Spring Newsletter

Provider Connections
March 2026

Updates

New Logo

As you may have noticed, Provider Connections has a new look! We shared our new logo at the beginning of Janaury 2026. While our look has evolved, our commitment to supporting providers and the Early Intervention community remains the same. We're excited to move forward with you into this next chapter.

Old logo

New logo

Background Check Process

To provide additional clarity for current and future providers, a statement has been added to all EI applications regarding the background check process. While applicants may contact DCFS to request their background check be expedited, Provider Connections will continue to review background checks with the batch in which they were originally submitted. As a result, the overall processing timeframe remains 4–6 weeks, regardless of whether DCFS is contacted. Providers submitting renewal applications should be sure to submit them on time to avoid processing delays or possible credential inactivation due to the length of the background check process.

Hot Topics

This section of our newsletter is dedication to answering our frequently asked questions, from adjusting your billing status to just getting started,.

How do I become an Individual/Sole Proprietor?

Please read through this document that is designed to help providers become and Individual/Sole Proprietor.

Additionally, please read through the IMPACT Guidelines for more information.

What are Consultation Hours?

Consultation hours refer to time spent providing billable services to children ages birth-3 with another provider who works with children ages birth-3 and practices within the same specialty.

What meetings do I have to submit for my renewal?

You will need to submit 75% of your required Ongoing Professional Development meetings for your renewal. These meetings need to with another specialist-level provider. Provider Connections only accepts one meeting per month to count towards your renewal.

If my credential date has passed can I still submit an extension request?

No, if your credential expiration date has passed you cannot submit an extension request. If you did not submit a renewal application on time, you will need to submit a reinstatement application to have your credential reinstated.

Spring

Staff Spotlight

Deb Grace, Enrollment/IMPACT Specialist

Deb joined Provider Connections in October 2020 as Office Manager. Before that, she worked as a Special Education Paraprofessional with high school students and as a Credentialing Specialist, helping optometrists become providers with insurance companies nationwide. At Provider Connections, Deb processes new CBO enrollment applications, provides IMPACT technical support, and oversees budget responsibilities. “My favorite thing about working here is helping people—being a resource, answering the phone, and assisting callers with questions or concerns.”

Helpful Tips

Listing the CFCs You Work With

It is important that providers list the CFC(s) they work with when sending in applications, renewals, or adding a CFC. We are required to generate reports using this information, and accurate listings help ensure providers appear where services are needed. If no CFCs are selected, providers may not appear on listings and could be removed. To avoid any disruption in referrals, please take a moment to review and update your CFC selections as needed.

Keeping Your Contact Information Updated

Keep your contact information up to date so you never miss important updates. If your phone number, email address, or mailing address changes, be sure to let us know right away. Having your current contact details helps ensure you receive our communications about your credential, updates from IDHS, and other important information in a timely manner.

Recruitment

CFC Managers: If you are looking for recruitment materials developed by Provider Connections, please reach out to Kate Brock, our Database/Technical/Marketing Manager. She would be happy to share these resources and support your recruitment efforts, as we recognize how critical it is to ensure children and their families receive high-quality, timely services.

Thank you

We would like to extend our sincere thanks to all of our providers for your hard work, dedication, and commitment to the children and families you serve each day. Your efforts make a meaningful difference in the lives of so many. We are also grateful to our partners across Early Intervention whose collaboration and support help make this work possible.

Thank You

Contact Information

800-701-0995

providerconnections@wiu.edu

www.providerconnections.org

Early Intervention Partners

- Early Intervention Central Billing Office
- Early Intervention Technical Assistance and Monitoring
- Early Intervention Training Program
- Early Intervention Clearing House
- Illinois Department of Human Services