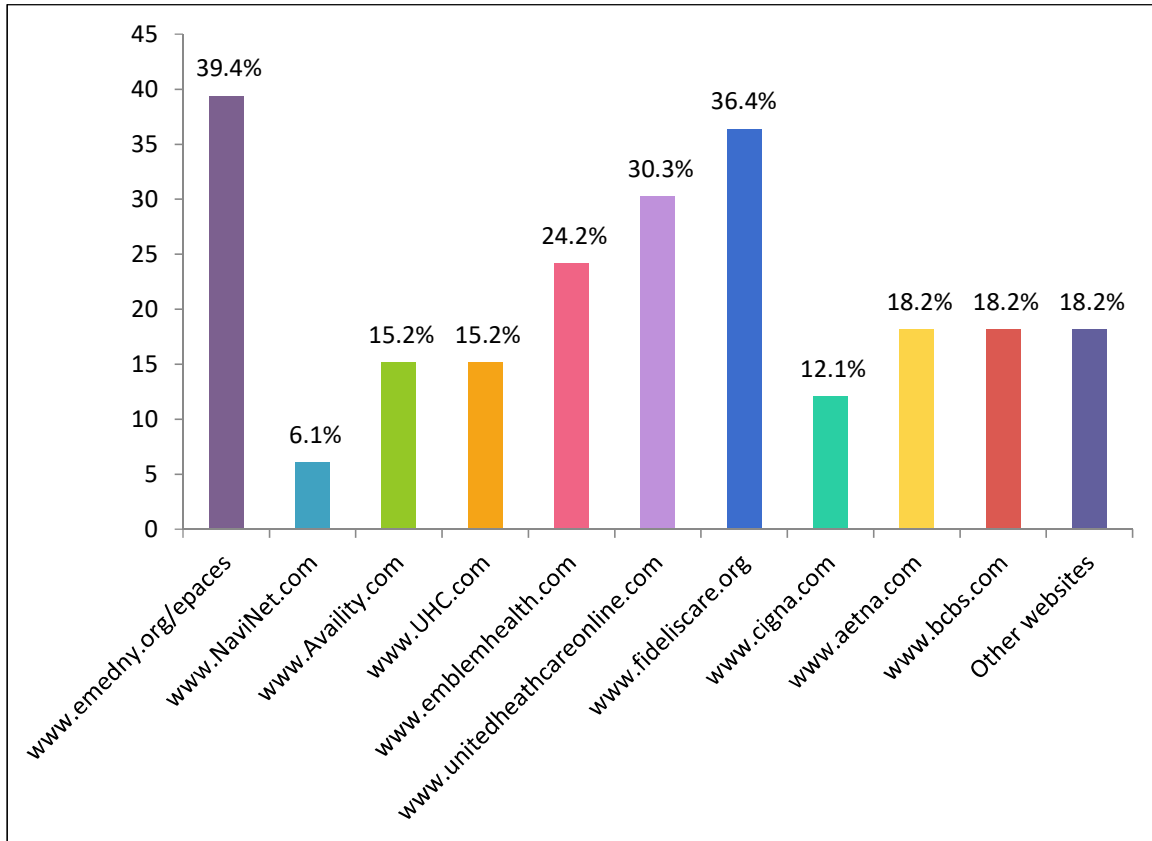


	Percent	Count
Yes, to verify a child’s insurance information	2.3%	3
Yes, to obtain Explanation of Benefits	7.8%	10
Yes, for both	19.5%	25
No	26.6%	34
Not Applicable	43.8%	56



The question below was answered by New York State Early Intervention individual billing providers who answered “Yes, to verify a child’s insurance”, “Yes, to obtain Explanation of Benefits”, and “Yes, for both” to Question 10.

Question 11: Select the insurance websites you use to verify a child’s insurance information and/or to obtain Explanation of Benefits (EOBs). (Select all that apply)



	Percent	Count
www.emedny.org/epaces	39.4%	13
www.NaviNet.com	6.1%	2
www.Availity.com	15.2%	5
www.UHC.com	15.2%	5
www.emblemhealth.com	24.2%	8
www.unitedhealthcareonline.com	30.3%	10
www.fideliscare.org	36.4%	12
www.cigna.com	12.1%	4
www.aetna.com	18.2%	6
www.bcbs.com	18.2%	6
Other websites	18.2%	6



Question 12: How helpful have PCG training resources been with assisting you with each of the following?

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Locate a child's personal and insurance information.	19	33	20	7	31
Find a claim's billing date, billed amount, service type, and amount paid by Medicaid/Commercial Insurance and Escrow.	22	35	24	4	25
Find claims pending over 25 days from date submitted without Electronic Remittance Advice (ERA) data or an Explanation of Benefits (EOB) posted.	15	23	22	9	40
Obtain data regarding the amount of claims and dollar amount pending payment from Medicaid, Insurance, and/or Escrow.	22	28	24	13	23
Review claims denied or rejected by Medicaid and Commercial Insurance	15	30	26	14	24
Create and manage multiple users in EI Billing	3	3	14	3	87

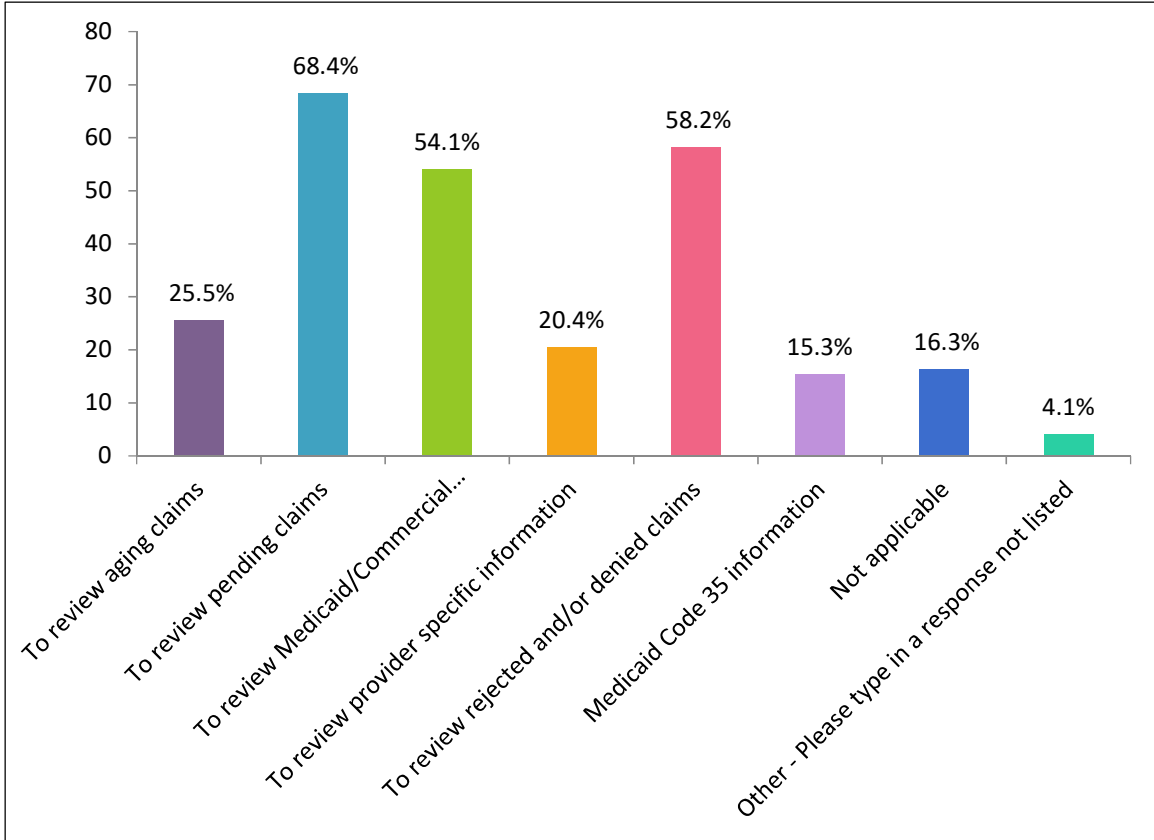


Question 13: How helpful have PCG training resources been with assisting you with each of the following?

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Obtain prior authorization for New York State Regulated insurance plans and New York State Non-Regulated plans with a parent/guardian's consent to bill	3	17	16	18	48
Correctly enter and/or update a child's ICD-10 code(s), CPT code(s), and unit(s) in EI Billing.	13	24	15	7	42
Correctly enter and/or update billing and rendering physician information in EI Billing.	7	17	13	8	56
Identify the reason(s) why a claim was rejected/denied by a payer	16	23	25	16	20
Explain how to correct a rejected/denied claim	21	22	28	14	17
Enter Explanation of Benefits in EI Billing	19	23	25	8	26



Question 14: How do you use the SFA EI Billing reports? (Select all that apply)?



	Percent	Count
To review aging claims	25.5%	25
To review pending claims	68.4%	67
To review Medicaid/Commercial Insurance/Escrow payments	54.1%	53
To review provider specific information	20.4%	20
To review rejected and/or denied claims	58.2%	57
Medicaid Code 35 information	15.3%	15
Not applicable	16.3%	16
Other - Please type in a response not listed	4.1%	4





2017 Needs Assessment Survey Results



Question 15: Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Claims Aging Summary by Provider	16	18	13	9	41
Claims Aging Summary by Municipality	10	11	9	10	56
Claims Aging Summary by Payer	9	16	10	10	52
Claims Aging Detail Report	11	15	14	9	48

Question 16: Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Adjudicated Claims Turnaround Summary by Municipality	5	9	15	12	56
Adjudicated Claims Turnaround Summary by Provider	7	13	12	13	52
Adjudicated Claims Turnaround Summary by Payer	5	10	14	14	54
Adjudicated Claims Turnaround Detail	5	8	15	15	54

Question 17: Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Summary Trend by Month	7	5	15	16	54
Summary by Municipality	5	9	11	15	57
Summary by Provider	8	14	13	14	48
Summary by Payer for Provider Payment	7	12	12	15	50
Summary by Service Type	4	9	11	12	61



Question 18: Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Detail Claims	14	28	21	8	26
Detail Transaction	9	22	17	11	38
Claims Needing Attention Detail	17	31	22	11	16
Medicaid Code 35 Error	9	19	19	19	31
Payment Summary by Service Month	9	20	20	11	37
Municipality Expense and Revenue	2	6	5	12	72
Municipality of Residence/Fiscal Responsibility Differences	3	4	6	11	73
Voided Transaction	6	9	14	13	55



Question 19: Feedback is critical to improve existing training and develop future training. In the table below please indicate what training topics you would like to see in the future, and rate its priority on a scale of 1 to 10, with 1 being low priority and 10 being high priority.

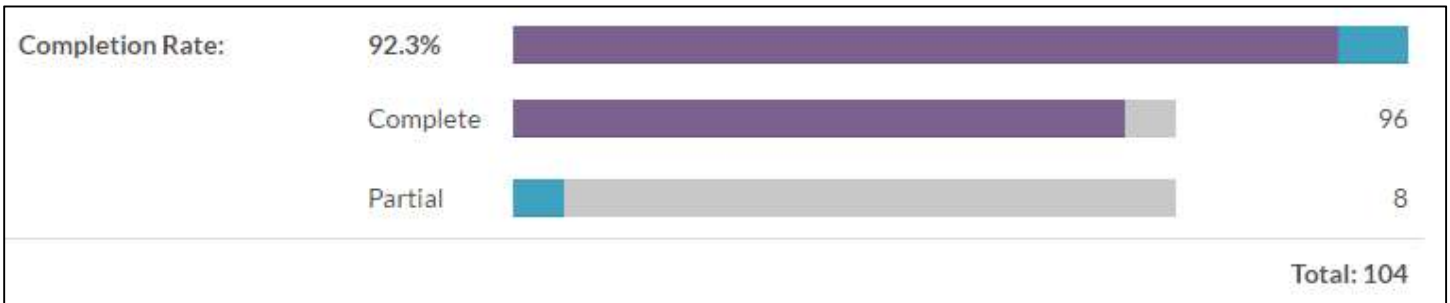
	1	2	3	4	5	6	7	8	9	10
Navigating EI Billing	6	6	5	5	16	2	8	11	7	28
Reports in EI Billing	4	2	6	3	21	4	9	13	7	25
Understanding Regulated vs. Non-Regulated Insurance	18	4	5	2	15	9	7	9	4	21
Working Medicaid Claim Rejections & Denials	6	2	3	3	13	11	6	17	10	23
Working Insurance Claim Rejections & Denials	16	2	2	3	11	5	5	11	9	30
Prior Authorization	14	2	3	3	14	6	4	6	10	32
CPT and ICD-10 codes	15	6	11	7	10	10	9	12	2	12



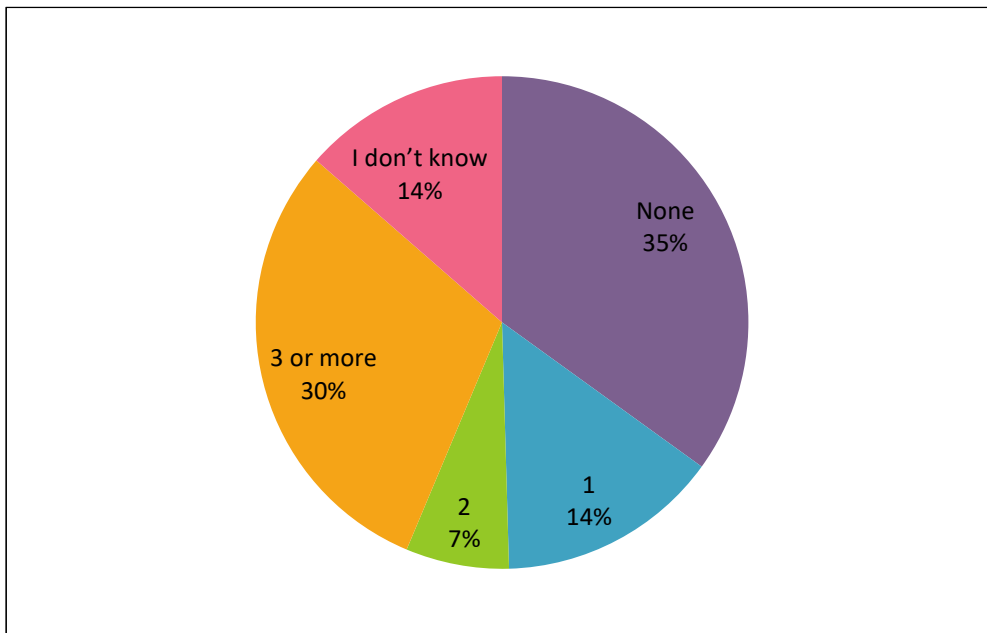
5. SERVICE COORDINATOR RESULTS

Survey Questions 10, 11, 12, 15, 16, 17 and 18 were not ask to New York Early Intervention stakeholders who identified their primary position as Service Coordinator.

Question 1: New York State Early Intervention Service Coordinators completed the online survey with an 80.4% completion rate.



Question 2: How many PCG instructor led webinar trainings have you ever attended?

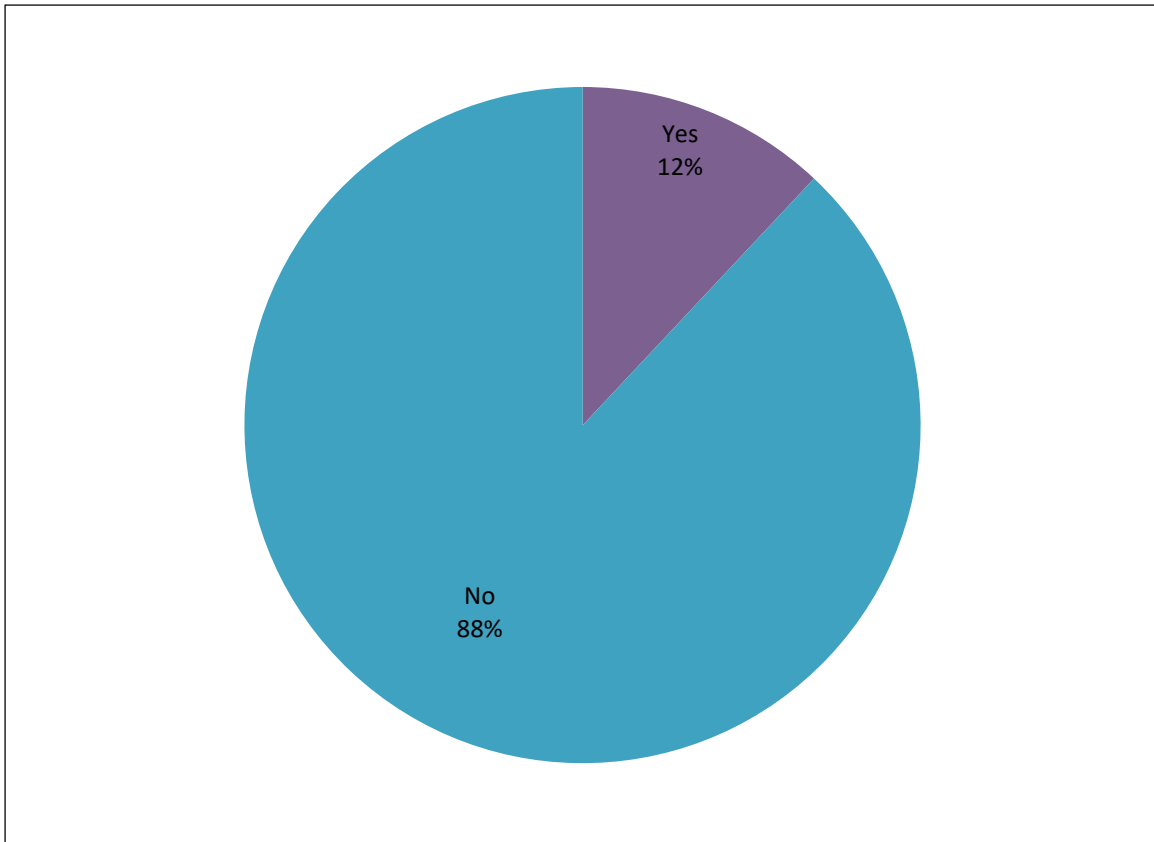


	Percent	Count
None	35.0%	36
1	14.6%	15
2	6.8%	7
3 or more	30.1%	31
I don't know	13.6%	14



The question below was answered by New York State Early Intervention Service Coordinators who answered "None" or "I don't know" to Question 2.

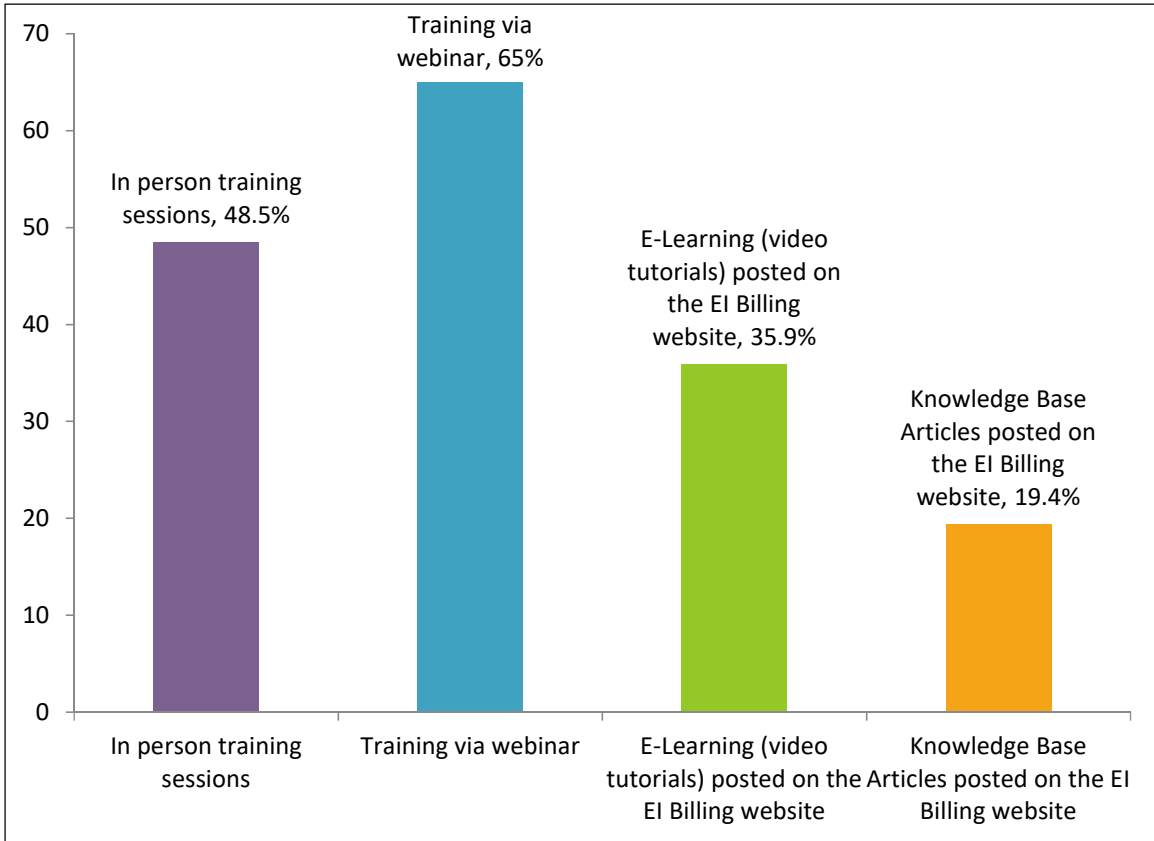
Question 3: Do you receive emails regarding new trainings presented by PCG?



	Percent	Count
Yes	12.0%	6
No	88.0%	44



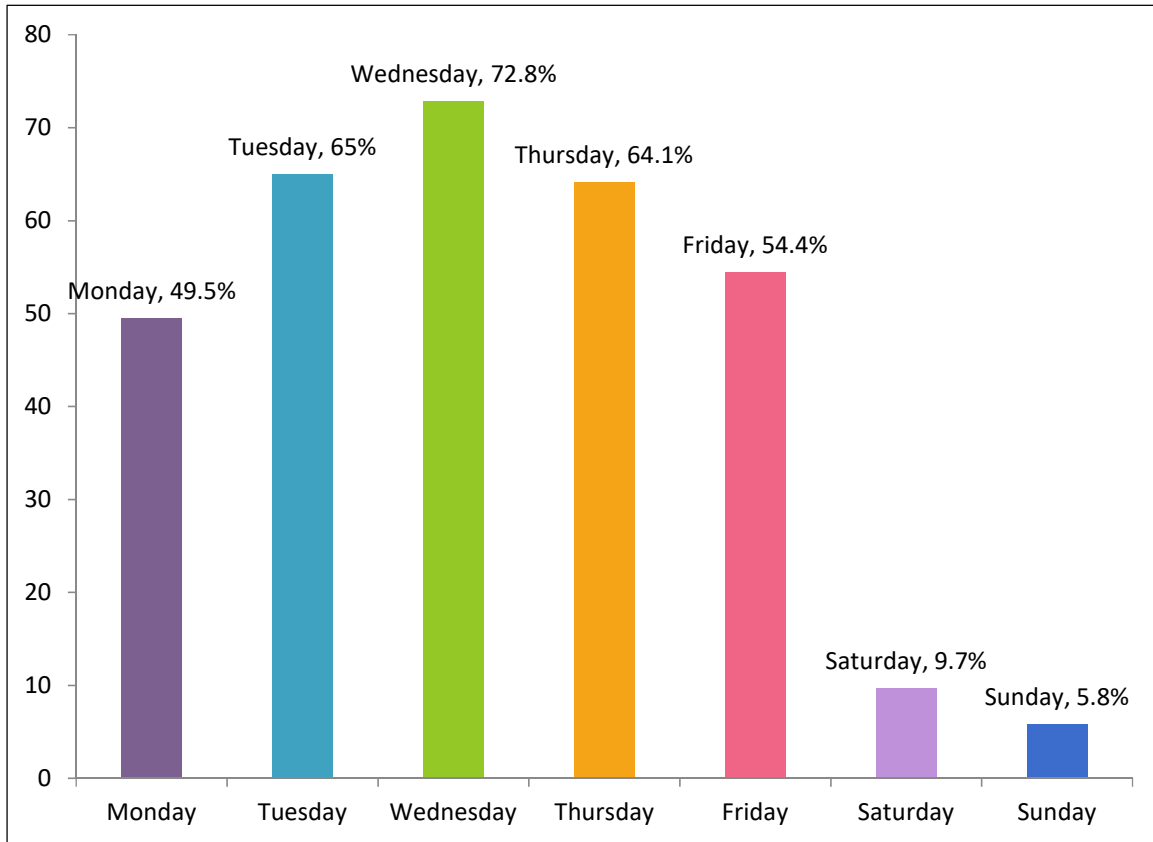
Question 4: Please indicate your preference(s) on how you would like future SFA trainings to be delivered. (Select all that apply)



	Percent	Count
In person training sessions	48.5%	50
Training via webinar	65.0%	67
E-Learning (video tutorials) posted on the EI Billing website	35.9%	37
Knowledge Base Articles posted on the EI Billing website	19.4%	20



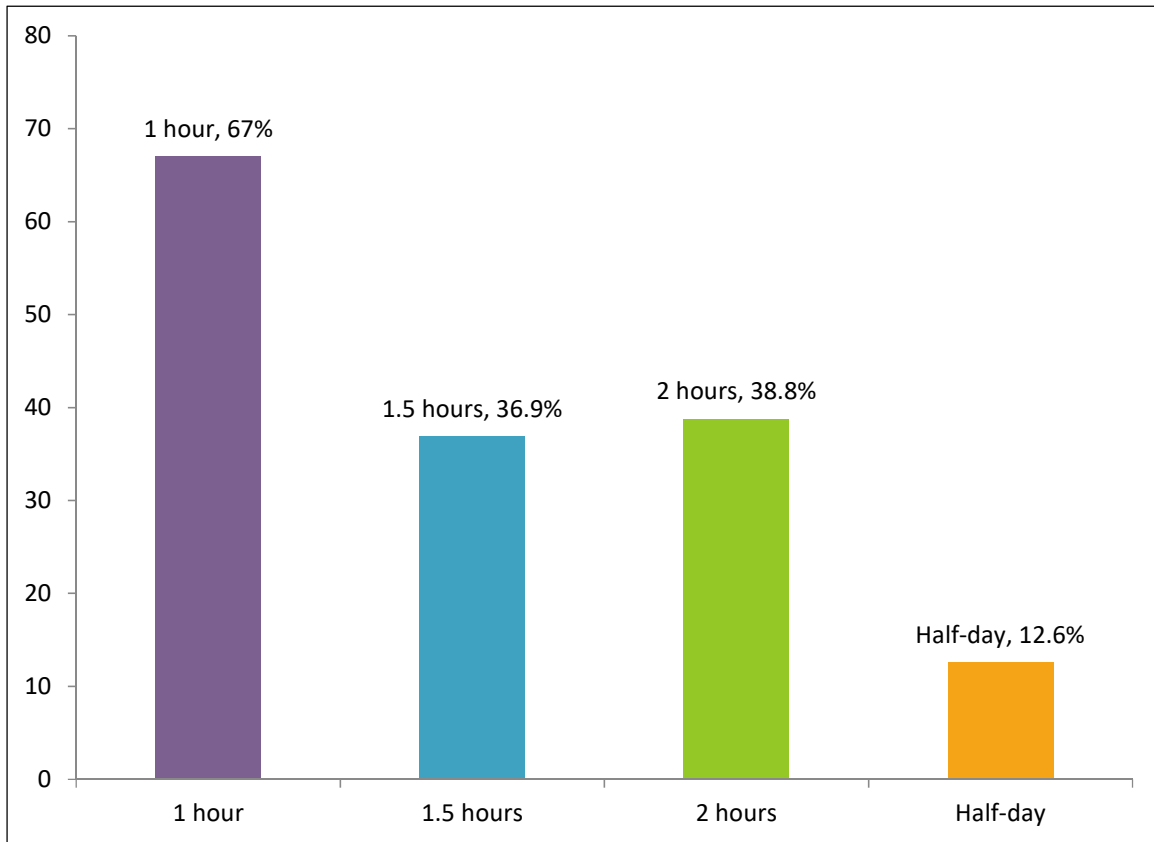
Question 5: Please indicate your preference(s) on the day of the week you would like future SFA trainings to be delivered. (Select all that apply)



	Percent	Count
Monday	49.5%	51
Tuesday	65.0%	67
Wednesday	72.8%	75
Thursday	64.1%	66
Friday	54.4%	56
Saturday	9.7%	10
Sunday	5.8%	6



Question 6: Please indicate your preference(s) for the length of time you would like future SFA e-learning trainings to be delivered. (Select all that apply)

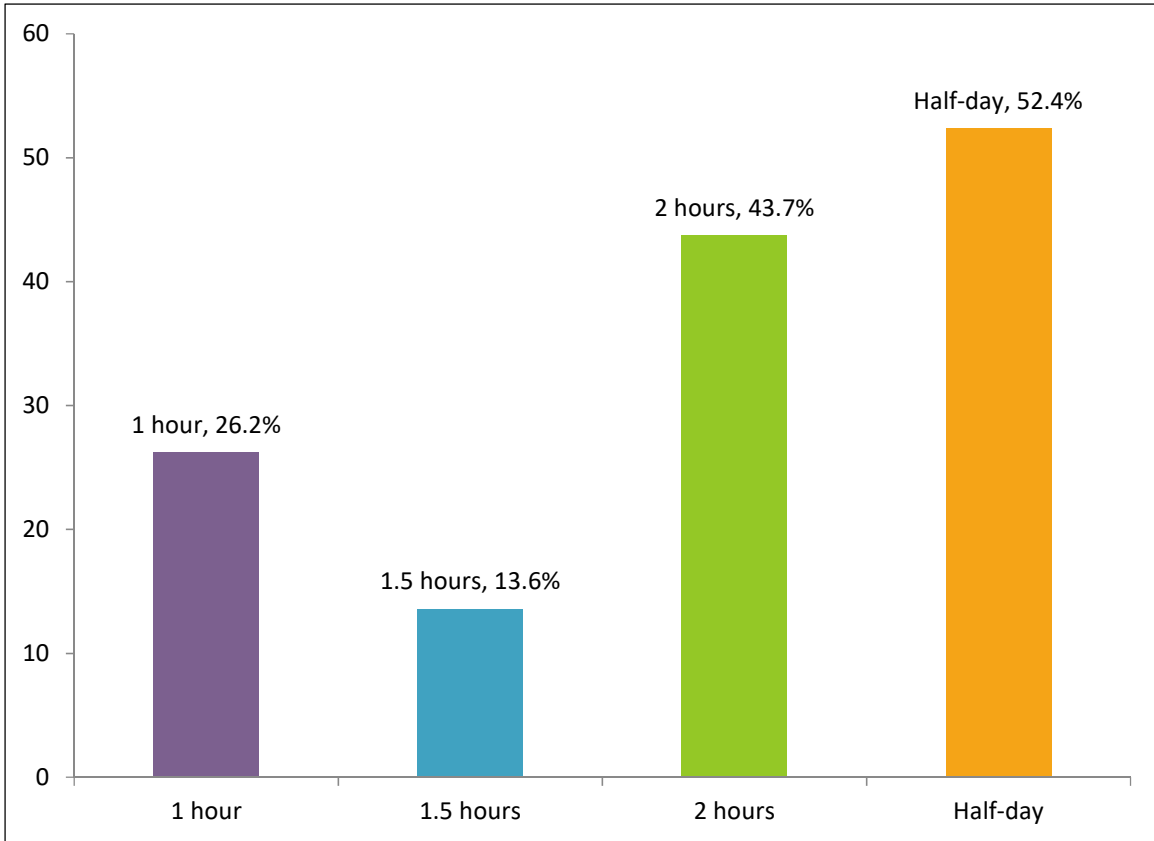


	Percent	Count
1 hour	76.7%	171
1.5 hours	32.7%	73
2 hours	22.0%	49
Half-day	8.5%	19





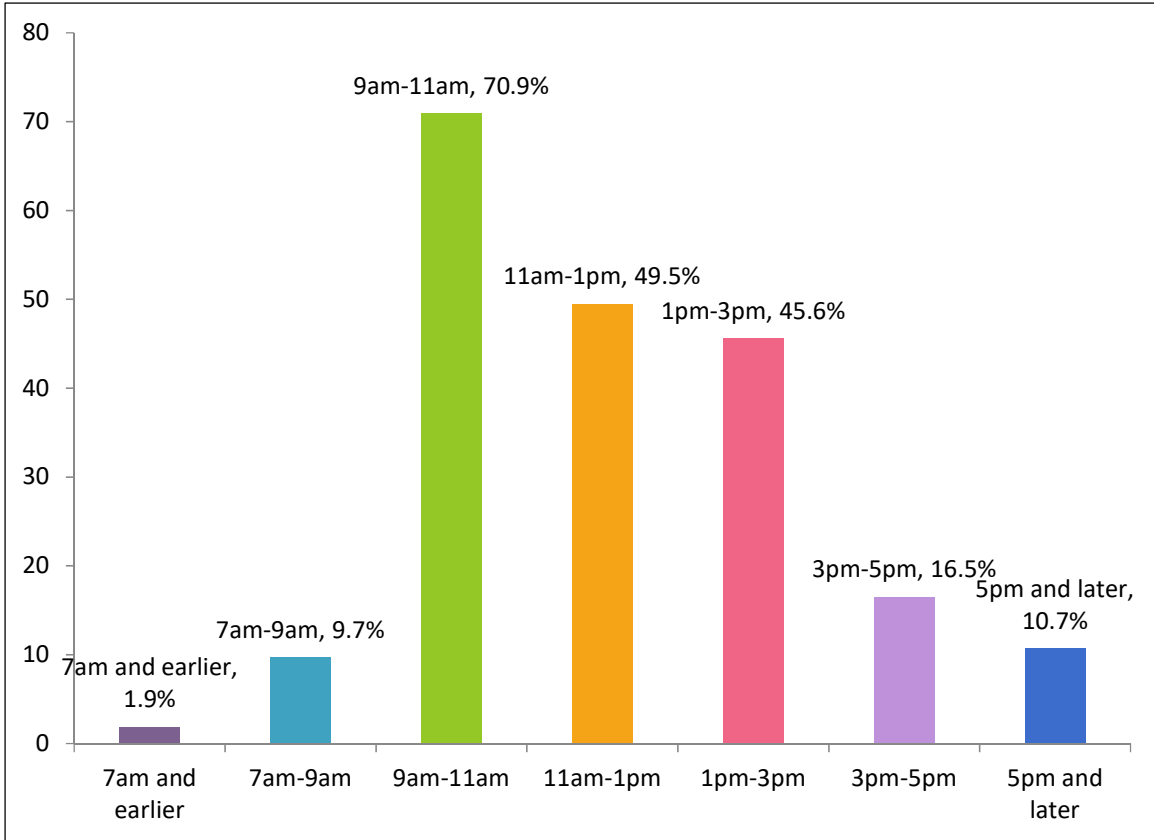
Question 7: Please indicate your preference(s) for the length of time you would like future SFA in person trainings to be delivered. (Select all that apply)



	Percent	Count
1 hour	26.2%	27
1.5 hours	13.6%	14
2 hours	43.7%	45
Half-day	52.4%	54



Question 8: Please indicate your preference(s) on the time of day you would like future SFA trainings to be delivered. (Select all that apply)



	Percent	Count
7am and earlier	1.9%	2
7am-9am	9.7%	10
9am-11am	70.9%	73
11am-1pm	49.5%	51
1pm-3pm	45.6%	47
3pm-5pm	16.5%	17
5pm and later	10.7%	11



Question 9: How helpful have each of the following resources been when you have had a question or needed more information regarding a New York State Early Intervention billing and claiming process and/or policy and procedure?

	Very Helpful	Somewhat Helpful	Helpful	Not At All Helpful	Not Applicable
The PCG Customer Service Call Center	18	10	19	2	54
Knowledge Based Articles posted on the EI Billing website	13	13	18	7	51
Training videos and e-learnings posted on the EI Billing website	14	15	22	3	49
Instructor led webinars	19	14	28	1	41
Onsite training visit(s) facilitated by a PCG trainer	23	10	18	1	51
Bureau of Early Intervention staff	26	20	30	5	22
Other Early Intervention provider(s)	28	22	29	3	21
Insurance companies	3	19	25	24	31



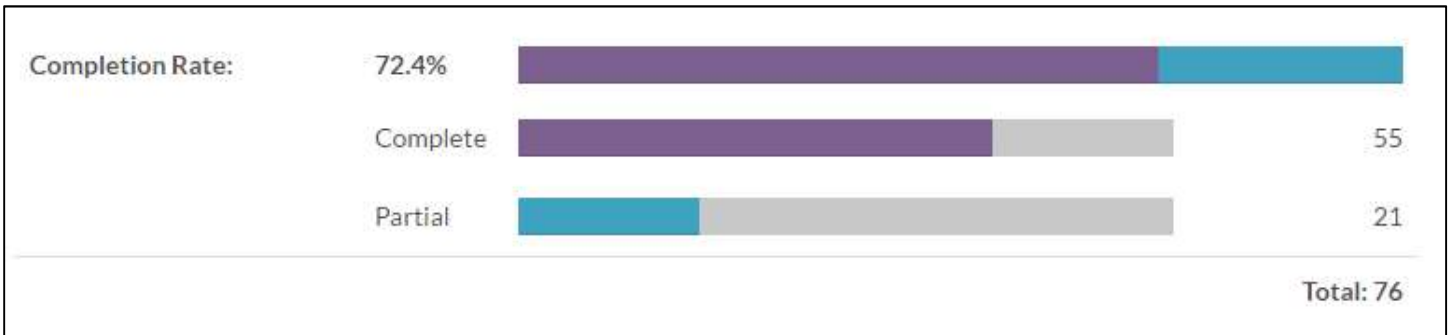
Question 19: Feedback is critical to improve existing training and develop future training. In the table below please indicate what training topics you would like to see in the future, and rate its priority on a scale of 1 to 10, with 1 being low priority and 10 being high priority.

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
Navigating EI Billing	21	4	4	6	11	4	12	9	5	20
Reports in EI Billing	23	3	3	4	14	3	11	11	6	18
Understanding Regulated vs. Non-Regulated Insurance	4	4	2	3	16	2	5	12	10	38
Working Medicaid Claim Rejections & Denials	21	7	6	7	16	4	6	5	6	18
Working Insurance Claim Rejections & Denials	22	7	4	6	18	4	7	4	6	18
Prior Authorization	14	2	4	4	17	5	9	9	10	22
CPT and ICD-10 codes	10	6	7	5	20	8	9	7	9	15

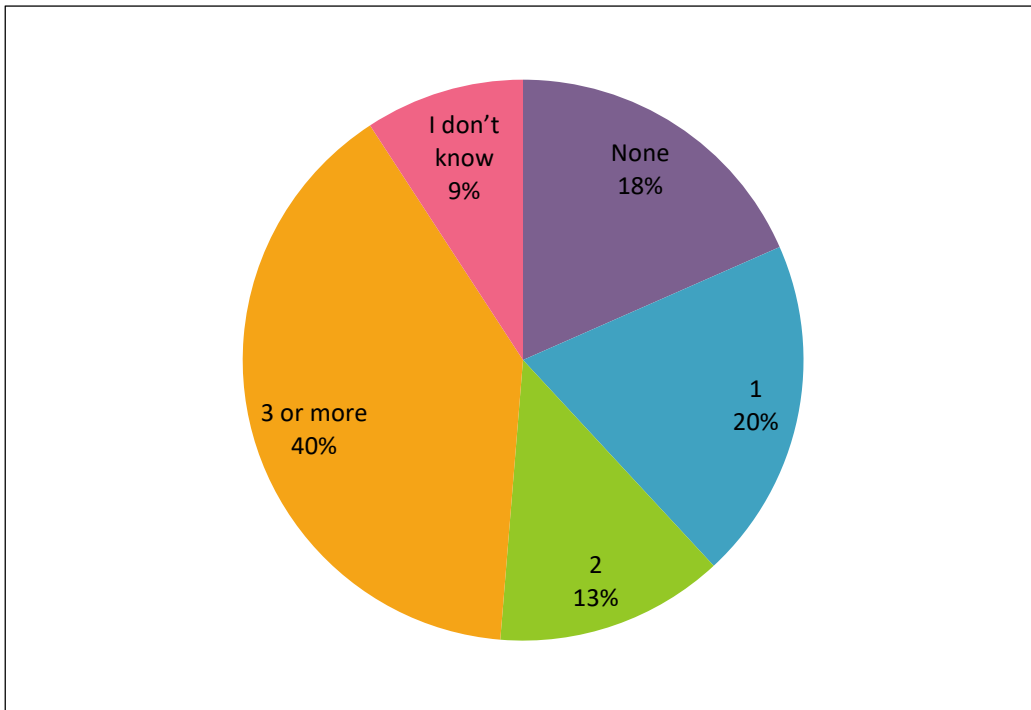


6. EARLY INTERVENTION MANAGER/DIRECTOR

Question 1: New York State Early Intervention management completed the online survey with a 72.4% completion rate.



Question 2: How many PCG instructor led webinar trainings have you ever attended?

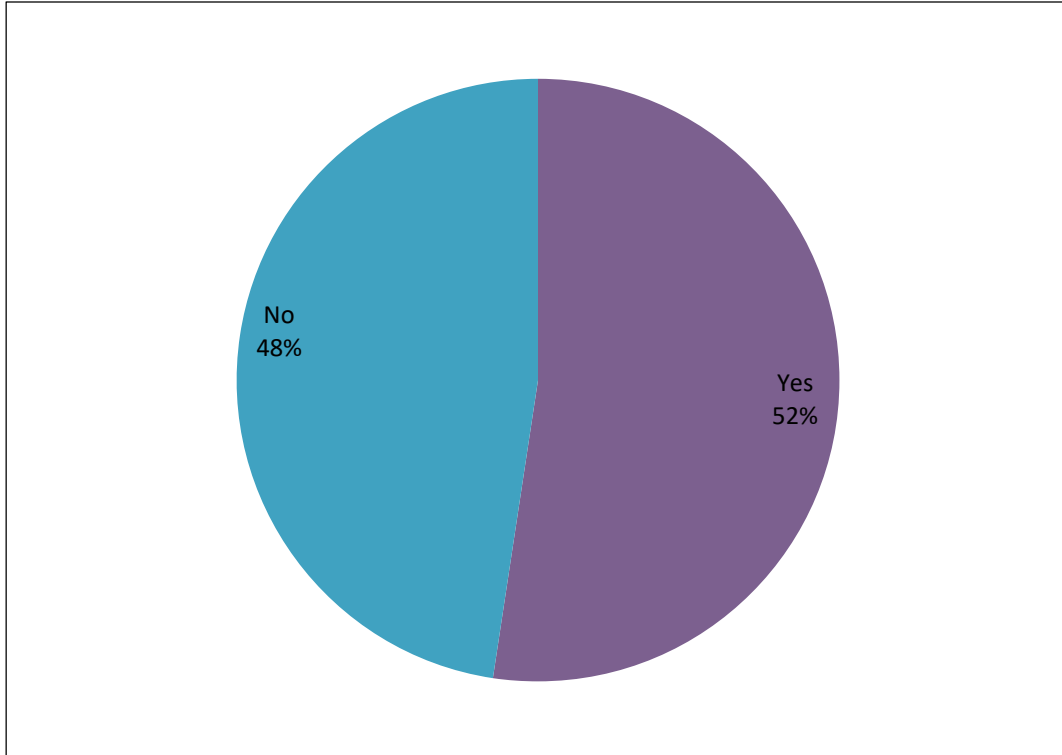


	Percent	Count
None	18.4%	14
1	19.7%	15
2	13.2%	10
3 or more	39.5%	30
I don't know	9.2%	7



The question below was answered by New York State Early Intervention Managers/Director who answered “None” or “I don’t know” to Question 2.

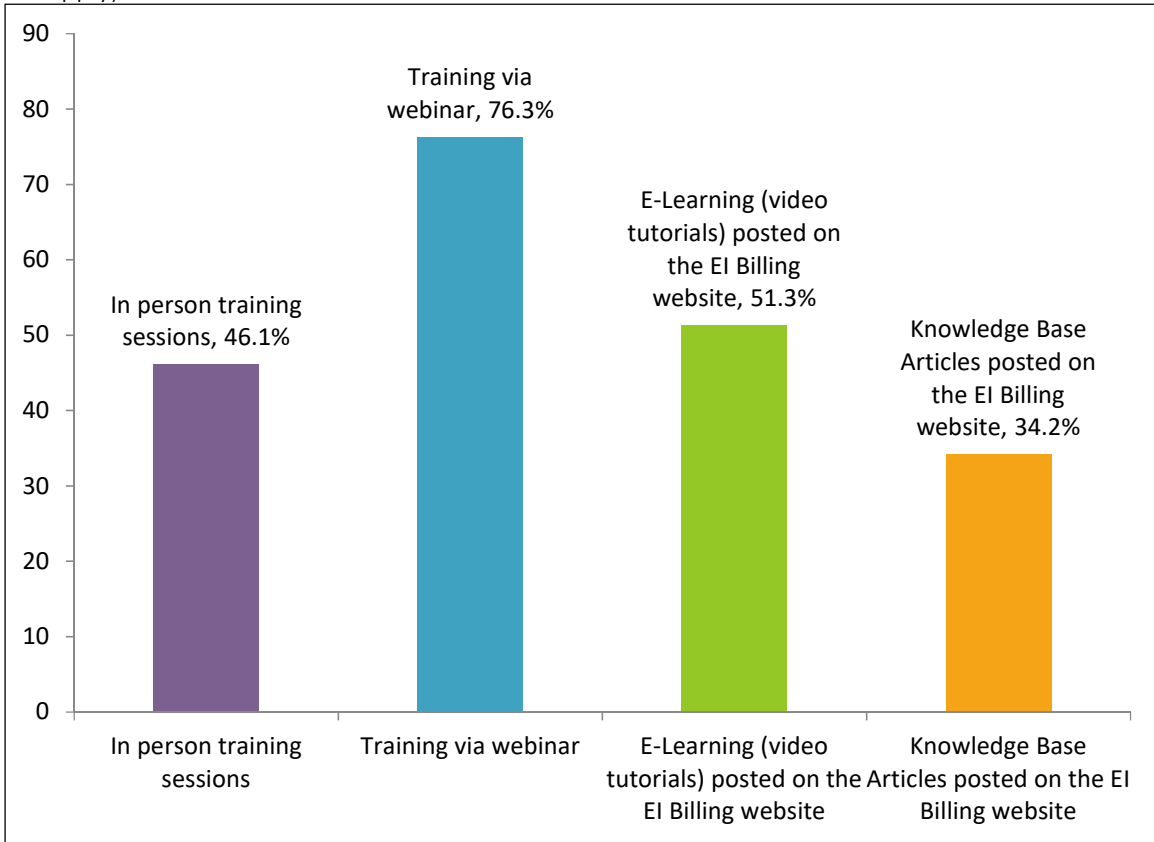
Question 3: Do you receive emails regarding new trainings presented by PCG?



	Percent	Count
Yes	52.4%	11
No	47.6%	10



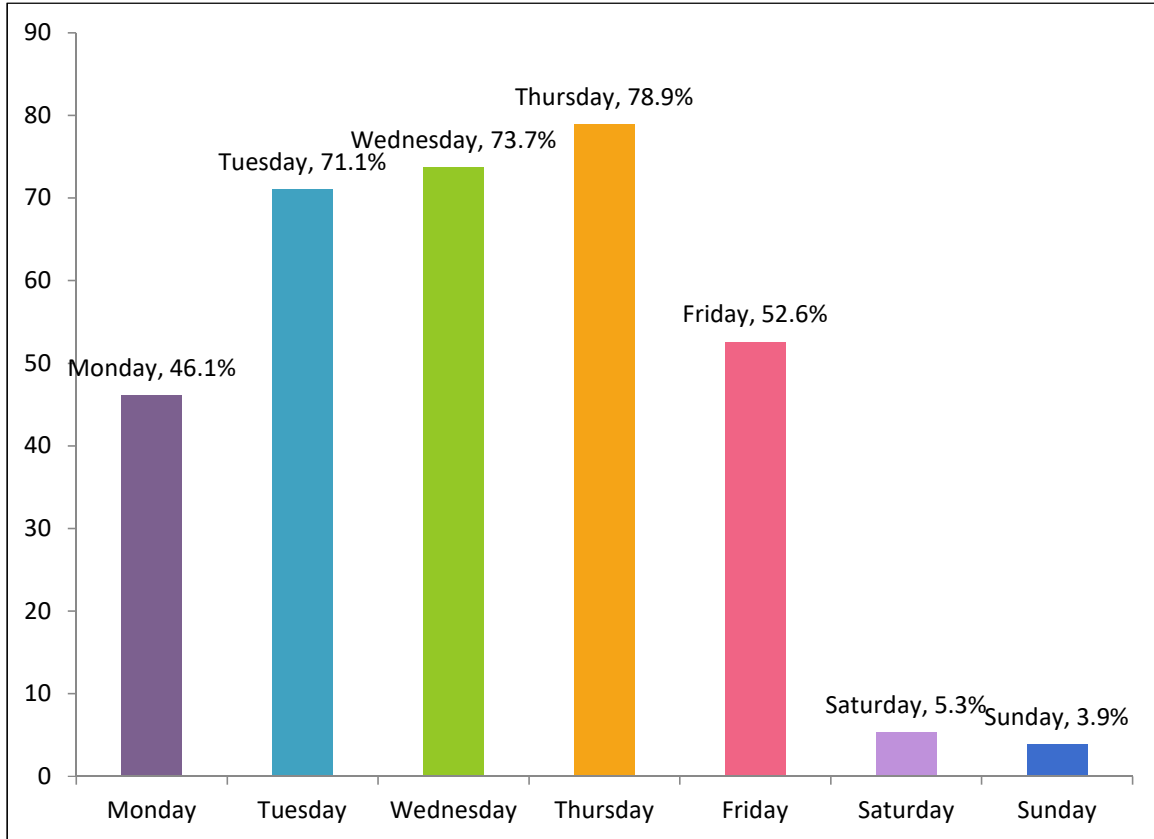
Question 4: Please indicate your preference(s) on how you would like future SFA trainings to be delivered. (Select all that apply)



	Percent	Count
In person training sessions	46.1%	35
Training via webinar	76.3%	58
E-Learning (video tutorials) posted on the EI Billing website	51.3%	39
Knowledge Base Articles posted on the EI Billing website	34.2%	26



Question 5: Please indicate your preference(s) on the day of the week you would like future SFA trainings to be delivered. (Select all that apply)

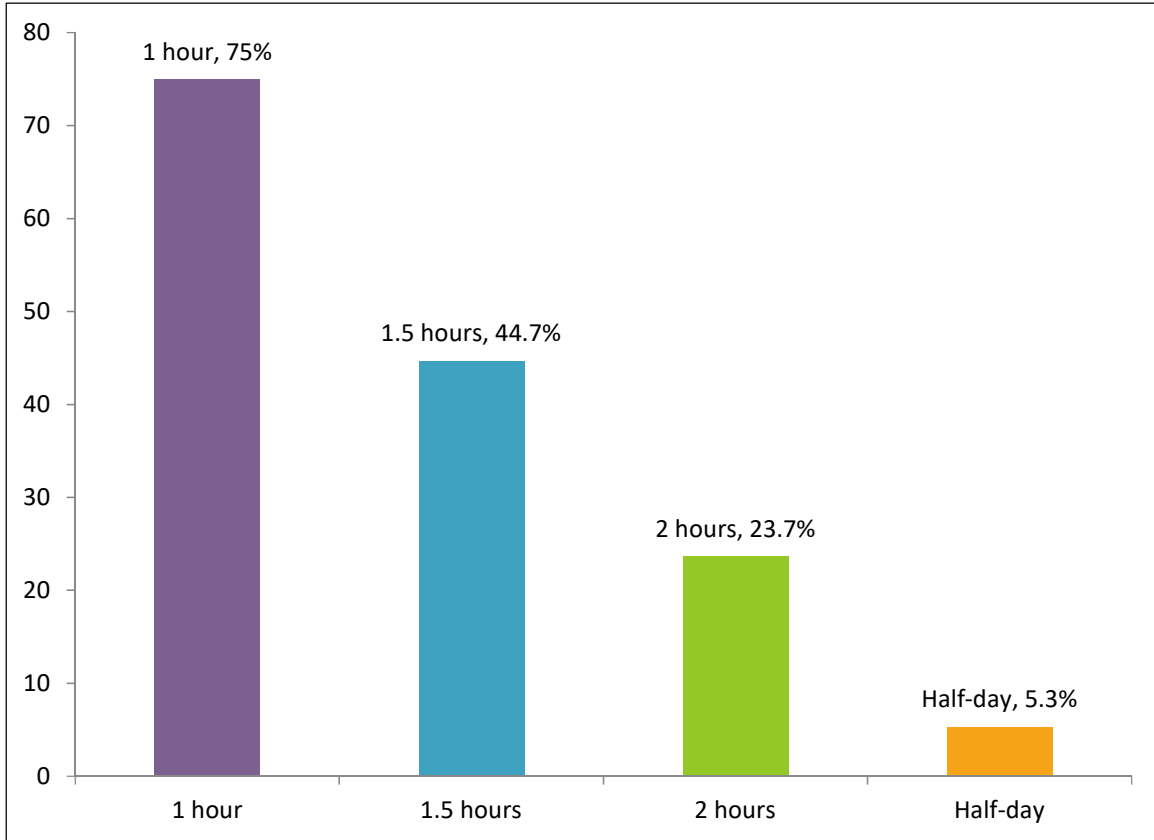


	Percent	Count
Monday	46.1%	35
Tuesday	71.1%	54
Wednesday	73.7%	56
Thursday	78.9%	60
Friday	52.6%	40
Saturday	5.3%	4
Sunday	3.9%	3





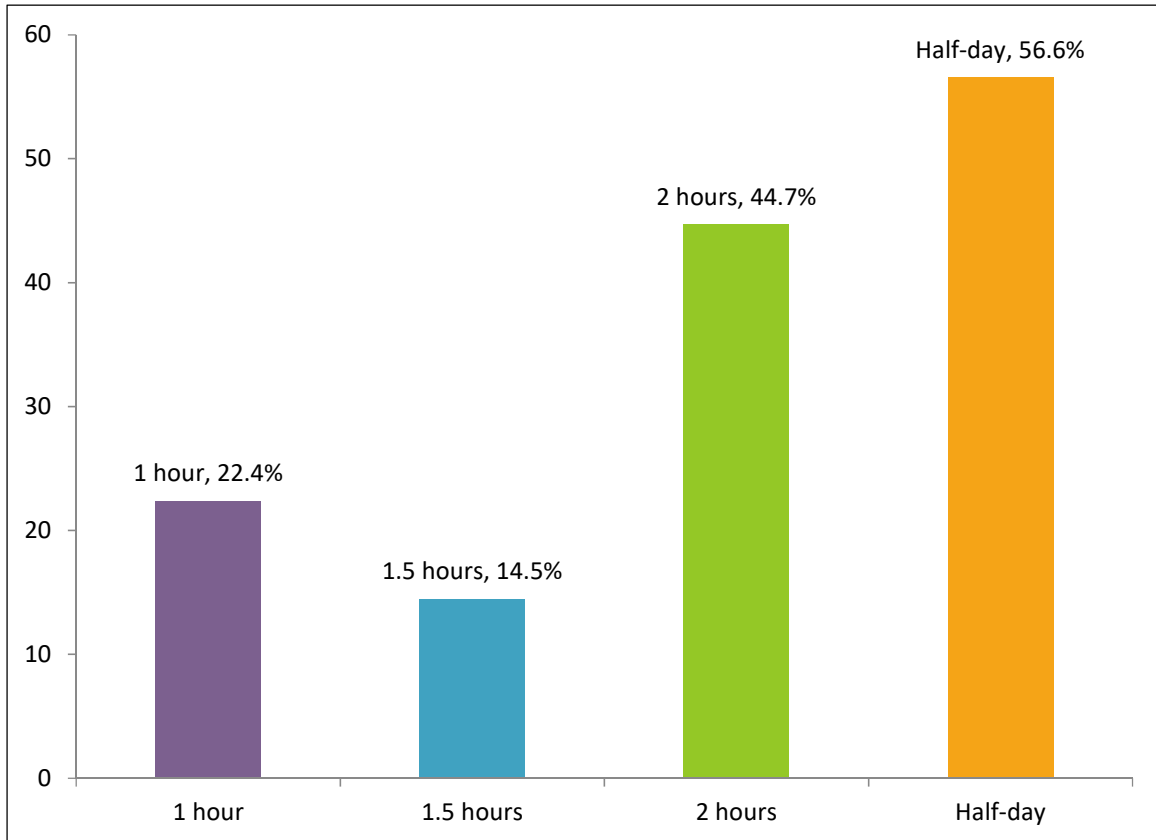
Question 6: Please indicate your preference(s) for the length of time you would like future SFA e-learning trainings to be delivered. (Select all that apply)



	Percent	Count
1 hour	75.0%	57
1.5 hours	44.7%	34
2 hours	23.7%	18
Half-day	5.3%	4



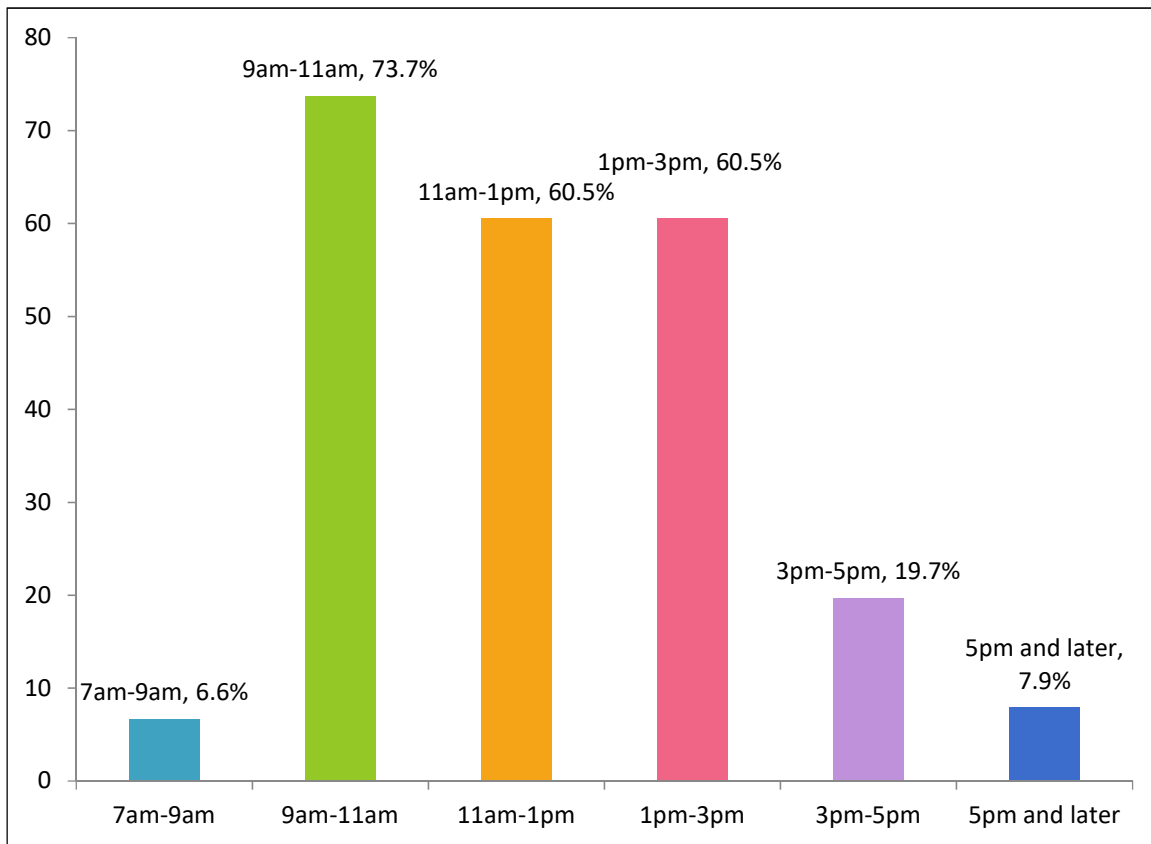
Question 7: Please indicate your preference(s) for the length of time you would like future SFA in person trainings to be delivered. (Select all that apply)



	Percent	Count
1 hour	22.4%	17
1.5 hours	14.5%	11
2 hours	44.7%	34
Half-day	56.6%	43



Question 8: Please indicate your preference(s) on the time of day you would like future SFA trainings to be delivered. (Select all that apply)



	Percent	Count
7am-9am	6.6%	5
9am-11am	73.7%	56
11am-1pm	60.5%	46
1pm-3pm	60.5%	46
3pm-5pm	19.7%	15
5pm and later	7.9%	6

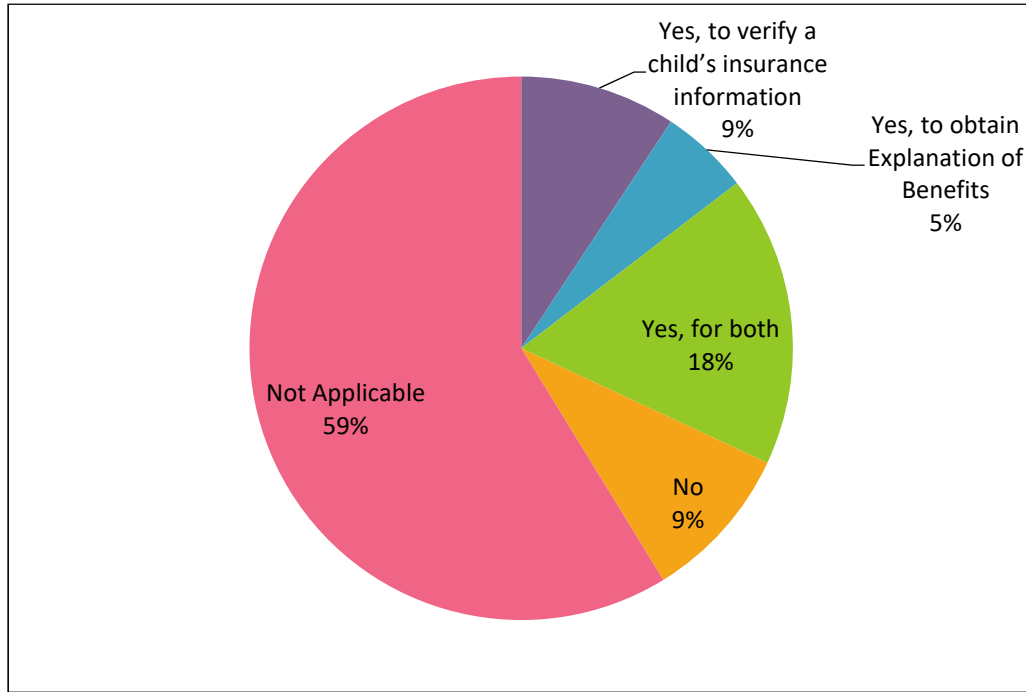


Question 9: How helpful have each of the following resources been when you have had a question or needed more information regarding a New York State Early Intervention billing and claiming process and/or policy and procedure?

	Very Helpful	Somewhat Helpful	Helpful	Not At All Helpful	Not Applicable
The PCG Customer Service Call Center	30	17	10	4	15
Knowledge Based Articles posted on the EI Billing website	11	19	23	4	19
Training videos and e-learnings posted on the EI Billing website	14	13	26	3	20
Instructor led webinars	19	12	20	1	24
Onsite training visit(s) facilitated by a PCG trainer	17	3	6	0	50
Bureau of Early Intervention staff	21	13	23	4	15
Other Early Intervention provider(s)	17	12	19	3	25
Insurance companies	4	2	14	34	22



Question 10: Have PCG training resources been helpful in assisting you with creating log-ins and using insurance websites to verify a child’s insurance information and/or to obtain Explanation of Benefits (EOBs)?

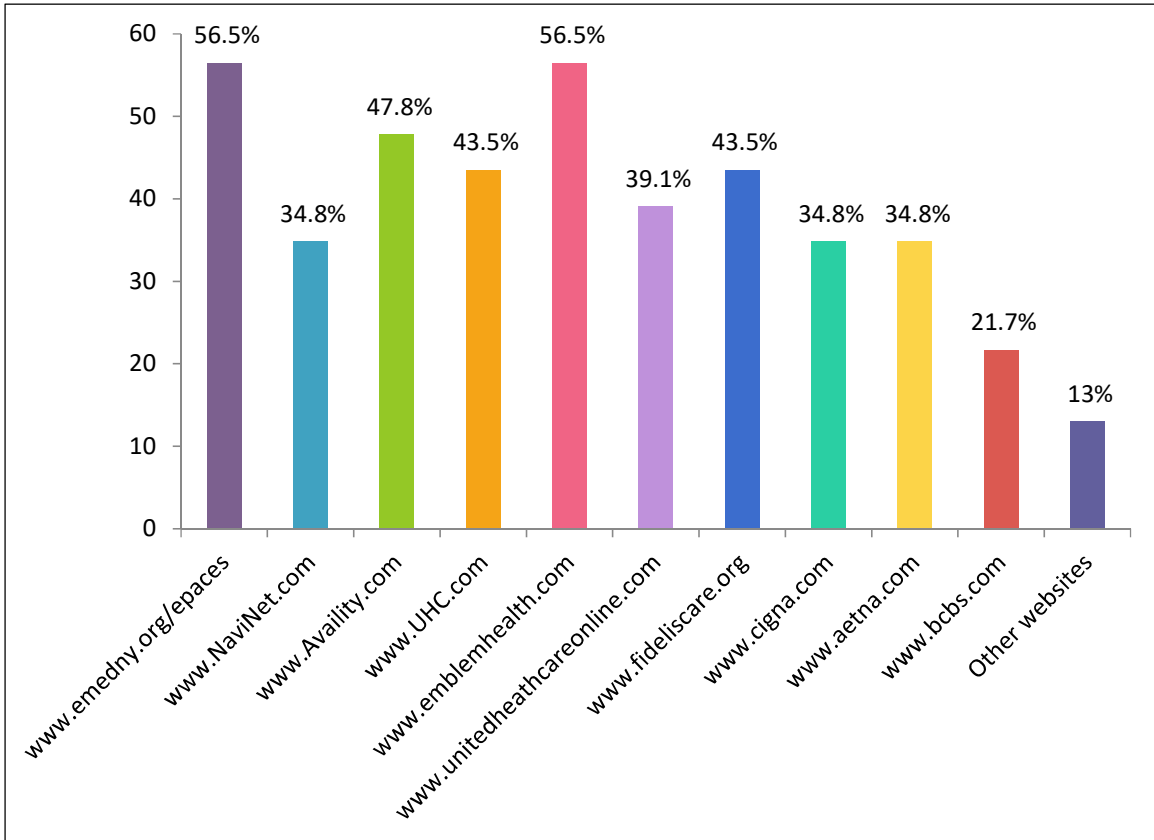


	Percent	Count
Yes, to verify a child’s insurance information	9.3%	7
Yes, to obtain Explanation of Benefits	5.3%	4
Yes, for both	17.3%	13
No	9.3%	7
Not Applicable	58.7%	44



The question below was answered by New York State Early Intervention Manager/Directors who answered “Yes, to verify a child’s insurance”, “Yes, to obtain Explanation of Benefits”, and “Yes, for both” to Question 10.

Question 11: Select the insurance websites you use to verify a child’s insurance information and/or to obtain Explanation of Benefits (EOBs). (Select all that apply)



	Percent	Count
www.emedny.org/epaces	56.5%	13
www.NaviNet.com	34.8%	8
www.Availity.com	47.8%	11
www.UHC.com	43.5%	10
www.emblemhealth.com	56.5%	13
www.unitedhealthcareonline.com	39.1%	9
www.fideliscare.org	43.5%	10
www.cigna.com	34.8%	8
www.aetna.com	34.8%	8
www.bcbs.com	21.7%	5
Other websites	13.0%	3



Question 12: How helpful have PCG training resources been with assisting you with each of the following?

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Locate a child's personal and insurance information.	10	14	6	4	34
Find a claim's billing date, billed amount, service type, and amount paid by Medicaid/Commercial Insurance and Escrow.	16	17	7	1	28
Find claims pending over 25 days from date submitted without Electronic Remittance Advice (ERA) data or an Explanation of Benefits (EOB) posted.	13	9	9	1	37
Obtain data regarding the amount of claims and dollar amount pending payment from Medicaid, Insurance, and/or Escrow.	12	11	14	1	30
Review claims denied or rejected by Medicaid and Commercial Insurance	11	12	14	5	26
Create and manage multiple users in EI Billing	8	13	6	1	40



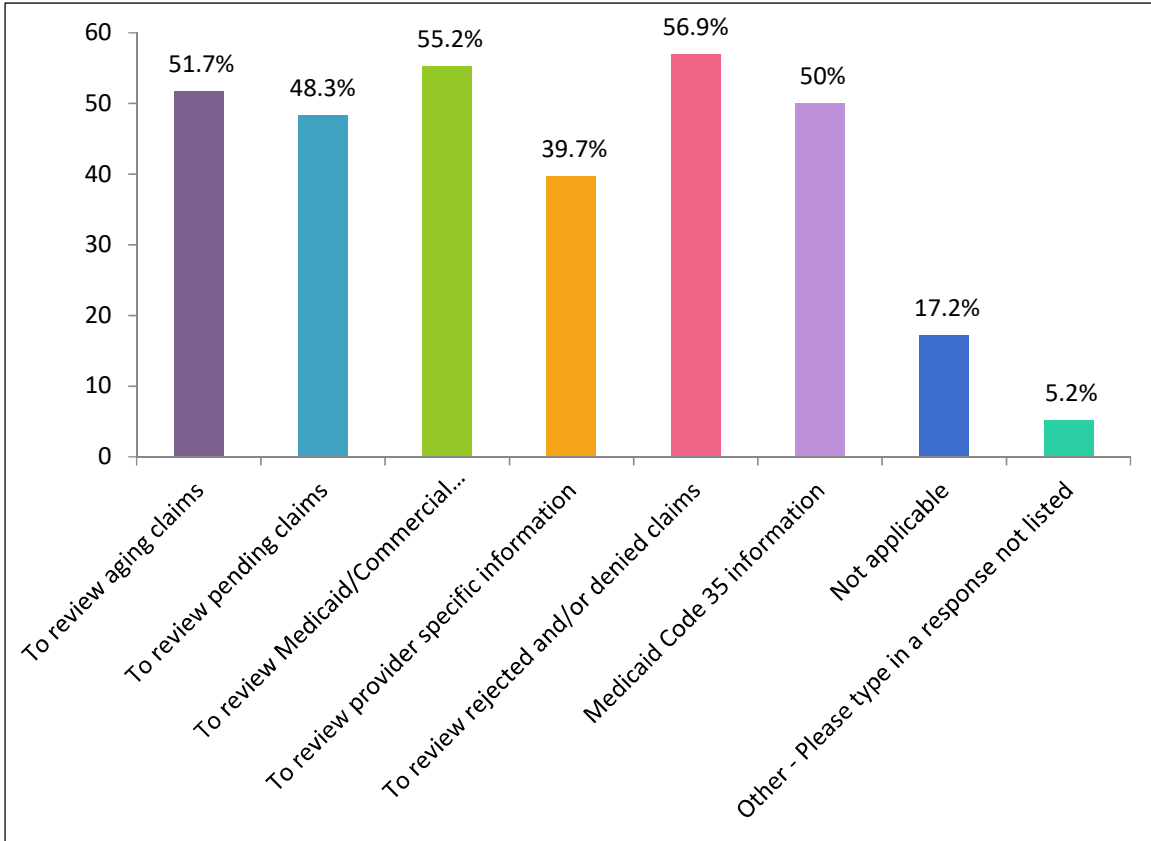
Question 13: How helpful have PCG training resources been with assisting you with each of the following?

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Obtain prior authorization for New York State Regulated insurance plans and New York State Non-Regulated plans with a parent/guardian's consent to bill	5	6	6	11	32
Correctly enter and/or update a child's ICD-10 code(s), CPT code(s), and unit(s) in EI Billing.	5	15	9	4	27
Correctly enter and/or update billing and rendering physician information in EI Billing.	7	13	7	3	30
Identify the reason(s) why a claim was rejected/denied by a payer	9	12	15	3	20
Explain how to correct a rejected/denied claim	8	13	11	6	22
Enter Explanation of Benefits in EI Billing	9	12	7	1	31





Question 14: How do you use the SFA EI Billing reports? (Select all that apply)?



	Percent	Count
To review aging claims	51.7%	30
To review pending claims	48.3%	28
To review Medicaid/Commercial Insurance/Escrow payments	55.2%	32
To review provider specific information	39.7%	23
To review rejected and/or denied claims	56.9%	33
Medicaid Code 35 information	50.0%	29
Not applicable	17.2%	10
Other - Please type in a response not listed	5.2%	3



*Question 15:* Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Claims Aging Summary by Provider	7	13	13	4	20
Claims Aging Summary by Municipality	6	14	8	3	26
Claims Aging Summary by Payer	7	14	12	2	22
Claims Aging Detail Report	9	15	12	3	18

*Question 16:* Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Adjudicated Claims Turnaround Summary by Municipality	6	8	8	8	27
Adjudicated Claims Turnaround Summary by Provider	7	6	8	8	28
Adjudicated Claims Turnaround Summary by Payer	7	7	7	8	28
Adjudicated Claims Turnaround Detail	7	8	6	8	28

*Question 17:* Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Summary Trend by Month	5	8	10	6	28
Summary by Municipality	4	12	9	6	26
Summary by Provider	5	9	12	5	26
Summary by Payer for Provider Payment	5	9	10	7	26
Summary by Service Type	5	7	10	6	29



Question 18: Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Detail Claims	11	22	7	3	14
Detail Transaction	7	17	9	3	21
Claims Needing Attention Detail	12	21	7	1	16
Medicaid Code 35 Error	14	18	7	4	14
Payment Summary by Service Month	8	16	7	4	22
Municipality Expense and Revenue	5	15	4	3	30
Municipality of Residence/Fiscal Responsibility Differences	4	12	3	5	33
Voided Transaction	5	16	6	3	27



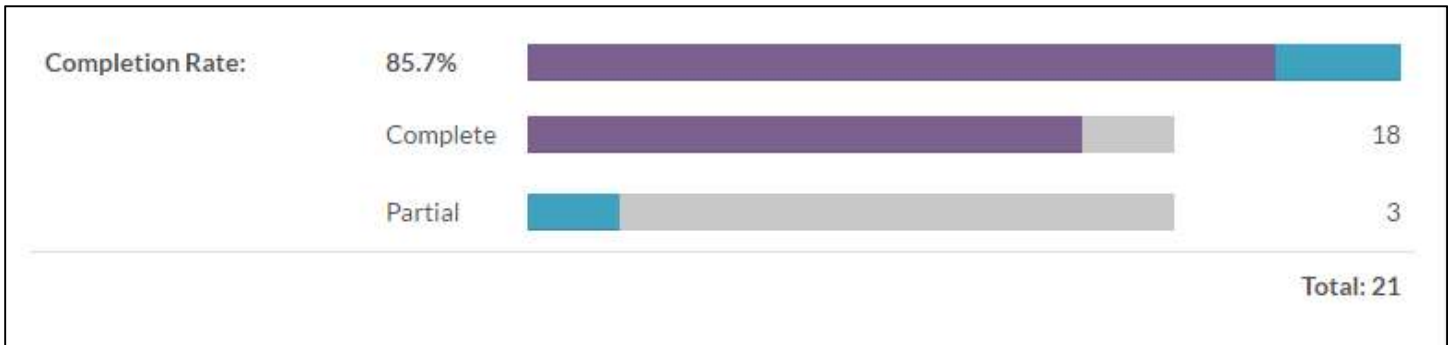
Question 19: Feedback is critical to improve existing training and develop future training. In the table below please indicate what training topics you would like to see in the future, and rate its priority on a scale of 1 to 10, with 1 being low priority and 10 being high priority.

	1	2	3	4	5	6	7	8	9	10
Navigating EI Billing	7	0	0	1	7	5	4	3	3	25
Reports in EI Billing	3	2	0	0	8	4	5	5	1	27
Understanding Regulated vs. Non-Regulated Insurance	10	0	3	1	7	5	6	8	2	13
Working Medicaid Claim Rejections & Denials	3	0	0	1	5	1	3	6	4	32
Working Insurance Claim Rejections & Denials	4	2	0	1	7	0	1	3	6	31
Prior Authorization	6	0	3	1	5	3	3	10	5	19
CPT and ICD-10 codes	10	3	2	1	10	2	4	8	3	12

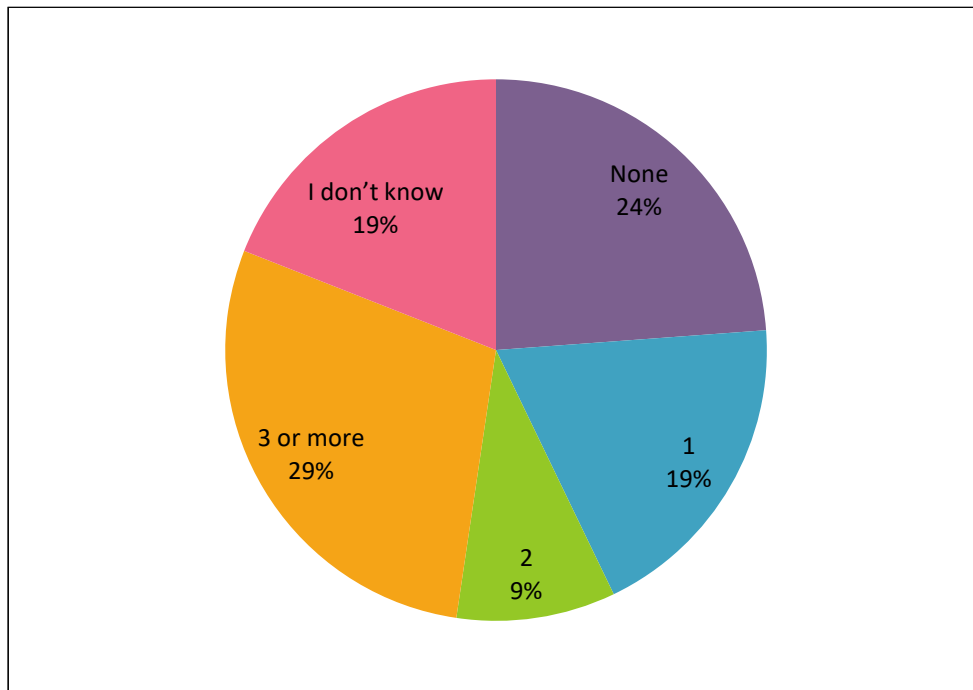


7. EARLY INTERVENTION OFFICIAL/DESIGNEE RESULTS

Question 1: New York State Early Intervention Official/Designee completed the online survey with an 85.7% completion rate.



Question 2: How many PCG instructor led webinar trainings have you ever attended?

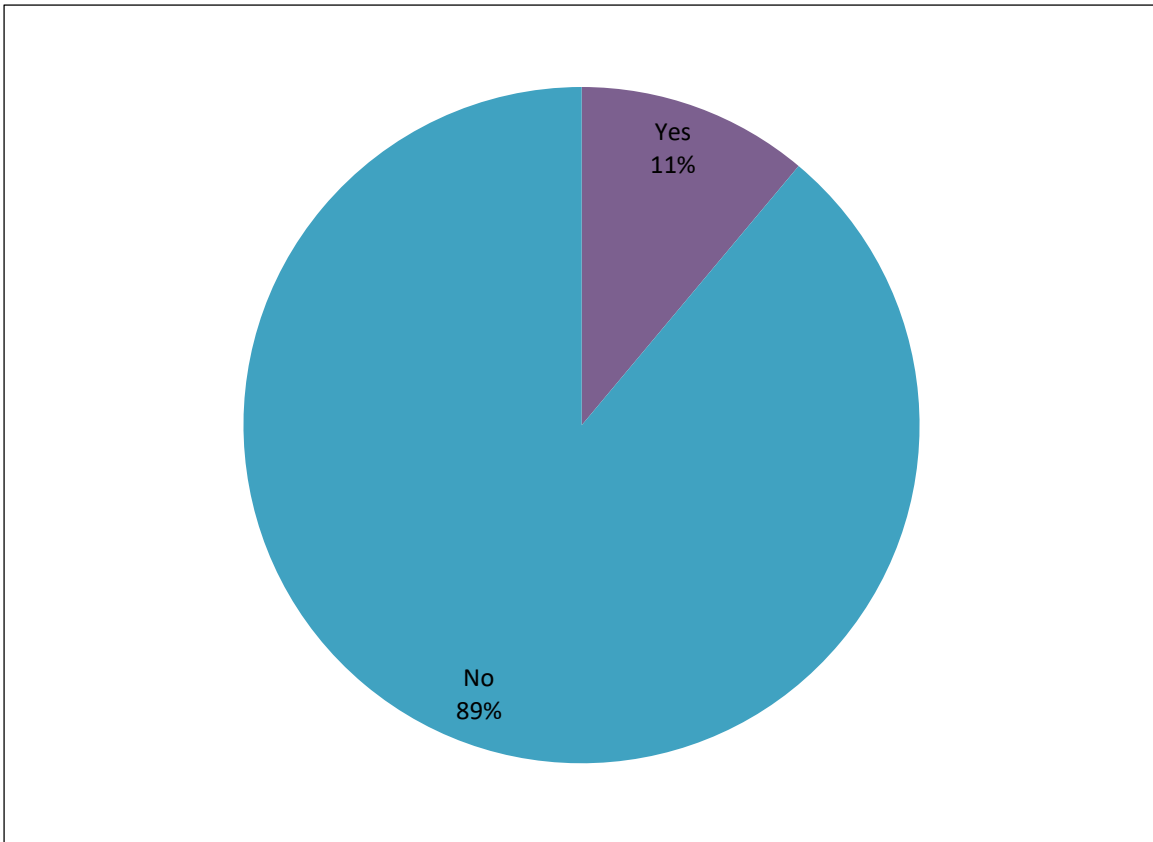


	Percent	Count
None	23.8%	5
1	19.0%	4
2	9.5%	2
3 or more	28.6%	6
I don't know	19.0%	4



The question below was answered by New York State Early Intervention Officials/Designees who answered “None” or “I don’t know” to Question 2

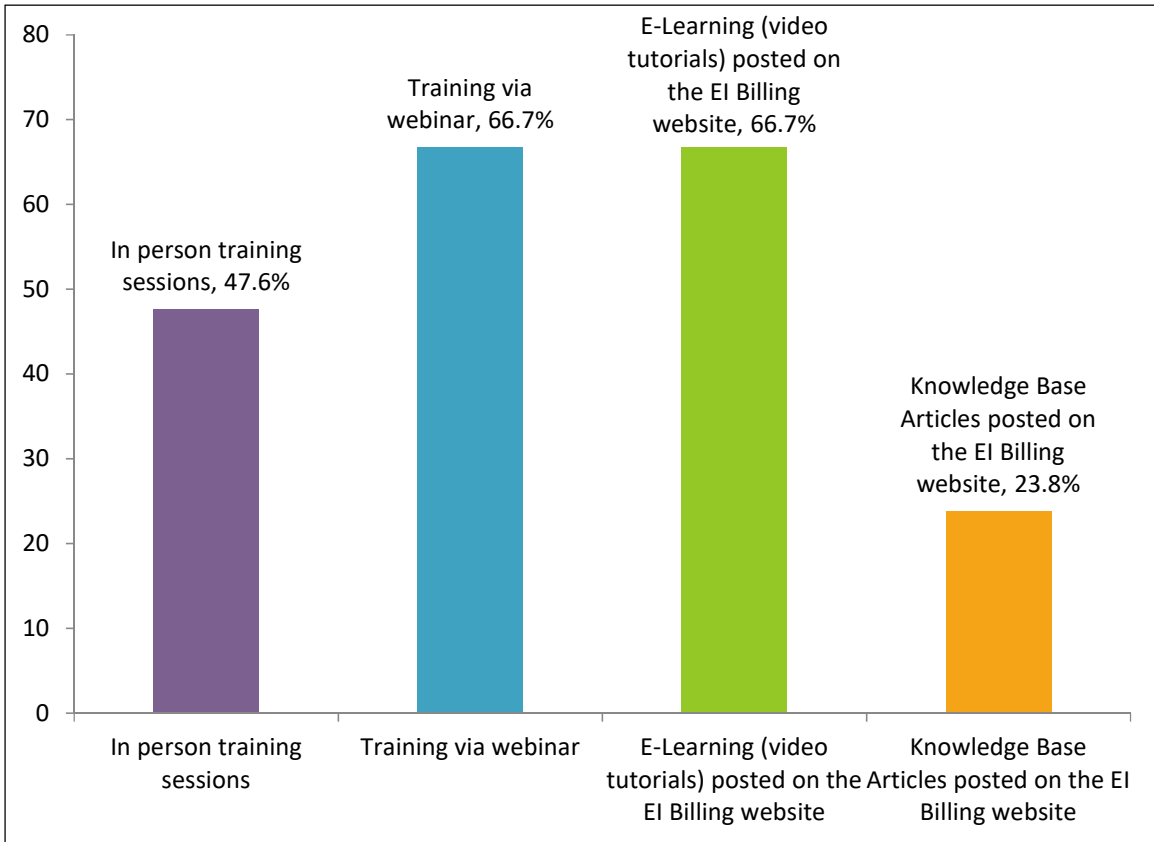
Question 3: Do you receive emails regarding new trainings presented by PCG?



	Percent	Count
Yes	11.1%	1
No	88.9%	8



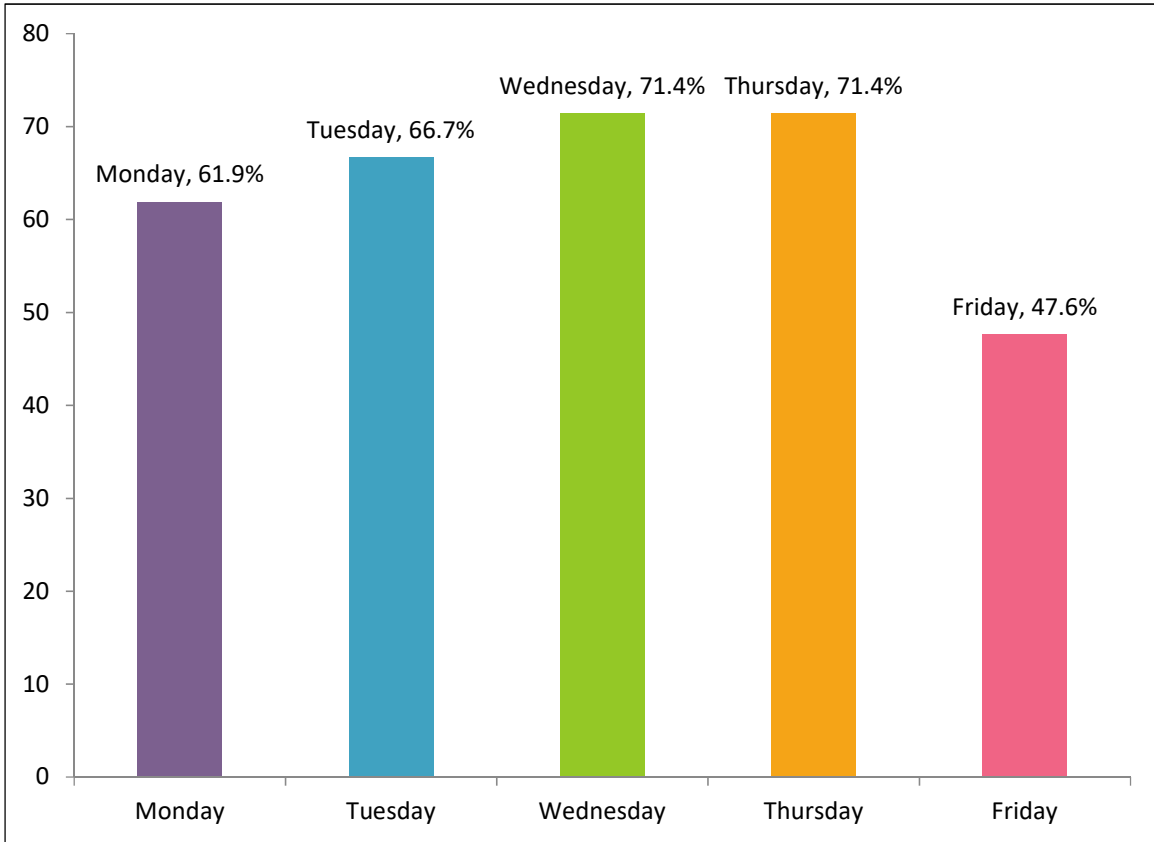
Question 4: Please indicate your preference(s) on how you would like future SFA trainings to be delivered. (Select all that apply)



	Percent	Count
In person training sessions	47.6%	10
Training via webinar	66.7%	14
E-Learning (video tutorials) posted on the EI Billing website	66.7%	14
Knowledge Base Articles posted on the EI Billing website	23.8%	5



Question 5: Please indicate your preference(s) on the day of the week you would like future SFA trainings to be delivered. (Select all that apply)

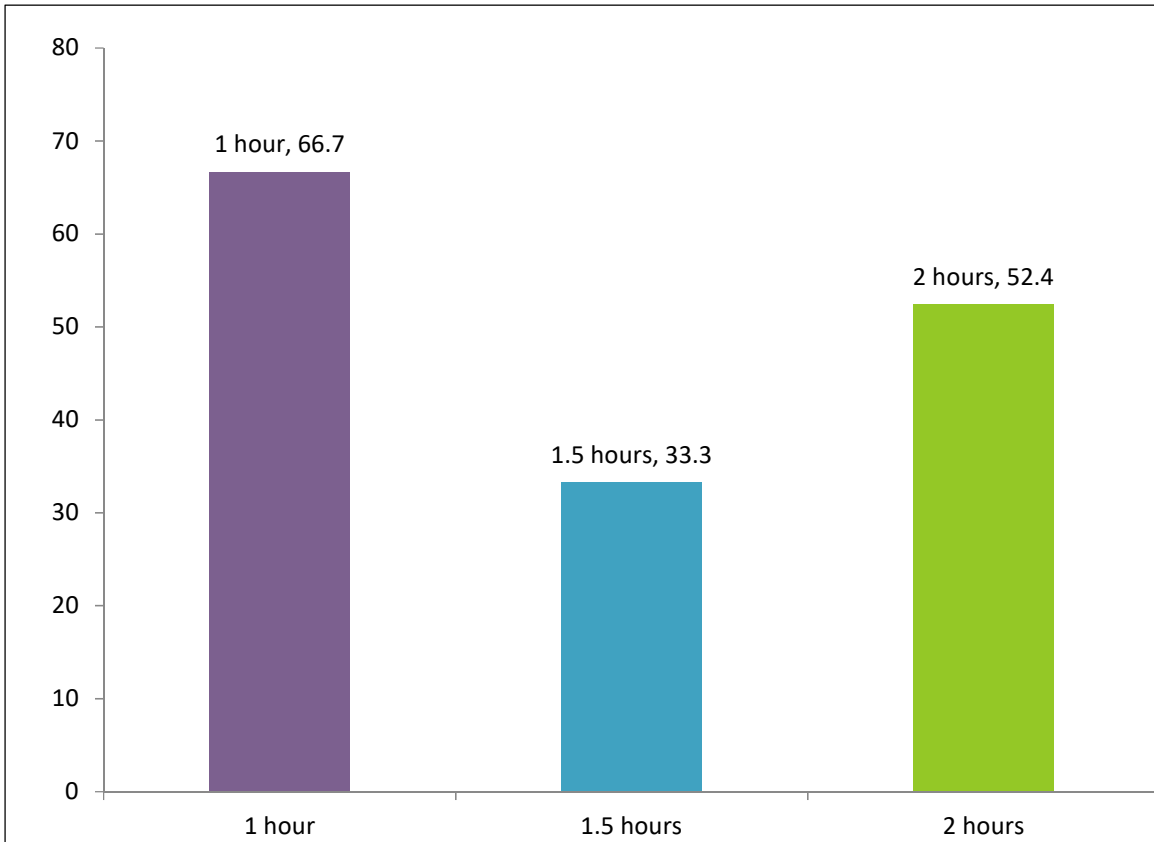


	Percent	Count
Monday	61.9%	13
Tuesday	66.7%	14
Wednesday	71.4%	15
Thursday	71.4%	15
Friday	47.6%	10
Saturday	0	0
Sunday	0	0





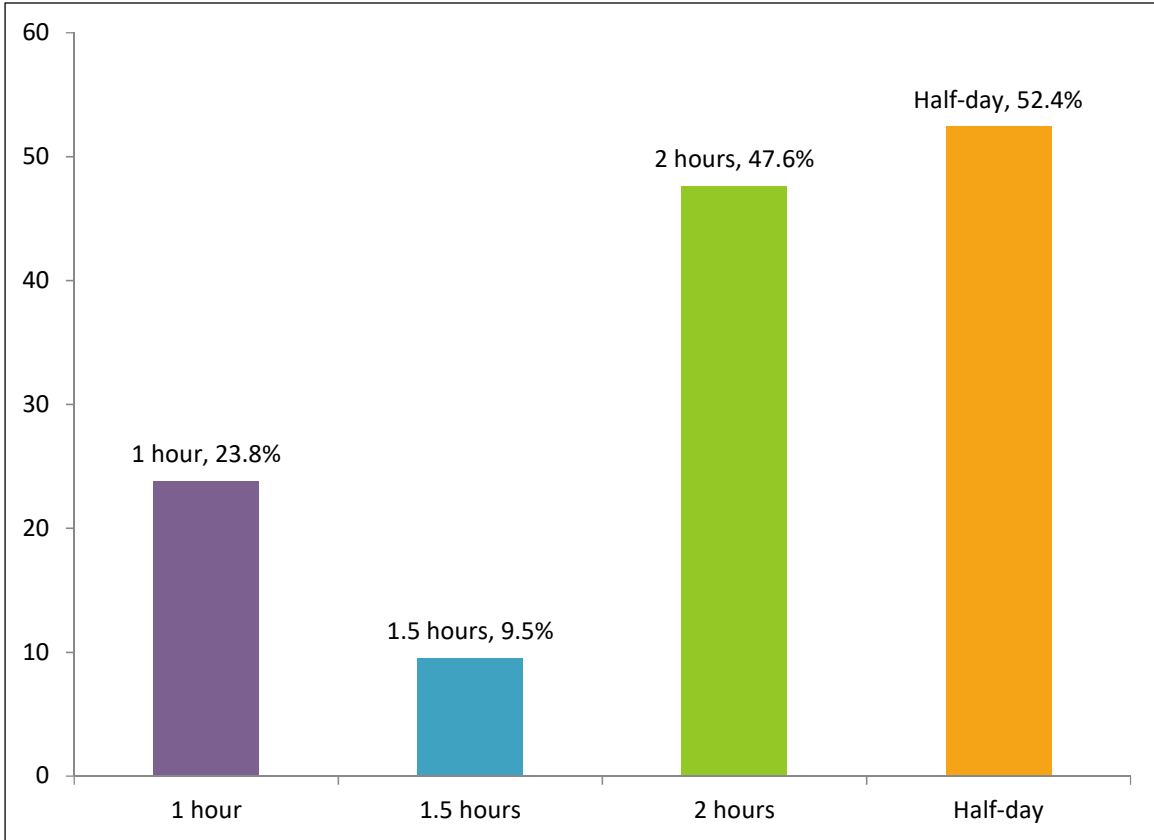
Question 6: Please indicate your preference(s) for the length of time you would like future SFA e-learning trainings to be delivered. (Select all that apply)



	Percent	Count
1 hour	66.7%	14
1.5 hours	33.3%	7
2 hours	52.4%	11
Half-day	0	0



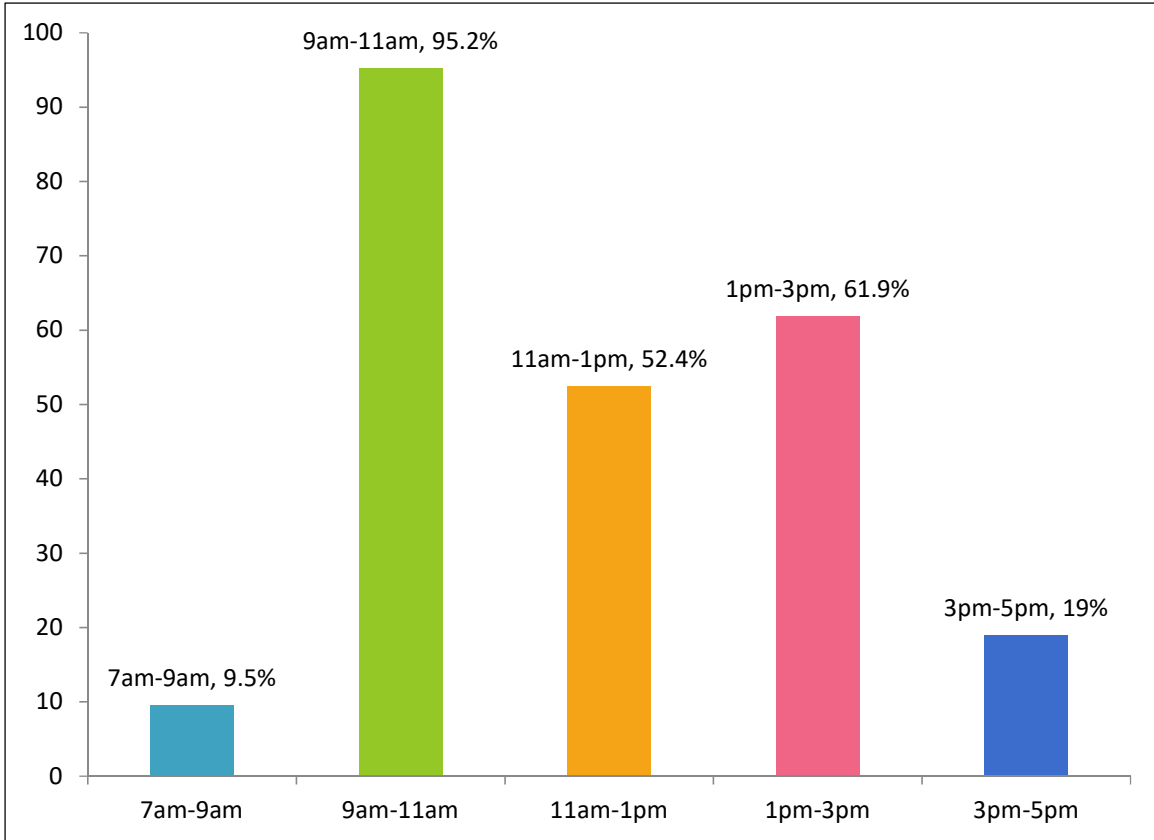
Question 7: Please indicate your preference(s) for the length of time you would like future SFA in person trainings to be delivered. (Select all that apply)



	Percent	Count
1 hour	23.8%	5
1.5 hours	9.5%	2
2 hours	47.6%	10
Half-day	52.4%	11



Question 8: Please indicate your preference(s) on the time of day you would like future SFA trainings to be delivered. (Select all that apply)



	Percent	Count
7am-9am	9.5%	2
9am-11am	95.2%	20
11am-1pm	52.4%	11
1pm-3pm	61.9%	13
3pm-5pm	19.0%	4
5pm and later	0	0

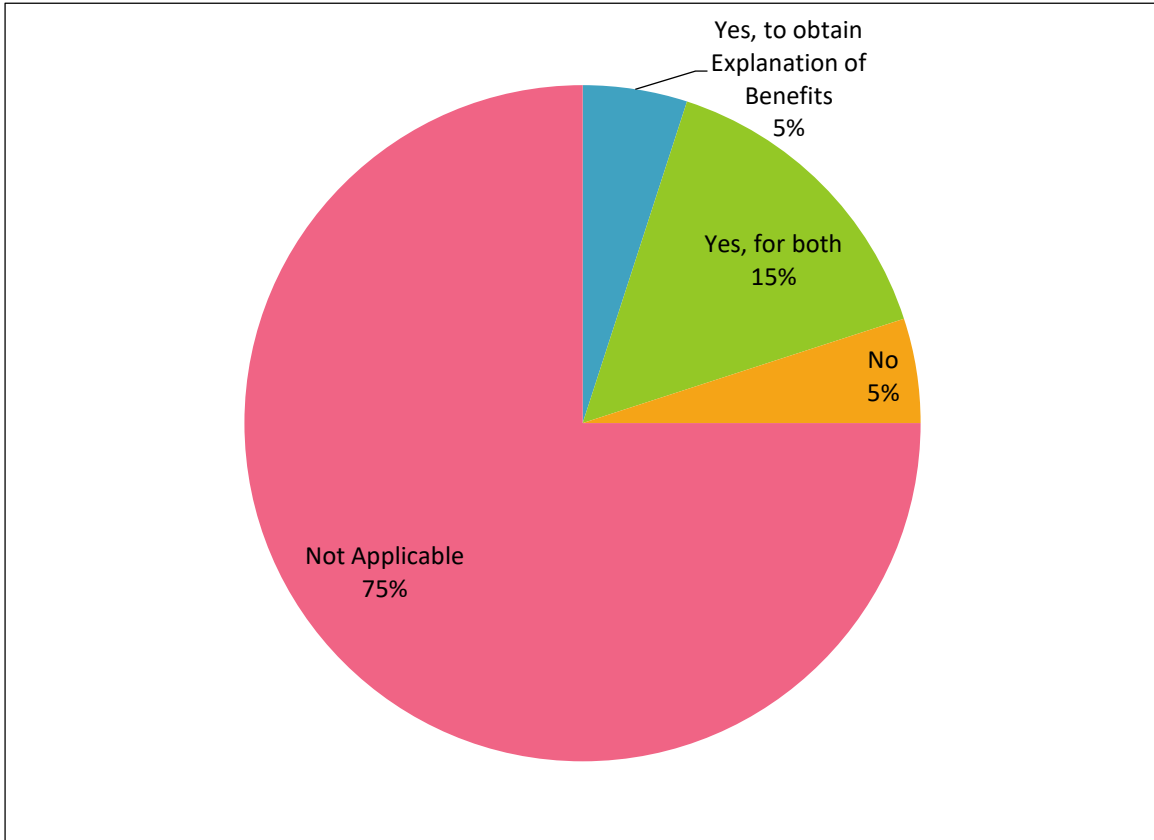


Question 9: How helpful have each of the following resources been when you have had a question or needed more information regarding a New York State Early Intervention billing and claiming process and/or policy and procedure?

	Very Helpful	Somewhat Helpful	Helpful	Not At All Helpful	Not Applicable
The PCG Customer Service Call Center	5	2	5	0	8
Knowledge Based Articles posted on the EI Billing website	2	5	5	0	9
Training videos and e-learnings posted on the EI Billing website	3	5	5	1	7
Instructor led webinars	3	3	7	0	8
Onsite training visit(s) facilitated by a PCG trainer	2	0	4	0	14
Bureau of Early Intervention staff	4	8	5	0	3
Other Early Intervention provider(s)	4	4	8	1	3
Insurance companies	1	2	4	4	9



Question 10: Have PCG training resources been helpful in assisting you with creating log-ins and using insurance websites to verify a child’s insurance information and/or to obtain Explanation of Benefits (EOBs)?

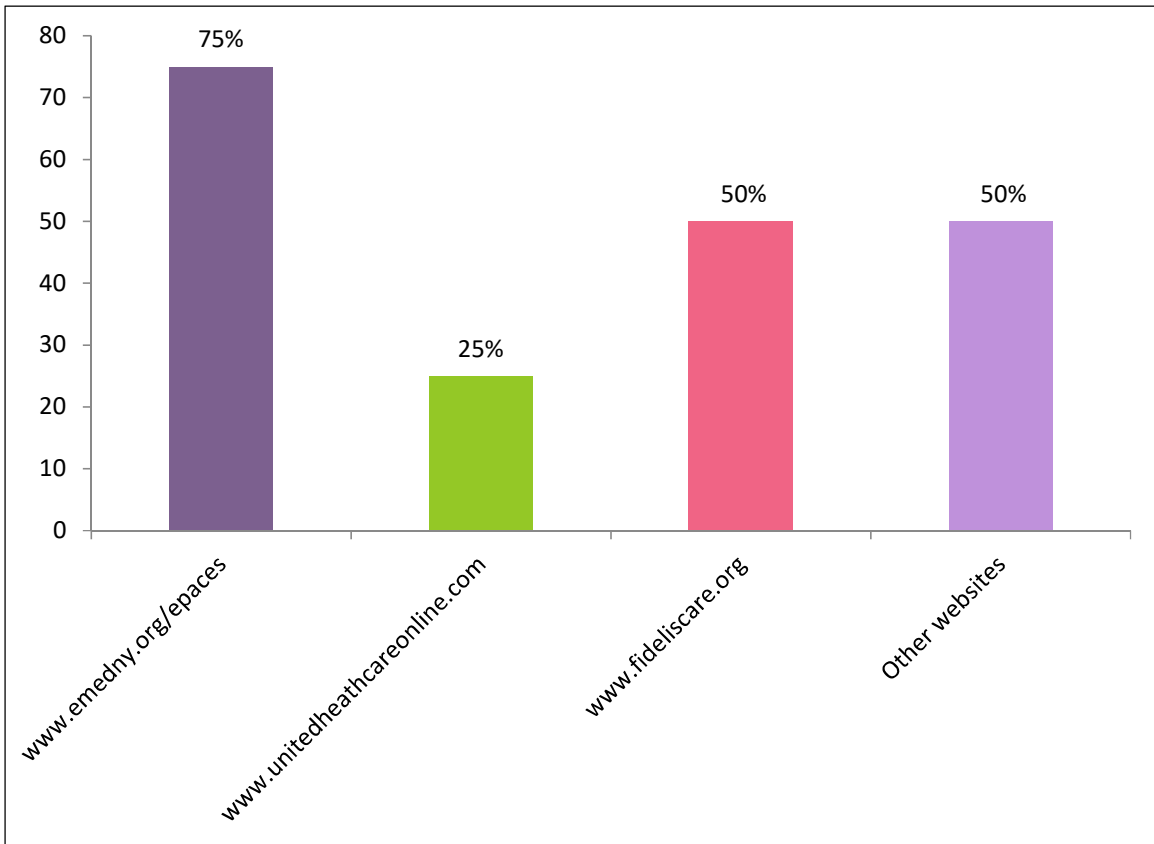


	Percent	Count
Yes, to verify a child’s insurance information	0	0
Yes, to obtain Explanation of Benefits	5.0%	1
Yes, for both	15.0%	3
No	5.0%	1
Not Applicable	75.0%	15



The question below was answered by New York State Early Intervention Official/Designees who answered “Yes, to verify a child’s insurance”, “Yes, to obtain Explanation of Benefits”, and “Yes, for both” to Question 10.

Question 11: Select the insurance websites you use to verify a child’s insurance information and/or to obtain Explanation of Benefits (EOBs). (Select all that apply)



	Percent	Count
www.emedny.org/epaces	75.0%	3
www.NaviNet.com	0	0
www.Availity.com	0	0
www.UHC.com	0	0
www.emblemhealth.com	0	0
www.unitedhealthcareonline.com	25.0%	1
www.fideliscare.org	50.0%	2
www.cigna.com	0	0
www.aetna.com	0	0
www.bcbs.com	0	0
Other websites	50.0%	2



Question 12: How helpful have PCG training resources been with assisting you with each of the following?

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Locate a child's personal and insurance information.	3	5	0	0	10
Find a claim's billing date, billed amount, service type, and amount paid by Medicaid/Commercial Insurance and Escrow.	2	4	0	0	12
Find claims pending over 25 days from date submitted without Electronic Remittance Advice (ERA) data or an Explanation of Benefits (EOB) posted.	1	5	0	0	12
Obtain data regarding the amount of claims and dollar amount pending payment from Medicaid, Insurance, and/or Escrow.	0	5	2	0	11
Review claims denied or rejected by Medicaid and Commercial Insurance	0	5	2	0	11
Create and manage multiple users in EI Billing	2	2	2	0	12



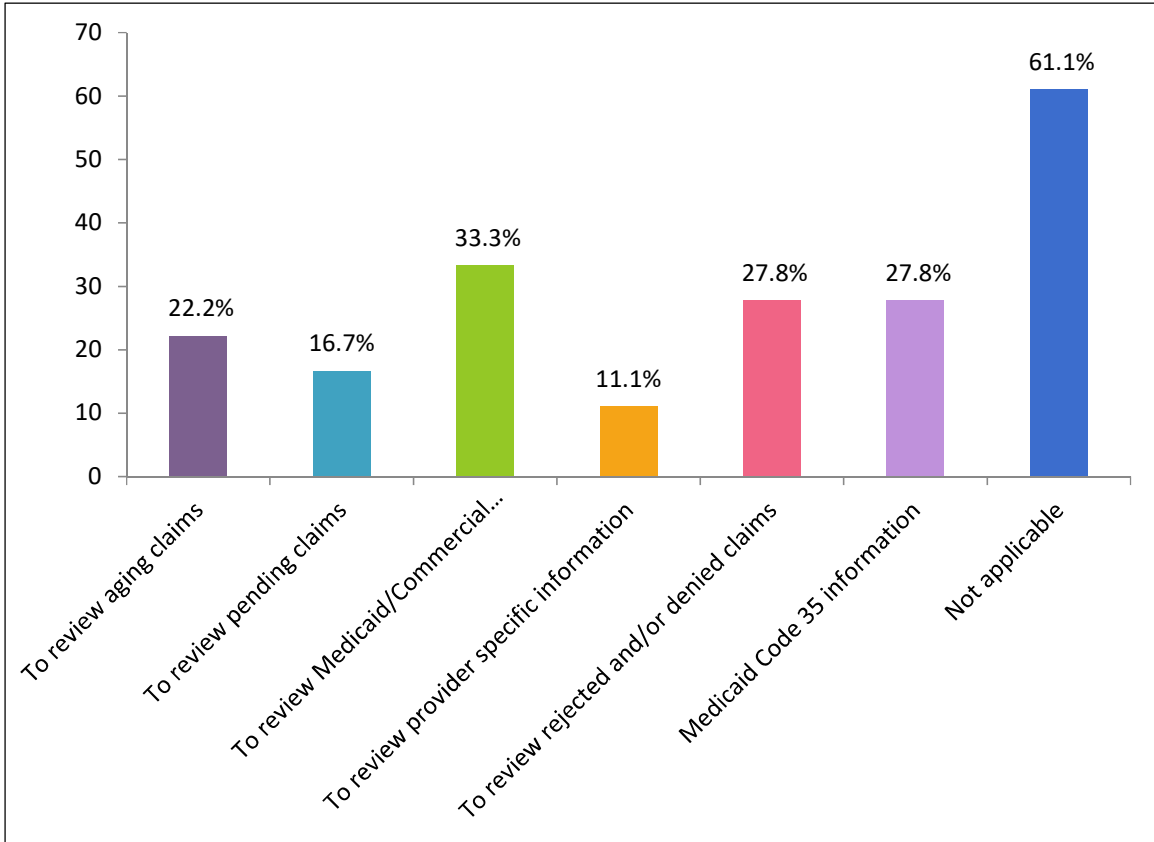
Question 13: How helpful have PCG training resources been with assisting you with each of the following?

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Obtain prior authorization for New York State Regulated insurance plans and New York State Non-Regulated plans with a parent/guardian's consent to bill	1	1	2	1	13
Correctly enter and/or update a child's ICD-10 code(s), CPT code(s), and unit(s) in EI Billing.	1	1	4	1	11
Correctly enter and/or update billing and rendering physician information in EI Billing.	1	1	3	1	12
Identify the reason(s) why a claim was rejected/denied by a payer	0	4	2	1	11
Explain how to correct a rejected/denied claim	1	3	2	1	10
Enter Explanation of Benefits in EI Billing	1	3	1	0	13





Question 14: How do you use the SFA EI Billing reports? (Select all that apply)?



	Percent	Count
To review aging claims	22.2%	4
To review pending claims	16.7%	3
To review Medicaid/Commercial Insurance/Escrow payments	33.3%	6
To review provider specific information	11.1%	2
To review rejected and/or denied claims	27.8%	5
Medicaid Code 35 information	27.8%	5
Not applicable	61.1%	11
Other - Please type in a response not listed	0	0



Question 15: Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Claims Aging Summary by Provider	4	0	1	0	13
Claims Aging Summary by Municipality	2	0	1	1	14
Claims Aging Summary by Payer	1	0	2	1	14
Claims Aging Detail Report	2	0	2	0	14

Question 16: Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Adjudicated Claims Turnaround Summary by Municipality	0	1	1	1	15
Adjudicated Claims Turnaround Summary by Provider	0	1	2	1	14
Adjudicated Claims Turnaround Summary by Payer	0	1	1	1	15
Adjudicated Claims Turnaround Detail	0	1	1	1	15

Question 17: Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Summary Trend by Month	0	1	1	2	14
Summary by Municipality	1	0	1	2	14
Summary by Provider	1	0	1	2	14
Summary by Payer for Provider Payment	0	2	1	1	14
Summary by Service Type	1	0	1	2	14



Question 18: Please indicate how helpful each report has been for your billing and claiming duties.

	Very Helpful	Helpful	Somewhat Helpful	Not At All Helpful	Not Applicable
Detail Claims	1	1	2	0	14
Detail Transaction	1	1	2	0	14
Claims Needing Attention Detail	2	1	1	0	14
Medicaid Code 35 Error	2	0	2	2	12
Payment Summary by Service Month	1	0	1	0	16
Municipality Expense and Revenue	2	0	1	0	15
Municipality of Residence/Fiscal Responsibility Differences	0	0	2	0	16
Voided Transaction	0	0	2	0	16



Question 19: Feedback is critical to improve existing training and develop future training. In the table below please indicate what training topics you would like to see in the future, and rate its priority on a scale of 1 to 10, with 1 being low priority and 10 being high priority.

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
Navigating EI Billing	4	2	1	0	1	0	1	2	0	7
Reports in EI Billing	4	1	0	0	2	1	1	1	1	7
Understanding Regulated vs. Non-Regulated Insurance	2	2	1	0	0	2	1	2	0	8
Working Medicaid Claim Rejections & Denials	5	0	1	1	2	1	1	1	1	5
Working Insurance Claim Rejections & Denials	5	1	1	1	2	0	1	1	1	5
Prior Authorization	3	1	1	0	2	3	1	1	1	5
CPT and ICD-10 codes	4	1	1	0	2	1	0	3	1	5



## 8. SUMMARY of FINDINGS AND POSSIBLE RECOMMENDATIONS

The SFA conducted the 2017 Needs Assessment Survey to determine how to better support agency billing providers, independent billing providers, service coordinators, Early Intervention Managers/Directors and Early Intervention Officials/Designees. Based on the answers provided by participants PCG has generated the following recommendations.

- The survey results reveal that NYS EI stakeholders are not receiving emails regarding trainings presented by PCG. The SFA recommends create an initiative to focus on communicating live webinar training sessions and newly posted e-learnings to all stakeholders. This proposed initiative will largely include reaching out to municipalities for updated email addresses and request training emails be forwarded to stakeholders within the municipality.
- Service Coordinators were identified as the largest group who do not receive PCG training related emails. As part of the proposed initiative PCG will request agency billing providers, individual billing providers and municipalities to forward all appropriate emails related to service coordination training to their service coordinators.
- The survey results reveal stakeholders prefer Tuesdays, Wednesdays, Thursdays one-hour live webinar training sessions between 9am-11am. PCG recommends that we make a conscience effort to always schedule training sessions as one hour live webinars between 9am and 11am on Tuesdays, Wednesdays and Thursdays.
- Results also suggest, participants who identified their primary position as an independent provider prefer trainings be delivered on Saturdays. PCG recommends that we use a Salesforce feature to send independent providers an email on Friday evening or Saturday morning with a description of the new training and link to a recorded webinar or e-learning module. Although, registration for evening training sessions have had low enrollment PCG believes that we should continue to offer training session after 5pm per the 52.3% of independent providers who selected "5pm or later" for a time of day preference for trainings.
- To support all adult learning types PCG recommends that with BEI approval and on a limited basis that we continue to offer onsite training sessions for new providers, large audiences.
- The Call Center was identified as being the most helpful resource in assisting stakeholders with billing and claiming issues. PCG recommends that we continue to conduct Internal call center training to ensure agents are up to date with the ever changing information needed to provided support on billing and claiming.



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- New York State Early Intervention stakeholders find prior authorization, correcting rejected and denied claims, navigating the EI Billing website, New York State Regulated and Non-Regulated insurance plans and the EI Billing reporting feature to be topics of high training priority. PCG is currently updating prior authorization and claim rejection and denial management training materials to assist billing providers and municipality staff. PCG recommends that we further enhance our EI Billing report trainings to increase stakeholder's knowledge on how to run and analyze data to identify and manage aging claims, adjudicated claims, pending claims, Medicaid Code 35 information, and rejected/denied claims.
  - New York State Early Intervention Managers/Directors are identified as the group to be using the EI Billing reports at a higher capacity than other self-identified groups. PCG recommends that we collaborate with NYEIS Managers/Directors to create and promote EI Billing report training to billing providers and municipality staff.

PCG will continue to create a curriculum to support new policy and procedures and industry standards. PCG will also continue to support New York State Early Intervention stakeholders to encourage revenue cycle growth while focusing on training needs and preferences. Other training topics and deliverables are aligned and discussed in greater detail in the 2017 Training Plan.