



# Division of Specialized Care for Children

## Portal Guide for Providers

The Provider Portal is the Division of Specialized Care for Children's (DSCC) new centralized claims and provider management system, set to transform the way we handle claims and engage with our providers.

We crafted the Provider Portal from the ground up to support DSCC-specific workflows and processes, allowing us to handle claims and approvals with far greater accuracy and efficiency.



### Among the many benefits, our providers can:

- **Manage Your Locations:** Add the counties that you serve, manage the specialty services you provide and manage your availability.
- **Monitor Care Requests:** Review pending or active care request matches or submit a match.
- **Check the Status of Claims:** Directly from the portal, view and print your Explanation of Provider Payments, check the status of a claim, or access historical detail, all on your schedule.

You can access the Provider Portal at: <https://apps.dsccl.uic.edu/providerportal/>



### Provider Portal Registration

To register for the Provider Portal for the first time, you will need:

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

## Glossary of Terms

<b>Explanation of Provider Payments</b>	A document that outlines the details of the payment made to the provider for the services provided.
<b>Find a Patient</b>	Use this screen to search for a patient by their name, date of birth, DSCC ID or Medicaid Recipient Number (RIN).
<b>Invoice/Voucher Number</b>	A unique identifier for an invoice that helps both DSCC and providers manage submitted claims.
<b>Manage Availability</b>	Allows an approved user to manage availability by location.
<b>Manage Requests</b>	Allows an approved user to manage care requests by location.
<b>Manage Services</b>	Allows an approved user to manage what specialty services are available to DSCC participants.
<b>Patient Account Number</b>	A unique identification number assigned to a patient to track services, charges, and payments for providers.
<b>Medicaid Recipient Identification Number (RIN)</b>	A unique identification number assigned to someone who receives support from the Department of Human Services.
<b>Search Claims</b>	Allows an approved user to search for a claim by claim number, Medicaid RIN, or DSCC ID to review the amounts paid, billed and the status.
<b>Submit New Claim</b>	Allows an approved user to submit a new claim and upload an explanation of benefits (EOB).
<b>View Remittances</b>	Allows an approved user to review payments made to a specific location by invoice or voucher number, the date that the payment was made and the paid amount.
<b>View Users</b>	Allows an approved user to see other approved users for the organization's specific location. The user can see all users' names, email addresses, locations, effective and termination dates.



## FAQs

### **If I already registered for the Provider Portal with NurseNet, do I have to register again?**

No, you do not have to register a second time. You can use the same log in for both applications.

### **How do I gain access to the Provider Portal?**

Visit <https://apps.dsccl.org/providerportal/> and register. Organizations need an email address to register. Once they have registered, DSCC staff will approve their access. Organizations 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 technical help, please send an email to [dscceexternalhelp@uic.edu](mailto:dscceexternalhelp@uic.edu).

### **Who do I contact if I am having technical difficulties with CarePay?**

If you need technical help or assistance, please email [dscceexternalhelp@uic.edu](mailto:dscceexternalhelp@uic.edu) and explain your issue. A designated DSCC staff person will help you on the next business day.

### **How many staff members from one entity can have access to our entity within our Provider Portal account?**

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

### **Who should register for the Provider Portal and why?**

Providers who support children and youth with special healthcare needs in the state of Illinois should register for the Provider Portal. DSCC’s care coordination puts families at the center of their child’s care and strengthens the physician-family partnership.

Our care coordination helps families keep their appointments, follow their treatment plan and communicate more effectively with everyone involved in their child’s care. We have also developed an extensive network of pediatric specialists for children and youth with special healthcare needs and can facilitate referrals for other providers and vendors.

## **IMPORTANT REMINDER**

**Please check the Provider Portal often for possible matches with our DSCC participants who require your care.**