

MEMORANDUM

TO: Local Health Department Administrators
Medical Directors and Vaccine Coordinators
I-CARE Users and PRAs

FROM: IDPH Immunization Section

DATE: December 8, 2023

RE: **New I-CARE Enrollment Process Go-Live**

IDPH Immunization Team is excited to announce a significant enhancement to the I-CARE (Illinois Comprehensive Automated Immunization Registry Exchange) enrollment request process! This new site was designed to streamline and improve the efficiency of I-CARE requests from providers and other immunization partners.

New Website Live

The new site can be accessed [here](#). *This will be live and accepting submissions on December 8, 2023.*

Welcome!

Welcome to the Illinois Comprehensive Automated Immunization Registry Exchange (I-CARE) Enrollment website.

On this website, you will find tools and resources to complete the following:

- **New Organizations** can complete site enrollments and designate a Portal Registration Authority (PRA)
- **Current Organizations** can report site updates and PRA changes
- **Individuals** can request I-CARE Access

Please note that I-CARE will not enroll organizations outside of Illinois, enroll for the purpose of research, or human resource departments for employee immunization verification.

New Organizations*

Current Organizations

Individual I-CARE Access

* New organizations are those with no prior enrollment in I-CARE



I-CARE
Illinois Comprehensive Automated
Immunization Registry Exchange

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Key Features of the New Process

Automation of Requests: The new process introduces automation, reducing manual processing and ensuring a seamless experience when submitting I-CARE requests. This enhancement aims to simplify the process, making it more user-friendly and efficient.

Electronic Routing of Documents: The revamped system enables the electronic routing of documents, enhancing accessibility and facilitating quicker processing. This shift to digital documentation aligns with our commitment to improve communication and access to our services.

Alleviation of Duplications: The automated system includes checks to identify and eliminate duplicate requests. This saves valuable time and ensures accuracy in the information maintained within the I-CARE system.

Decreased Turnaround Time: One of the most significant benefits of this new process will be a notable reduction in turnaround time. By leveraging automation and digital workflows, it will provide faster and more efficient services.

New Verification Protocols

To further enhance the integrity of data and ensure the credibility of new sites, this process will involve enhanced verification protocols.

- All new sites will be verified and signed off by either the Medical Director or CEO. This additional step reflects the commitment to maintaining the highest standards in immunization data management.
- Capability for site updates to be initiated and signed off by the PRA (Portal Registration Authority). This delegation streamlines the update process, allowing for quicker and more responsive site management within the I-CARE system.

Enhanced Capabilities

The enhanced features of the new site will enable users to:

- add new organizations and modify existing ones,
- add and update PRAs (Portal Registration Authority), and
- request access for new individual I-CARE users.

As a part of this change, ***the existing enrollment document and process will be deactivated on December 8, 2023.*** Any requests submitted before this date through the current system will be processed. ***There is no need for resubmission on the new site.***

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The importance of timely and accurate immunization data, and this upgrade reflects our dedication to continuously improving our services to serve your needs better. This enhancement will significantly contribute to the effectiveness and accessibility of enrolling in the I-CARE system, benefiting all stakeholders involved.

Office Hours

Office hours will provide you with the opportunity to witness a live demonstration of the new site and address any questions you may have. We look forward to your participation and engagement during these informative sessions.

Join us for any of these office hours in December. Use this [link](#) to join.

Monday, December 11, 2023 at 3:00 pm

Thursday, December 14, 2023 at 10:00 am

Monday, December 18, 2023 at 11:00 am

Please familiarize yourself with the new process. If you have any questions or require assistance during this transition, please reach out. Your cooperation during this transition is greatly appreciated.

CONTACT US FOR MORE INFORMATION

For help, questions or feedback please contact the IDPH Immunization Section at dph.icare@illinois.gov or call 217-785-1455 and select option 1.