



JB Pritzker, Governor

Illinois Department of Human Services

Grace B. Hou, Secretary

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To: All Early Intervention Stakeholders

From: Heather Hofferkamp, Interim Bureau Chief  
Bureau of Early Intervention *HMA*

Date: March 14, 2022

Re: Early Intervention (EI) Stakeholder Update

**Voucher Update:** Provider vouchers have been processed thru March 2, 2022.

**Provider Quarterly Meeting:** We received a positive response to the proposed Quarterly Meetings with Association representatives and providers. The first of these meetings will be held on **April 1, 2022**, from 3:00 pm - 4:00 pm. We are asking that the guidelines below be followed to ensure that this meeting is beneficial for everyone involved:

- Please submit your questions to the [EI Questions email](#) with **April Quarterly Meeting Question** in the subject line no later than **March 23, 2022**.
- Invitation and Agenda for the initial meeting will be posted no later than **March 25, 2022**, on the [Provider Connections](#) website.
- The first Partner's Presentation will be determined after review of the questions submitted to be sure we are addressing the most important providers' need during our first meeting. At the end of the first meeting, we will share the agenda and partner presenter for the 2022 meeting dates (June 3, 2022, September 2, 2022 & December 2, 2022).
- The agenda will be set to allow our Partner Presenter to speak, uninterrupted for the first 15-20 minutes of the meeting.
- A Questions/Answers time will follow to allow the Bureau to share the pre-submitted questions/answers for all.
- As time allows, we will address additional questions in the chat or in an open discussion time, as able.
- Meeting minutes will be shared after the meeting, so the entire Questions/Answers portion will be available for review.

These meetings are scheduled for quarterly at this time. As with all processes, we will be reviewing the content and the benefit of our time and determine if this plan needs to change as we move forward. We look forward to providing an opportunity for direct contact with our provider community on a regular basis and hope that this will add to our efforts for recruitment and retention.

**IMPACT Update:** Two emails have been received from IMPACT. The first one states that the Illinois Department of Healthcare and Family Services has posted a new Provider Notice regarding **IMPACT**

**Single Sign-On Migration to the New ILogin System Effective March 25, 2022.** You may view the new Notice from the following link:

<https://www2.illinois.gov/hfs/MedicalProviders/notices/Pages/default.aspx>.

The second email is regarding a planned IMPACT outage. There is a broadcast message on the IMPACT website that states: *“Due to IL-1.2 Release to Production, the IMPACT system will be unavailable between 6:00 PM CST, Tuesday, March 22nd through 11:00 AM, CST Saturday, March 26th, 2022. This outage will affect the system access for all functionality.”*

**Family Participation Fee Information:** Information regarding Family Participation Fee Credits has been posted in the past, with the latest being on [January 27, 2022](#) which was shared on both Provider Connections and EI Clearinghouse’s websites. This notice explained the Early Intervention Family Participation Fee Credit Process and that it would continue through June 2022. Feel free to share this information with anyone who has questions about the current family fee process.

In [March 2021](#), an informational mailing was enclosed with February 2021 Family Fee Invoices for all active families that explained ongoing credits to monthly family fee installments. The Bureau shared this notice with all CFCs and requested that new families be provided with a copy upon enrollment with EI.

**COVID-19 Guidance:** We have appreciated our [families](#) and [providers](#) willingness to adapt to changing rules and regulations throughout these unprecedented times. Our priority has always been the continuation of services for children, while protecting their safety. This remains our priority. Therefore, EI will continue to recommend wearing masks during in person services. This decision follows the Governor’s guidance to still require masks in certain high-risk settings. EI serves some of the most vulnerable populations impacted by COVID-19. It is our duty to take precautionary measures to keep our families, providers, and staff safe. As we continue making a return to normalcy, we do not make these decisions lightly. We rely heavily on guidelines set by our local, state, and federal government, the CDC, and the advice and guidance set forth by the Illinois Department of Public Health. EI providers should continue to complete the [Family Risk Screenings Checklist](#) with the family prior to all in person visits and we recommend that everyone who is able remain masked during any in person service delivery. Live Video Visits (LVV) remain a viable option for service delivery if a family does not wish to participate in person with EI service providers. We appreciate your understanding of our need to keep the vulnerable populations we serve safe. Links to additional resources are imbedded above.

**Provider Connections Website Change:** Provider Connections is pleased to announce the migration to a new and improved website effective March 1, 2022. The new site has a different URL. Users who use the current URL will be redirected to the new site address which is [www.providerconnections.org](http://www.providerconnections.org). We are hopeful this effort will provide users with a more easily navigated website.

**Innovations:** The EI Clearinghouse received Governor’s Emergency Education Relief funds to support the purchase of equipment for LVV. They have technology items such as iPads and hotspots that can be borrowed by families participating in EI services. Families and providers can request a tech loan for any EI family through [EI Clearinghouse website](#). Please share this information with families who would like to participate in LVV but lack the technology to do this.