UNIVERSITY OF
ILLINOIS CHICAGO

Division of Specialized Care for Children

NurseNet Guide for Nursing Agencies

NurseNet is a place where Home Care Program families can connect with home health nurses in their area.

The platform aims to bridge the gap between:

- Illinois families who need nursing for individuals with complex medical needs enrolled in the Home Care Program and
- Enrolled home health nursing agencies with available nurses

Families can use NurseNet to share their nursing needs. Nursing agencies that are enrolled with the Division of Specialized Care for Children (DSCC) can share information about their available nurses.

Nursing agencies can use NurseNet to:

- Add and manage all the Illinois counties you serve and what you have available for each county.
- Add shifts that your available nurses can cover.
- Manage multiple locations or sites with one user account.
- Search and see familys' care requests and notify them when you have available nurses.

You can access NurseNet at https://apps.dscc.uic.edu/providerportal/**.**

NurseNet Registration

To register for NurseNet for the first time, you will need:

- ✓ Your email address
- ✓ A unique password
- ✓ Your agency name and FEIN
- ✓ Your agency's location or site address name and NPI number

Glossary of Terms

This glossary explains some frequently used terms for NurseNet.

Request	A care request where families can share their specific nursing needs, giving agencies the opportunity to notify them when they have a nurse available who may meet those needs.
Special Care Need	A way to add a specific specialized need to a request, such as a gastrostomy tube (G-tube), ventilator, etc.
Shifts	The blocks of time for when a family needs nursing coverage or that agencies have nurses available.
Locations	The address of the nursing agency or site.
Potential Match	An agency that can fill one of a family's requested shifts.
Provider Portal	The Provider Portal is the provider access site where nursing agencies can access NurseNet.
Care Portal	The Care Portal is the access site where families can access NurseNet.

Who to Contact for Help

If you need any help with NurseNet, you can email your questions/issues to **dsccexternalhelp@uic.edu**.
A designated DSCC staff person will email you to help troubleshoot your issue.

FAQs

Do families have to register to use NurseNet?

Families do not need to register to use the nursing agency search feature on the main screen. However, families must register if they want to request nursing coverage for specific shifts and try to match with agencies.

What if I have issues logging in after-hours?

Please email **dsccexternalhelp@uic.edu** and explain your issue. A designated DSCC staff person will help you on the next business day.

How do agencies gain access to the Provider Portal?

Visit **https://apps.dscc.uic.edu/providerportal/** and register. Agencies need an email address to register. Once they've registered, DSCC staff will approve their access. Agencies will then receive an email verifying their approval.

I forgot my password. How do I gain access again?

You can use the "Forgot Password" feature to reset your password. If you need more technical help or assistance, please email **dsccexternalhelp@uic.edu**.

How many staff members at the nursing agency can have access to our agency within our Provider Portal account?

As many staff members as your agency would like can have access to the Provider Portal to use NurseNet.

Important reminder: Please check your NurseNet profile often for possible matches between your agency and families in need of nursing.

For more information and videos explaining how to use NurseNet,
visit **https://dscc.uic.edu/nursenet/**.