



Division of Specialized Care for Children

PROVIDER NOTICE

Date: April 18, 2025

Dear Providers,

We are excited to announce the launch of our new Provider Portal on May 12, 2025. This portal will streamline claims submission and provider management by integrating with NurseNet and consolidating all DSCC tools in one place.

What You Need to Do:

Beginning May 12, 2025, you will use the new Provider Portal to manage your claims. You don't need to do anything else if your agency's staff have registered for NurseNet. If your agency's staff have not registered for NurseNet yet, follow these steps:

1. **Request Access:** Complete and submit [this Provider Portal Access form](#) to request access to NurseNet, Provider Portal, or both systems. The Administrative Representative must request access for their employees.
2. **Register Accounts:** Each employee listed on the form must [register a new account](#) on the Provider Portal using the same email address that the Administrative Representative provided.
3. **DSCC Verifies and Confirms:** Within two business days, DSCC will confirm that new account registrations match the approved users. Once confirmed, DSCC will send a welcome email to the new user.

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).

Training and Support:

- Training videos and tip sheets are available at <https://dsc.uic.edu/provider-portal/>.
- Providers can practice in the test portal at <https://appstest.dsc.uic.edu/providerportal/> (test claims will not be processed).
- For help, email dscexternalhelp@uic.edu.

Thank you for your partnership as we work to improve our services.