



## **Early Intervention Now Offering E-Pay for Families to replace PO Box mail process effective September 20, 2021!**

The Illinois Department of Human Services Bureau of Early Intervention (EI) is pleased to announce that beginning **Monday, September 20, 2021**, EI families can electronically pay their family fees via a computer, laptop, smart device, or phone. Families can pay online or via telephone through an Interactive Voice Response (IVR) system.

Online payments will be available using the Illinois E-Pay system offered by the Illinois State Treasurer's Office. E-Pay is a quick, convenient, and secure solution that we are excited to provide to families. Families can access the on-line E-Pay link at [www.DHS.State.il.us/EI](http://www.DHS.State.il.us/EI).

Families using E-Pay can make a one-time payment or create an account for continual ease and account summary information. There will be no charge for payments via electronic checks. Payments made with a credit or debit card will include a 2.25% transaction (or \$1 minimum) fee per payment/transaction.

Payments can also be made via an IVR phone system. After calling the toll-free number, verbal step-by-step instructions will guide families through the payment process. Families can access the IVR phone system by calling 1-888-926-0651.

When using either system, callers should have their monthly Family Participation Fee Invoice handy. For either system families will need:

- Their 11-digit EI account number
- The date of birth of the oldest child actively enrolled in EI
- The zip code for the family's address on the invoice

After September 30, 2021, payments made by paper check will **no longer be accepted**. Checks received at the former Post Office Box number after September 30, 2021, will be returned to sender to follow the new electronic process. This may cause delays in applying the payment to the account.

Families will receive further information and instructions from their service coordinators as well detailed instructions on the IDHS Early Intervention website at [www.DHS.State.il.us/EI](http://www.DHS.State.il.us/EI), the EI Clearinghouse website at <https://eiclearinghouse.org> and the EI Central Billing Office website at <https://EICBO.info>.