

## **Pennsylvania's Infant/Toddler Early Intervention 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 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 submit the application.

**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.

**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?**

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) or Employer Name. Provider Admins can provide employees with their agency's Org ID 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](mailto:ra-ocdintervention@pa.gov) with the list of accounts that need to be cancelled, and the request will be processed.

**I'm an Org Owner. Can I upload documents on my employee's behalf?**

The Org Owner can upload documents for an employee by switching to the Org view and navigating to the Employees tab. Click on the blue button with the three dots and then click on Education. Click on Manage, and you will now have access to edit all of the information. Training can be entered at the very bottom of the screen.

**I'm a supervisor, and a County says I am appearing on their reports. How do I remove myself from their report?**

Supervisory staff should not be assigned to a County unless they provide direct service to children in that County. If you are appearing on a County report in error, delete the associated County on the Employees tab within your Org Admin view.

**I just got updated clearances/license/CPR First Aid. What should I do about the previous ones already uploaded?**

Add a new entry for your clearances/licenses/CPR First Aid. Note this is a new entry and not just uploading a new file. DO NOT DELETE previous entries. Previous entries show documentation that you met qualifications during that time-period.