

Providers and CFCs Questions and Answers for August 2010

Q: *I received a Provider Claim Summary but did not receive a check.*

A: Provider Claims Summaries are mailed weekly from the CBO. The Provider Claim Summary will have a date and an invoice number if any of the claims on the Provider Claim Summary will be paid. Checks are issued from the Illinois Comptroller's Office. Currently Early Intervention payments are delayed. To inquire on the status of payments visit the Early Intervention website at <http://www.eicbo.info/> or call 1-800-634-8540. If payments have been released then go to the IOC website at <http://www.ioc.state.il.us/> to inquire on the date payment was actually issued.

Q: *I moved and have not received payment from Early Intervention?*

A: Early Intervention Providers should contact Provider Connections with regards to address changes or updates. If payment is never received the Early Intervention Provider can request a warrant action to stop pay and reissue. Note the following guidelines and timeframes to follow before requesting a check be reissued:

- If the check is being mailed to a valid address and the provider has not moved but has not received payment there is a waiting period of 14 days.
- If the provider has moved and did not notify Provider Connections or the Post Office there is a 14 day waiting period.
- If the check is being mailed to a prior valid address from which the payee moved but put in a forwarding order at the Post Office there is a waiting period of 21 days.
- If the check is being sent to a completely wrong address (i.e. typo in address) a request to reissue the check can be done with no waiting period.
- If the check was received by the provider but lost, stolen, destroyed etc. a request to replace the check can be done with no waiting period.

The waiting period allows time for the check to be received at a valid address, forwarded to a valid address, or be returned. If the check is returned a representative from Early Intervention will contact the payee to obtain a valid address so the check can be re-mailed. The payee will still need to update their address with Provider Connections for future payments.

Contact the Early Intervention Call Center @ 1-800-634-8540 to request a check be replaced.

Q: *I received a check but I am unable to cash it due to a misspelling of my payee name.*

A: Report this issue by contacting the Early Intervention Call Center. The CBO and/or comptroller's office has the payee name misspelled within the system. The claims for which the check was issued will have to be deleted in the CBO system and re-entered. This will produce a new date for the invoice therefore payment for this invoice would not be released until funds are available for that particular invoice week.