



EI Hub Service Logging

Direct Service Provider Service Log Fields

Provider*: This is the name of the direct service provider. Personnel entering the service log will need to select the name of the direct service provider.

Child*: This is the name of the child that received the service. Personnel should verify the child’s name is correct. (If there is an error with the child’s information, contact the System Point of Entry to correct in the case management module.)

Cluster*: Verify the cluster is correct based on the child’s primary home address. (If there is an error with the child’s cluster, contact the SPOE to correct in the case management module.)

Authorization*: This will auto populate with the authorization information from the child’s Individual Family Service Plan as entered or migrated into the case management module. Verify that the authorization with the correct dates of service, frequency, and duration is selected. (If there is an error with the child’s authorization information, contact the SPOE to correct in the case management module.)

Outcomes: These are the outcomes the direct service provider is working on as written on the child’s IFSP. Once the full IFSP is available to enter in EI Hub this will auto populate. This field is not required to enter a service log at this time.

Authorization Number: This will auto populate with the authorization number from information entered or migrated into the case management module.

Date*: This is the date the service was provided.

Start Time*: This is the time the service began. Time can be entered by typing in or using the time slider bar.

End Time*: This is the time the service ended. This will auto populate based on the start time and the amount of time for which each session is authorized. Personnel must verify that the auto populated time is correct or will need to correct the end time displayed by typing in or using the time slider bar. Note: if manually entering the end time, the system does not allow the end time to exceed the allowed number of minutes per session.

Minutes*: Will auto populate based on the entered start and end times.

Service Type*: This will auto populate based on the authorization information from the child’s IFSP and provider discipline type. (If there is an error with the child’s authorization information, contact the SPOE to correct in the case management module.)

Method*: This will auto populate based on the authorization information from the child’s IFSP. Direct child services must display the method as “IND-Individual”.



Location Type*: This is where the child was located when receiving the service. Personnel will select Home, Child Care, Community Setting, Office/Clinic, or Other. If the location “Other” is selected this requires a description of the location in the “Other Location” field.

Street Address; City; Zip Code: This is the address of where the child was located when receiving the service. If the location type “Home” is selected, these fields will auto populate with the child’s primary home address as listed in the case management system but can be edited if there is an error with the address. All other location types selected will require personnel to type in the exact address of the child’s location during the visit. (To permanently correct an error with the child’s home address, contact the SPOE to correct in the case management module.)

Location Code*: This is where the provider was located during the visit. Personnel will select Off-site (Away from the office/clinic) or On-site (In the office/clinic). For virtual visits, personnel will select Off-site.

Make Up Date: If visit was completed as a make up visit due to a parent or provider cancellation or no show, enter the date the original visit was scheduled to occur.

Units*: This is auto populated and calculated by the number of minutes service was provided divided by the number of minutes allowed each visit on the authorization. For the purpose of this field, 1 unit is equal to the number of minutes allowed per visit as listed on the authorization.

Current Procedural Terminology Code*: This is the treatment code(s) identified by the provider. Once a CPT code is selected, personnel must identify the number of units (one unit equals 15 minutes) for each CPT.

Diagnosis*: This is the code identified by the child’s physician and documented on the child’s IFSP. At this time the only diagnosis codes available to select in service logging are those entered in case management. (To add a diagnosis code to the child’s record, contact the SPOE to add in the case management module. At go live, select the most appropriate International Classification of Diseases code available in the service logging module.)

Files: This is where the face to face sheet completed outside of EI Hub, documentation from the parent/ caregiver confirming the completion of a virtual visit or other documents shared with the family during the visit can be attached and uploaded.

Visit Code*: Select the visit code most appropriate for the visit completed. Please refer to the document “IN First Steps Allowable Visit Codes” found in the resources section of the service logging module for definitions of all visit codes.

Form*: Select “Face to Face Visit Summary (Web)” in order to save the service log. By selecting this additional fields from the face to face sheet will appear but are not required in order to save and submit if the provider completed a face to face sheet outside of EIHub. If the service log will serve as the only record of the visit, the provider must complete fields in the form.

*Required Field



EIHub Helpdesk:
877-522-1065

INFirstSteps@pcgus.com
Weekdays 8 a.m. – 5 p.m. ET

NOTES:

For services provided prior to March 8, 2021, provider and parent/caregiver signatures are not required to be captured in order to submit a service log in the service logging module. The parent/caregiver must sign the face to face sheet if the visit was in person or the provider must have documentation of the parent/caregiver confirming the date and time of a completed virtual visit via text, email, or other method. If the service log will serve as the only record of the visit, the provider must capture the parent/caregiver signature within EIHub.

Face to face sheets and documentation confirming the completion of a virtual visit are not required to be uploaded as part of the service logging module for services provided prior to March 8, 2021.

If multiple authorizations exist for a provider in an individual child's record, and personnel are unsure of the correct authorization to select, the Provider Account Management system is available as read only to those with existing accounts in order to look up the authorization details.

For assistance, please contact the EIHub Helpdesk at 877-522-1065 or INFirstSteps@pcgus.com.
Helpdesk hours of operation: Monday – Friday 8 a.m. – 5 p.m. ET