



## **Division of Specialized Care for Children**

### **PROVIDER NOTICE**

Date: June 9, 2025

Dear Providers,

We want to share an important update about the recent temporary delay in claims processing. While some delays may still occur, we are pleased to report that **payment processing has resumed** following the successful migration to our new claims system.

Although payments are now being issued, some claims may still experience processing delays as we continue to stabilize and optimize the system. We appreciate your patience and understanding as we work to restore full processing efficiency.

### **Important Notes on Provider Portal Access**

We are actively developing a **new and improved Provider Portal** to enhance the experience for our enrolled providers. While the upgraded portal was not available at the time of the system launch on **May 12**, we are committed to ensuring you receive the information and support you need in the meantime.

To assist with billing and reconciliation during this transition, we have implemented the following interim measures:

- Explanation of Payment (EOP): We will include a detailed EOP with each provider check we issue.
- Explanation of Benefits (EOB): We will mail an EOB for any claim that does not result in a payment, such as denials or requests for additional information.

These enhancements support your operations while we build a more intuitive, user-friendly Provider Portal. We will share updates and guidance as the portal development progresses.

If you have any questions or need further assistance, please contact the Division of Specialized Care for Children (DSCC) Claims Department at [DSCCClaimsServices@uic.edu](mailto:DSCCClaimsServices@uic.edu).

Thank you for your continued partnership and the essential services you provide to the children and families enrolled in our programs.