EIHub Helpdesk:
877-522-1065
INFirstSteps@pcgus.com
Weekdays 8 a.m. – 5 p.m. ET

EIHub Family Members
Adding a Family Member in the Case Management Module

To add a child's family member, you must first open the child's record in the case management module of EIHub (www.hub.prod.ineihub.com).

1. Navigate to the "Family Info" tab
2. Select the "Family Information" panel
3. Click "Edit"
   a. System will automatically open to the "Family Base" panel
4. Change or confirm the last name of the family in the "Family Name" field
   a. This field prepopulates with the child's last name
5. Click "Submit"
6. Navigate to the "Family Member" panel
7. Click "Add Family Members"
8. Navigate to the "Family Information" panel
9. Select the family member's "Family Status" as "Active"
10. Select the most appropriate "Family Member Type" (e.g., Mother)
11. Enter description in "If Other Family Member Type" field if "Family Member Type" selected is "Other"
12. Enter the family member's first name in the "First Name" field
13. Enter the family member's last name in the "Last Name" field
14. Select the role in the family as the "Person Role" (e.g., Primary Head of Household)
15. Enter the family member's date of birth in the "DOB" field
16. Select the appropriate gender for the family member as the "sex" field
17. Select the appropriate "Contact Type" for the family member (e.g., Primary Contact)
18. Enter the family member's email in the "Email Address" field if available
19. Select the family member's "Primary Language"
20. Select the checkboxes if an interpreter or written translation is needed for the family member
21. Select the checkbox if First Steps has "Permission to Always Contact" the family member
22. Select the family member's highest level of education in the "Education" field
23. Click the checkbox "Insures Child" if the family member is the policy holder for the child's insurance
24. Click "Submit"

Entering the Family Member's Address

25. Navigate to the "Guardian Address" panel
26. Click "Add"
27. Select the family member's "Address Priority" (e.g., Primary)
28. Select the family member's "Address Type" (e.g., Home)
29. Select "Active" as the family member's "Address Status"

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30. Enter the "Start Date" of the family member's address as the date the information was collected
31. Select from "List of Child Addresses" to populate fields if family member shares the address
32. Click the checkbox if the family member should "receive Family Outcome Survey" when the child exits
33. Enter or confirm the family member's address
34. Click "City/State/Zip Lookup"
35. Click "Submit"
    a. The system will automatically return to the "Guardian Address" panel
36. View the newly entered family member's address in the grid

Entering the Family Member's Phone Number

37. Navigate to the 'Phone Numbers" panel
38. Click "Add"
39. Select the appropriate "Phone Number Type" (e.g., Cell)
40. Enter the family member's phone number in the "Phone Number" field
41. If this is the family member's primary phone number, click the checkbox "Is Primary Phone?"
42. If the family member allows texting, click the checkbox "Okay to Text?"
43. Click "Submit"
    a. The system will automatically return to the "Phone Numbers" panel

Entering the Family Member's Secondary Language(s)

44. If needed, navigate to the "Family Member Secondary Languages" panel
45. Click "Add"
46. Select the secondary language of the family member in the "Language" field
47. Click "Submit"
    a. The system will automatically return to the "Family Member Secondary Languages" panel
48. View the newly entered secondary language in the grid

Viewing the Family Member

49. Navigate to the "Family Tab"
50. Select the "Family Member" panel
51. View the newly added family member in the grid

For assistance, please contact the EIHub Helpdesk at 877-522-1065 or INFirstSteps@pcgus.com.
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