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

Logging in and Navigating EIHub

The URL to access IN EIHub is www.hub.prod.ineihub.com

1. Enter the username you created through Provider Enrollment registration or was emailed to you if you are an administrative, clerical, or billing staff
2. Enter the password you created or was emailed to you
3. Click "Sign In"
4. Service Coordinators and System Point of Entry users can access the Case Management module
   a. The Case Management module allows Service Coordinators and SPOE users to add new children and manage existing children's records in the system
5. SPOE users, Direct service providers, agency directors, billing staff, and clerical staff can access the Service Logging module
   a. The system will automatically open to the Service Logging module login page
6. Re-enter your EIHub username
7. Re-enter your EIHub password
8. Click "Login"
   a. The Service Logging module contains portals for rendering providers, clerical staff, billing staff, and others to enter service logs and complete billing activities

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