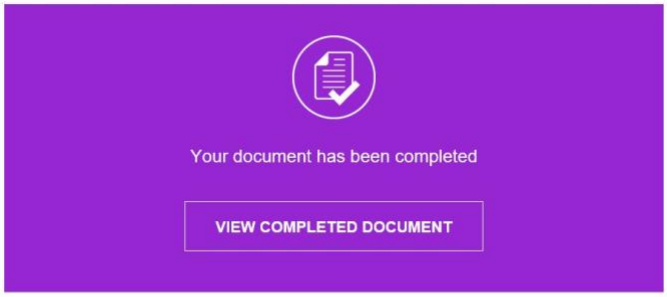
Incentive Payments
Frequently Asked Questions from the Webinar on November 14, 2023

W-9 Submission

What if the name on my credential is different than the name on my recent tax return?
The name and information on the W-9 must match what is on your most recent tax return for IRS purposes. If you submitted one that is different, you will need to complete another W-9 that matches the tax return.

Can I submit my W-9 on the IOC website?
No, all W-9s for the EI incentive payments MUST be completed using the DocuSign link found in the Provider Information Notice.

If I'd like a copy of my W-9, how do I do that?
Click purple icon after submission and print. Note: this option is only available for 48 hours, but it can be resent by clicking on the View Completed Document button in your confirmation email and then selecting the Send New Link option.



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I submitted my W-9, how can I be sure it was received?
The appearance of the purple box in your confirmation email indicates successful submission.

If I received a confirmation does that mean it was submitted properly?
Yes, if you received a confirmation email with the subject line **Completed: Complete with DocuSign: W9**, you submitted your form properly.

What if I made a mistake on my first W-9 submission?
Please complete another with the correct information. However, we encourage you to complete it thoroughly and carefully the first time as additional W-9s being completed impacts processing time.

Will our social security number be visible to people on the comptroller's vendor website?
No, SSNs are not visible to the public.

If we show as certified with our name and Employer Identification Number, do we have to submit a W-9 with our social security number. Will this impact anything with our billing in the EI system?
Yes, you must submit a W-9 with your SSN. The W-9 process is independent of your billing information in the EI system. Completing a W-9 will not change your regular billing information in early intervention.

If you are a sole owner and always used your Employer Identification Number for billing should you still use your social security number on the W-9 to get the incentive?
Yes, SSN must be used.

Do independent consultants who are part of a private practice need to complete a W-9?
Yes, anyone who does not currently get paid directly from the Comptroller via their Social Security Number (SSN) needs to complete a W-9.

If you had a S-Corporation during part of your service time that used a Federal Employer Identification Number (FEIN), do you need to complete a W-9?
Yes, you will need to fill out a W-9 with your SSN to ensure you receive payment.

If the Bureau staff reach out to a provider/service coordinator regarding a mistake, where will the email be sent from?
All follow up emails will be sent from a Bureau staff member, so someone with an Illinois.gov email address.

I bill for myself under my social security number. If I filled out a W-9 but I actually didn't need to, is that a problem?
No, it just slows the certification process as the volume of W-9s increases.

Certification

Once a W-9 is submitted with my personal information, should the status change to "certified"? Do we need to keep checking if we are certified or is confirmation of the W-9 all we need to be concerned about?
Becoming certified with the comptroller's office is not an immediate process; there will be a lag. There are two people addressing all submitted W-9 forms for all programs in IDHS. People should focus on following the instructions on the form and completing the W-9 accurately. There is no need to keep checking for the change to certified as early intervention staff are monitoring W-9 completion and notified of certifications. W-9 confirmation is all you need to be concerned about.

Is it true that you won't get paid if you don't show as 'certified' after filling out the W-9.
Again, if you are eligible and properly complete the W-9, you do not need to worry about the certification status on the Comptroller's website.

When I did my initial search on the comptroller's website to determine if I had to fill out a W9, I searched by my first name last name. The website did not show me as certified. When I searched again by last name first name it shows certified. Is this a problem?
If you are found when searching last name first name, that should be fine. You will not need to fill out a W9 form.

I filled out the W-9 and when I search to check my status it says "No longer on file. No activity in the past two years", which is inaccurate. When should this change to certified so that I am sure I will receive payment?
As long as you completed the W-9 and meet eligibility requirements, you will get paid.

Determining eligibility and tiers of incentive payments

I have been an IL EI provider for 16 years but was on maternity leave during the last fiscal year. I returned to serving families in September 2023. Does this mean that I don't qualify for the incentive payment since I did not bill during the last fiscal year?
That is correct. Please check the initial memo for the eligibility requirements. To be eligible, a provider must have billed between 7/1/22 and 6/30/23.

How is length of time in EI determined?
Length of time in the IL EI system is based on your initial (temporary) credential start date and considers your total credential history in the IL EI system as of June 30, 2023. This means that if you have held different roles under different credentials or changed payees, your years of experience in each role will be considered. June 30, 2023 is the date being used to calculate the total years of service.

How will you know if associates/assistants were providing services within the required timeframe?
The information in the comment section on authorizations is being used to determine this.

Receiving Incentive Payments

Which incentive payments will be mailed versus direct deposit?
Those receiving their first direct payment will be mailed; if you are already receiving payments from the comptroller under your social security number and have provided your direct deposit information, your payment will be direct deposited.

What is the target date that incentive payments will be released? Will it be in waves to providers or all at once?
Timing of payment depends on the completion of certifications and verification. The Bureau's goal is to process payments at one time on a single voucher. Target date is last week of December; notification will be provided via the provider connections website when payments are going to be sent.