


**Provider Information Notice**

**TO:** Early Intervention Providers and Payees  
Child and Family Connections Offices

**FROM:** Benjamin Delgado, Jr., Chief   
Bureau of Early Intervention

**DATE:** October 13, 2023

**RE:** Provider Payment Issues

We are aware that some Early Intervention providers have not received payment for vouchers that have been approved for processing. We have been working diligently to rectify the situation and would like to share an update on progress.

The identified issue:

During the transition between two budget years of 2023 and 2024, a technical coding issue led to some payments being held after they were processed. Attempts were made to reroute these payments, but this did not resolve the issue.

Our actions to resolve:

- We have drawn in existing funds to ensure all outstanding payments are covered.
- We are currently reviewing all payment vouchers from when the issue began, ensuring that no other payment is delayed.
- We are collaborating with key personnel across IDHS to streamline and rectify this situation, making sure that payments are always coded correctly.

We apologize for any inconvenience this may have caused. We know that Early Intervention providers rely on timely payments, and we are working to get all vouchers paid as quickly as possible and you can expect another update next week with additional information on our progress.

Thank you for your understanding and patience. We value your partnership and are committed to resolving the issue, working to prevent future issues, and to ensuring timely payment.