

Pennsylvania's Infant/Toddler Early Intervention Provider Registry

Commonly Asked Questions

Do I need to enter my High School information?

You do not need to upload a high school diploma, but you must indicate that you have a high school diploma and a graduation year.

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 information and ensure that the name of the employer matches the correct org.

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

Yes. Please reference the resource document called *Org Admin's Guide to Uploading Docs on Behalf of Employees*.

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. What should I do about the previous ones already uploaded?

Add a new entry for your clearances/licenses. 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. Please reference the resource document called *Interventionist's Guide to Managing Qualifications on the Education Tab*.

My provider agency offers a “refresher” course on mandated reporting; how should that be documented in the Training Information Section of the Registry?

The “Select Topic” drop-down option “Mandated Reporter” should be used ONLY for the DHS approved 3-hour training that must be completed every 60 months per the CPSL. Any “refresher” courses taken should be entered in the training section using the “Select Topic” drop-down option “Other”.

How should it be documented when CPR and First Aid courses are completed at different times?

If CPR and First Aid are completed at different times, each course can be documented separately using the “Select Topic” drop-down option “Pediatric CPR/First Aid”.

Is a certificate required to be uploaded in order to meet requirements?

Yes. Proof of completion through a certificate uploaded to the EI Provider Registry is required. If no certificate was provided, an *Early Intervention Training Log* resource document is available for documentation purposes.

How are training hour requirements calculated for new hires?

Interventionists have 1 year to obtain their first 24 hours. When the calendar crosses over the beginning of a fiscal year, trainings are dually counted towards that first year and the new fiscal year. For example, if someone starts in November 2022, they have until November 2023 to get their first 24 hours. They are also required to have 24 hours between July 2023 and June 2024. Anything taken during the July-Nov period would count towards both.

How are extended absences documented in the Provider Registry?

For a planned absence, the expectation is that the Interventionist still obtains their required training and their employment and county assignment dates would not be altered. For unplanned, extended absences, Orgs may end employment. When the Interventionist returns from the extended absence, they would add a new employment segment with a new start date and would be considered “new” on the training hours reports. The Interventionist would not need new pre-service training completed unless there was a gap in EI employment of more than 6 months.