



Division of Specialized Care for Children

PROVIDER NOTICE

Date: May 23, 2025

Dear Home Nursing Agency,

Thank you for your continued service to those enrolled in the Home Care Program. We want to inform our Home Care providers about an update to the temporary delay in claims processing. We have concluded the temporary delay following the migration to the new claims system and are resuming payments.

The new system has generated the first payment file, which we sent to the comptroller's office on May 21, 2025. The Division of Specialized Care for Children (DSCC) received the notification yesterday, May 22, 2025, that we are on the release schedule. Following the payment release schedule, providers should expect to see payments/status as "issued" on the comptroller's site within a couple of days and payment by the end of next week. Those who receive their payments as paper checks could take a bit longer to receive.

You can access the comptroller's site at <https://illinoiscomptroller.gov/vendor-services/vendor-payments-new>.

New Provider Portal Access Form

If your agency has not yet completed the Provider Portal Access for Nursing Agencies form, please have a designated representative do so as soon as possible.

Please include all users your agency would like to access NurseNet, the Provider Portal or both. Once you sign the form electronically, it will automatically go to DSCC for review.

Important Notes on Access

For users who registered for NurseNet or the Provider Portal testing site on or before April 30, 2025, you can continue to log in as usual at <https://go.uic.edu/DSCC-ProviderPortal>.

For users who have not registered or registered on or after May 1, 2025, you must complete a new registration at <https://go.uic.edu/DSCC-ProviderPortal> and follow the prompts to sign up. DSCC will verify your registration and grant access as appropriate.

Key Updates:

- Starting May 12, 2025, all providers who do not use Electronic Data Interchange (EDI) must submit claims through the new portal. Paper, fax, or email claims will no longer be accepted.

- The process for submitting corrected claims remains unchanged (paper, fax, or email only).

Resources for the New Provider Portal and NurseNet

To ensure a smooth transition to the new Provider Portal, we've prepared guides and videos to help you navigate the new system. They are posted on our website's Provider Portal page at <https://dscc.uic.edu/provider-portal>.

You can also find helpful videos and tip sheets for using NurseNet on our website's NurseNet page at <https://dscc.uic.edu/nursenet/>.

If you need additional assistance, please email dsccexternalhelp@uic.edu. We are happy to help you with any questions you may have.

Thank you for your continued service to the Home Care Program's participants and their families.