

I/T Provider Registry

Commonly asked questions:

What type of account should I choose? I'm not a special instructor.

All EI providers should choose the Early Intervention Specialist account regardless of their provider type. The other choices are for our ECE partners and should not be used for EI.

It says to allow 90 days for processing. Does it really take that long?

EI accounts take approximately 14 days to process.

I can't enter training hours in less than 1 hour increments. What do I do?

Early Intervention Training must be entered under the Early Intervention Training section and can be entered in .25 hour increments.

I don't see the Early Intervention training section?

If you do not see the Early Intervention training section, your profile has not been set up correctly. Navigate to the summary tab and verify that the checkbox for "Create an Early Intervention Specialist account" has been selected. This screen will reset to all blank values every time you exit the registry until you actually submit the application.

Where do I upload my training certificate?

Currently, the system is not allowing training certificates to be uploaded. This is scheduled to be fixed in early April 2021.

Do I need to enter my High School information?

High School diploma is not required.

Do I need to upload my transcript or diploma for higher education?

No, current EI professionals who began employment prior to 3/30/21 do not need to upload any diploma or transcript information.

AFTER 3/30/21:

If you are a licensed professional, you do not need to upload your higher education information. Your license will suffice. Unlicensed EI professionals must upload their highest level of education information and/or transcript data in order to verify that they meet requirements to be an EI provider.

I'm an independent provider, how do I set up my profile?

Independent providers should list themselves as their employer on the employment tab. The county should not be listed as your employer. You also need to claim the admin role for your "agency" so that you can assign yourself as a provider to the county(ies) in which you provide service.

I don't have all of the information needed to add my employer. Where do I find it?

The search fields on the employment screen do not all need to be filled out in order to perform a search. Users can search by Organization ID (a provider registry specific number), Employer Name, or MPI number. Provider Admins can provide employees with their agency's Org ID or MPI for more accurate searching.

I can't find one of my employers from many years ago. What do I do?

Only Early Intervention employment info should be added to the registry. Users do not need to add anything that was prior to 7/1/2020.

I'm the admin for my org but I am missing employees who say they did create their account. What happened?

The employee may not be attached to the correct org. They should verify their employment tab and ensure that the name of the employer matches the correct org.

I'm the admin for my org and some of my employees are listed as a status of "applied." What does that mean?

This means that they have applied for a Career Pathway account instead of an Early Intervention Specialist account. Their application must be cancelled so that they can submit for the correct account type. Email ra-ocdintervention@pa.gov with the list of accounts that need to be cancelled, and the request will be processed.