

EIHub Child Referral

Entering a Child Referral in the Case Management Module

To enter a child's referral, you must first open the case management module of EIHub (www.hub.prod.ineihub.com).

Child Lookup

1. Navigate to the "Child" menu
2. Select "Lookup" from the sub-menu
3. Search for child's name by typing in the "Last Name" and "First Name" fields
4. Click "Search"
 - a. If no child record exists, continue to step 6

Existing Child Record

5. Click "Edit"
 - a. System will automatically open the child's existing record
 - b. Continue to step 19

Creating a New Child Record

6. Navigate to the "Child" menu
7. Select "Add" from the sub-menu
8. Navigate to the "Child Info" tab
9. Select the "Basic Demographic Info" panel
10. Select "Referral" in the "Child Status" field
11. Enter the child's first name in the "Child's First Name" field
12. Enter the child's last name in the "Child's Last Name" field
13. Enter the child's date of birth in the "Birth Date" field
14. Select the child's race in the "Race" field
 - a. If unknown, select "No Race Selected"
15. Select the child's ethnicity in the "Ethnicity" field
 - a. If unknown, select "Unknown"
16. Select the child's gender under "Gender"
17. Select the child's primary language in the "Primary Language" field
 - a. If unknown, select "Unknown at Referral"
18. Click "Submit"

Entering a Child's Referral

19. Navigate to the "Child Info" tab
20. Select the "Referral" panel
21. Click "Add"
 - a. The system will automatically open to the "Referral EIP Panel" panel



EIHub Helpdesk:
877-522-1065

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Weekdays 8 a.m. – 5 p.m. ET

22. Select “Open” as the “Referral Status”
23. Enter the date the referral was made as the “Referral Date”
24. Select the way the referral was made as the “Referral Method”
 - a. e.g., Phone
25. Select “Primary” as the “Referral Type” if this is the child’s first referral
 - a. Select “Additional” if the child’s record is currently active
 - i. Use if multiple referrals for the same child are received
 - a. Select “Re-referral” if the child’s record was inactive prior to receiving referral
26. Select the most appropriate reason for referral as the “Referral Reason”
 - a. e.g., Speech Language
27. Select the most appropriate source as the “Referral Source Type”
 - a. e.g., Doctor’s Office
28. Enter the source’s first name as the “Referral Source First Name”
29. Enter the source’s last name as the “Referral Source Last Name”
30. Click the “*Capturing the information...” checkbox
31. Click the “*By checking this box...” checkbox
32. Click “Submit”
33. Navigate to the “Referral Additional Information” panel
34. Click the checkbox next to the most appropriate reason(S) for referral
 - a. e.g., Physical Fine Motor
35. Type the details of the reason for referral in the most appropriate fields
36. Upload the completed referral form and any additional referral documents
 - a. Currently, this is the only way to keep referral source contact information with the child’s record
37. Enter diagnosis in the “ICD Codes” field if known
38. Select most appropriate response in the “How did you hear about Indiana First Steps?” field if known
39. Select “Submit”

Viewing the Referral in the Child’s Record

40. Navigate to the “Child Info” tab
41. Select the “Referral” panel
42. View the newly entered referral in the grid

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