



## **Division of Specialized Care for Children**

### **PROVIDER NOTICE**

Date: Sept. 12, 2025

Dear Home Nursing Agency,

We are providing an update regarding the previously mentioned top-off payments that are owed for claims submitted with 2024 nursing rates for services provided on Jan. 1, 2025, through May 12, 2025, or any claims thereafter with needed adjustments. Unfortunately, the proposed payment timeline remains postponed. We understand the importance of this matter and regret the continued delay.

As you know from our previous announcements, DSCC recently implemented a new claims payment system called CarePay. We continue to work through the initial implementation phase associated with this new software while concurrently developing features such as those supporting adjusted claims. Some of these features must be completed before we are able to issue the adjusted payments related to the rate increases. Regretfully, this part of the project has taken longer than anticipated.

Currently, we are working on the ability for the application to bulk adjust these claims. Prior to top-off payments being issued, each agency will receive a statement explaining the adjustments that will be made to the claims. This ensures accuracy and eliminates the need for each agency to submit adjustments for each claim.

Please be assured that we remain fully committed to completing this in a timely manner. We will keep you informed of any changes and aim to provide a timeline as soon as possible.

We are happy to help you with any questions you may have. Please contact your Division of Specialized Care for Children (DSCC) Nursing Agency Liaison or the DSCC Claims Department contact at [DSCCClaimsServices@uic.edu](mailto:DSCCClaimsServices@uic.edu).

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