



EI Hub Individualized Family Service Plan Service Authorizations

Creating IFSP Service Authorizations in the Case Management Module

To enter an IFSP Service Authorization you must first open the child’s record in the case management module of EIHub (www.hub.prod.ineihub.com).

1. Navigate to the “Services” tab
2. Select the “Services Information” panel
3. Click “Add”
 - a. System will automatically open to the “Service Information” panel
4. Select “State” as the “Pay Source”
5. Type “Direct Child Treatment” as the “Program”
 - a. A green circle with a check mark will appear on this field
6. Select the type of service being authorized as the “Service Type”
 - a. e.g., Physical Therapy
7. Select “Inactive” as the “Enrollment Status”
8. Click “Submit”
 - a. System will automatically generate an authorization number
9. Navigate to the “Service Delivery” tab
 - a. Only enter information required (as outlined below) in this tab
10. Enter the “Start Date” of the service authorization
11. Enter the “End Date” of the service authorization
12. Enter the “Quantity”
 - a. e.g., “2” for two times per month
 - b. e.g., “4” for four times per year (i.e., quarterly)
13. Select the “Frequency” of visits
 - a. e.g., Weekly
 - b. e.g., Total (i.e., per auth)
14. Select the “Length” as the number of minutes per visit
15. Select the “Location Type”
 - a. The location where the service is most likely to occur
 - b. “Location Type” for virtual services is where the child is located
16. If “Location Type” selected is “Other”, type description of location in the “Location Type Other” field
17. Check “Physician Approval” once the IFSP is signed by the child’s physician
18. Click “Submit”

Assign the agency to the IFSP service authorization

19. Navigate to the “Company Assignment” panel
20. Select the agency/independent that will be providing the service as “Company Name”
 - a. This is the payee name



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Weekdays 8 a.m. – 5 p.m. ET

21. Click “Submit”

Assign the provider to the authorization

22. Navigate to the “Therapist Assignment” panel
23. Click “Add”
 - a. The system will open a pop-up to add provider’s name
24. Select the provider’s name in the “Therapist” field
25. Click “Submit”

Activate the IFSP Service Authorization

26. Navigate to the “Service Information” panel
27. Select “Active” as the “Enrollment Status”
28. Click “Submit”

View the Authorized Service in the Child’s Record

29. Navigate to the “Services” tab
30. View the newly authorized service listed in the services 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