


100 South Grand Avenue, East — Springfield, Illinois 62762
401 South Clinton Street — Chicago, Illinois 60607

To: All Early Intervention Stakeholders

From: Benjamin Delgado, Bureau Chief 
Bureau of Early Intervention

Date: November 3, 2022

Re: Early Intervention (EI) Stakeholder Update

Bureau Chief Transition: We would like to recognize and thank Heather Hofferkamp for her tireless work in managing the Bureau of EI as Interim Bureau Chief. She has been an integral part in establishing the foundation for the future innovations in EI. We are all grateful for her leadership and her continued commitment to our program. I am especially grateful for her support in this transition process as I have assumed the role of Bureau Chief. As some of you may know, I have worked in the EI program for 21 years as a provider and a program director of an interdisciplinary practice. As a part of my transition into IDHS, and for the opportunity to serve EI in this new role, I have stepped away from operations as director of the practice and am in the process of divesting fully from the business so as to ensure objectivity in my new role. I look forward to collaborating with all of our EI stakeholders as we work together to serve the children and their families in our program.

Voucher Update: Provider vouchers have been processed thru October 19, 2022.

Provider Quarterly Meeting: Our next Quarterly Meeting with Association representatives and EI providers will be held **Friday, December 2, 2022, from 3:00 pm to 4:00 pm**. As always, please submit any questions to the [EI Questions email](#) with **December Quarterly Meeting Questions** in the subject. To participate, click here: [WebEx Link](#).

Early Intervention Central Billing Office (CBO) Relocation: The CBO will be moving to:

1999 W. Wabash Ave., Ste. 200
Springfield, IL 62704

Beginning today, mail set for delivery to the physical address of the CBO should be addressed to the location listed above. The post office box 19485 in Springfield should continue to be used as the valid address for claims delivery.

Please note, the Q-Claims application and website will be down for scheduled maintenance the first weekend of November 2022. The application and site will be unavailable for use starting Friday, November 4, 2022 at 5pm until Sunday, November 6, 2022 at 8pm. We apologize in advance for any inconvenience. Claims approaching a timely-filing limit should be submitted to the EI Central Billing Office today prior to 5pm to prevent denial. If any issues occur due to this short timeframe, please contact the [EI Questions email](#) and a Bureau staff member will contact you with assistance. This email box is not secure, so please do not share any confidential information in your correspondence.

Family Fee Information: The Bureau of EI will extend the practice of crediting Family Participation Fees through the end of the fiscal year (June 30, 2023). Fees will continue to be credited for the amount of the monthly installment through the end of June 2023. The information provided in the [Memorandum released March 1, 2021](#) regarding Family Participation Fees outlines the process in more detail and has a short Question and Answer section for your consideration. If you have additional questions or concerns, please email us at our [EI Questions email](#).

Thank you!