



UNIVERSITY OF
ILLINOIS CHICAGO

Division of Specialized Care for Children

Portal Guide for Core Providers

The Provider Portal is the Division of Specialized Care for Children's (DSCC) new centralized claims and provider management system, set to transform the way we handle claims and engage with our providers.

We crafted the Provider Portal from the ground up to support DSCC-specific workflows and processes, allowing us to handle claims and approvals with far greater accuracy and efficiency.

Among the many benefits, our providers can:

- **Check the Status of Claims:** Directly from the portal, view and print your Explanation of Provider Payments, check the status of a claim, or access historical detail, all on your schedule.



You can access the Provider Portal at: <https://apps.dsccl.uic.edu/providerportal/>

Provider Portal Registration

To register for the Provider Portal for the first time, you will need:

- ✓ Your email address
- ✓ A unique password
- ✓ Your organization's name and FEIN
- ✓ Your organization's location or site address name and NPI number

Glossary of Terms

Explanation of Provider Payments	A document that outlines the details of the payment made to the provider for the services provided.
Find a Patient	Use this screen to search for a patient by their name, date of birth, DSCC ID or Medicaid Recipient Number (RIN).
Invoice/Voucher Number	A unique identifier for an invoice that helps both DSCC and providers manage submitted claims.
Patient Account Number	A unique identification number assigned to a patient to track services, charges, and payments for providers.
Medicaid Recipient Identification Number (RIN)	A unique identification number assigned to someone who receives support from the Department of Human Services.

FAQs

How do I gain access to the Provider Portal?

Visit <https://apps.dsccl.uic.edu/providerportal/> and register. Users need an email address to register. Once they have registered, DSCC staff will approve their access. Users will then receive an email verifying their approval.

I forgot my password. How do I gain access again?

You can use the “Forgot Password” feature to reset your password. If you need technical help, please send an email to dscclexternalhelp@uic.edu.

Who do I contact if I am having technical difficulties with the Provider Portal?

If you need technical help or assistance, please email dscclexternalhelp@uic.edu and explain your issue. A designated DSCC staff person will help you on the next business day.

How many staff members from one entity can have access to our entity within our Provider Portal account?

Each user must register with a unique name and email address. Users cannot share one account.

Who should register for the Provider Portal?

The Provider Portal is for providers who have provided services to DSCC participants and sent claims for those services to DSCC for payment.