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To: All Early Intervention Stakeholders

From: Benjamin Delgado, Bureau Chief 
Bureau of Early Intervention

Date: August 10, 2023

Re: Provider Payment Issue- Update

We want to provide you with an update on the issue regarding recent payments sent out to providers. We recognize the importance of timely and accurate payments, and we apologize for any inconvenience this has caused. We appreciate your understanding and patience as we work diligently to resolve this matter.

We have been closely collaborating with the team responsible for processing payments within the Department of Human Services (IDHS) to address the root cause of the issue. The issue originates from a problem in our accounting system that has affected the processing of payment vouchers, leading to only certain vouchers being paid, despite the necessary approvals being entered into the system.

To rectify this issue, we have initiated various attempts to correct the problem within the accounting system. Our efforts include daily interventions aimed at resolving the issue. We closely monitor the situation and run nightly processes to determine if the issue has been rectified.

It's important to note that during this resolution process, there have been instances where some payments have been processed for Fiscal Year 2023 or Fiscal Year 2024 designations. We are actively working to ensure that all outstanding payments, regardless of the fiscal year, are processed accurately and efficiently.

We understand the impact that delayed payments can have on your operations, and we want to assure you that our priority is to minimize any disruption caused. Our collaboration with the IDHS team remains ongoing, and we are committed to resolving this issue as swiftly as possible.

Please be assured that we will continue to process payments and keep you updated on the progress until this matter is fully resolved. Your partnership is invaluable to us, and we appreciate your continued cooperation.

Thank you for your ongoing patience and understanding.