UNIVERSITY OF ILLINOIS CHICAGO

Division of Specialized Care for Children

PROVIDER NOTICE

Date: April 11, 2025

Dear Providers,

Thank you for your dedicated service to participants in the Home Care Program. The Division of Specialized Care for Children (DSCC), on behalf of the Illinois Department of Healthcare and Family Services (HFS), is committed to streamlining our claims process to better serve you and our participants.

We want to inform you that the federal Centers for Medicare and Medicaid Services (CMS) has approved the 2025 rate increases for nursing services. The following services will experience a 7% rate increase: RN, LPN, CNA, Respite in-home, Respite out-of-home, Nurse Training, and Family Training.

You can find a full list of the increases with dollar amounts on the **HFS Rate Increase for Nursing Notice posted on Nov. 26, 2024**.

The rates will be retroactive to Jan.1, 2025. We will provide additional communication about the procedure to adjust previously paid claims from Jan.1, 2025, to the present. **We will begin accepting new claims with the 2025 rates starting May 12, 2025.**

We are also pleased to introduce new claims functionality to our Provider Portal, which will launch on May 12, 2025. This new functionality allows agencies to submit regular nursing service claims previously submitted on the weekly billing for home nursing form directly through the updated Provider Portal, eliminating the need for scanning or mailing. This includes shift nursing, including overtime, respite provided in the home, and nurse training. This streamlined process will help us improve payment efficiency and accuracy.

Registering

If you currently use the Provider Portal, you'll transition to the new portal that integrates with the existing NurseNet system. This update consolidates all DSCC tools into one centralized location. The main change you'll notice is the addition of new menu options for managing claims, which will appear once the new tool launches on May 12, 2025.

If your agency's users have already registered for the portal, no further action is necessary. If your agency's users have not yet registered, they may sign up any time at https://apps.dscc.uic.edu/providerportal/. Please complete this registration no later than May 12, 2025.

Our support team is also here to help you every step of the way. Please send an email to **dsccexternalhelp@uic.edu** if you need assistance.

Effective May 12, 2025, all providers who do not currently submit claims via Electronic Data Interchange (EDI) must use our new Provider Portal for claims submissions. If you currently submit claims via EDI, your process will not change.

As of May 12, 2025, we will no longer accept claims sent by paper (USPS), fax, or email. We encourage providers to consider the advantages of EDI solutions or to familiarize themselves with the portal by entering claims before its official launch on May 12, 2025.

Please note that the process for submitting **corrected claims** will remain unchanged. You must still submit any corrected claims through paper, fax, or email. We will not accept corrected claims through the Provider Portal or EDI.

Training and Support

To ensure a smooth transition, we have training and resources to help providers become familiar with the new process before the system goes live. You can find the training videos and tip sheet on our website at **https://dscc.uic.edu/provider-portal/**.

In addition to the resources above, beginning on April 14, providers can log in to our test system and practice navigation, submit new claims, etc.

We strongly encourage all providers to complete the training and practice submitting claims to gain proficiency in the new process before the transition. The link to the testing Provider Portal is **https://appstest.dscc.uic.edu/providerportal/**. **Please note: claims submitted through the test portal will not be processed and paid. This portal is only used for testing purposes.**

We appreciate your cooperation and understanding as we work to enhance our services. If you have questions or need further assistance, please contact us at **O365-DSCCClaimsStatus@uic365.onmicrosoft.com**.

Thank you for your attention to this important update.