



## Division of Specialized Care for Children

### PROVIDER NOTICE

Date: April 29, 2025

Dear Home Nursing Agency,

We are excited to announce that we are planning new functionality to enhance your experience with the Division of Specialized Care for Children (DSCC) Provider Portal.

Please note that NurseNet will be unavailable as we perform scheduled maintenance.

### Maintenance Period

- Start date: Thursday, May 1, 2025
- End date: Sunday, May 11, 2025

### What You Need to Know

- During this maintenance, NurseNet will be unavailable.
- The Provider Portal testing site will still be available to test submitting claims.
- Following the launch of the new claims processing system, all DSCC applications, including NurseNet, will exist in the new Provider Portal.
- If you have not yet, you can register for the new Provider Portal at any time. Please see [our provider notice from April 18](#) for instructions.

### What's Coming

After the maintenance period, you can look forward to these improvements:

- **Submitting Claims:** Home Care nursing agencies will be able to submit nursing claims and view explanations of benefits (EOBs) directly through the online portal. This new feature will streamline workflows for agencies still using paper or email claims, speeding up payments and reducing the time spent on administrative tasks.
- **Reviewing Claims:** Providers will be able to review and monitor the status of submitted claims.
- **Reviewing Vouchers/Remittances:** Providers will be able to view remittance details.

Thank you for your patience during this downtime.

Our DSCC team is dedicated to completing this process swiftly and effectively so that we can bring you an improved experience!

If you have any questions or concerns, please email [dscceexternalhelp@uic.edu](mailto:dscceexternalhelp@uic.edu).

We appreciate your patience and understanding.

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