

Child Care Claims Web Portal Frequently Asked Questions (FAQs)

Topic: September Enhancements

1. **Question:** What enhancements or changes will be made to the Web Portal in September?

Answer: In order to make the process of electronic claims submission easier for you, the following enhancements are being made to the Web Portal:

1. *Addition of link to navigate directly to the Home Page;*
2. *Updated Open Claims Page:*
 - a. *You will now see a billing period which includes all open claims instead of a list of claim numbers;*
3. *Updated Electronic Claim Form:*
 - a. *By clicking on a billing period on the Open Claims Page, you will be able to view an electronic form that contains all open claim forms for the correlating billing period;*
 - b. *You will now be able to submit a single open line, multiple open lines, or an entire claim form;*
 - c. *You will no longer need to enter zeroes for lines you do not want to submit;*
 - d. *You will be able to view Service Authorization information (including unit tracking) by clicking on the client's Service Authorization number in the claim form;*
 - e. *Real-time validation against the Service Authorization upon submission, including receiving any errors regarding why the claim was not able to be submitted;*
 - f. *You will be able to email a DHHS mailbox with any questions regarding submission errors;*
 - g. *You will be able to view a printable version of the electronic claim form which includes any errors that may have been returned for claim lines that were not successfully submitted.*
4. *Service Authorization Notices:*
 - a. *You will now be able to search and view Service Authorizations on the Web Portal that were created/updated/discontinued **after 7/18/12**– this can be done either on the electronic claim form or the Authorization Notices Page. You will be able to view New, Updated, Discontinued, or All Service Authorizations for your organization. **Please Note: Service Authorizations created/updated/discontinued prior to 7/18/12 will not be available on the Web Portal.***

5. *Email Notifications:*

- a. *In the Manage Organizations Page, you will be able to add and manage email notifications for your organization. By adding email addresses, you will receive 1 email each day that a new Claim, Service Authorization, or EOP is available for your organization on the Web Portal.*

2. *Question:* When will these enhancements/changes be added to the Web Portal?

Answer: The enhancements will be available on Monday, September 10, 2012 at 7:00 am (CT).

3. *Question:* Will there be any times that the Web Portal will NOT be available to submit electronic claims?

Answer: Yes, in order to implement these enhancements, the Web Portal will NOT be available beginning Friday, September 7th at 10:00 pm (CT). The Web Portal will be available for use again on Monday, September 10th at 7:00 am (CT).

Also, because of real-time validation against the Service Authorization, the Web Portal will be down every Sunday from 5:00 pm – 7:00 pm (CT) due to weekly maintenance. During this time, you will NOT be able to access the Web Portal. This information is also posted on the Help/Support Page of the Web Portal.

Any time the Web Portal is not available, you will be redirected to a webpage that indicates the system is currently down.

4. *Question:* Will there be training materials that I can use to learn how to use these enhancements?

Answer: Yes, training materials will be available under the Help/Support link in the Web Portal that you can view to assist you with using the Web Portal.

5. *Question:* Are there any things I can currently do on the Web Portal that will not be available after September 10th?

Answer: Yes, the only item that will not be available after September 10th is the Outstanding Claims Page. However, you will still be able to view any open claims that were not submitted on the Open Claims Page.

6. *Question:* If I have elected or must submit electronic claims on the Web Portal, will I be able to submit paper claims after September 10, 2012?

Answer: No, if you have elected to use or are required to use the Web Portal to submit electronic claims, you will not be able to submit paper claims after September 10, 2012. If there is a client that is missing from the electronic claim, you will need to have the client's parent contact ACCESSNebraska to have the Service Authorization created or updated. Once the Service Authorization is created by ACCESSNebraska, it will be available on a new claim for your next billing period.

Topic: Using the Web Portal

1. *Question:* If I am not currently using the Web Portal, how do I register to submit electronic Child Care Claims?

Answer: Please contact your Resource Development Worker (RD) for information regarding registering for an account on the Web Portal.

2. *Question:* What if I lost or can't find my PIN Number?

Answer: Please contact your Resource Development Worker (RD), as they will be able to reset the PIN Number for your organization. Once the PIN Number is reset, you will receive a new Registration Letter in the mail which contains your new PIN Number. Please Note: Resource Development is not able to provide your PIN number over the phone. They will need to reset your PIN Number, which will initiate a new Registration Letter that will be sent to you in the mail.

3. *Question:* Who is required to submit electronic claims?

Answer: Currently, Child Care Centers must submit electronic claims. Each program is currently discussing timelines for other Child Care Providers to submit all claims electronically by the first part of 2013. Please contact your Resource Development (RD) Worker for additional information.

4. *Question:* What if I don't have internet access or the ability to submit electronic claims online?

Answer: Please contact your Resource Development Worker (RD), as Kiosks with computers are located at offices throughout the State that you can use for submitting electronic claims online. There are also other options, as you can login to the Web Portal on other computers with internet access (example: public library).

5. *Question:* Will every internet browser work with the Web Portal?

Answer: No, Google Chrome does not work with the Web Portal. You need to use either Internet Explorer (version 7.0 or greater), Mozilla Firefox (version 3.6 or greater), or Apple Safari.

6. *Question:* Can I use a tablet or mobile device to submit electronic claims on the Web Portal?

Answer: Yes, but your tablet or mobile device must have the following internet browser installed:

- Internet Explorer (version 7.0 or greater),
- Mozilla Firefox (version 3.6 or greater), or
- Apple Safari.

7. *Question:* Where will important information be posted on the Web Portal?

Answer: Important information and updates will be communicated in the “In the Box” portion on the Home Page of the Web Portal.

Topic: Submitting Electronic Claims

1. *Question:* Will I be able to submit a claim for a client that is not on the electronic claim form?

Answer: No, you will not be able to submit a claim for a client that does not appear on the electronic claim form. You will need to have the client contact ACCESSNebraska at 800-383-4278 to have the Service Authorization created/updated for the client.

2. *Question:* Will I be able to see the date when the claim was submitted?

Answer: Yes, by going to the Submitted Claims Page, you will be able to view the date that each claim line was submitted. You will also be able to view a printable version of submitted claim lines, which also includes the date each line was submitted.

3. *Question:* If a client’s Service Authorization information was not created and is now available on the next billing period, how do I “back-date” for billing?

Answer: If the client is on the electronic claim, you will be able to view the Service Authorization information. As long as the service dates fall within the dates on the Service Authorization, you can “back-date” for billing. Even though these dates may not match up with the billing period, you will still be able to bill for dates that are included in the Service Authorization.

Topic: Contact Information

1. *Question:* Who can I contact for a lost/misplace PIN Number?

Answer: Please contact your Resource Development Worker (RD), as they will be able to reset the PIN Number for your organization. Once the PIN Number is reset, you will receive a new Registration Letter in the mail which contains your new PIN Number.

2. *Question:* Who can I contact for Service Authorization updates or information?

Answer: Please contact ACCESSNebraska at 800-383-4278.

3. *Question:* Where can I find information about Child Care Claims and the Web Portal?

*Answer: You can find information on the following website:
http://dhhs.ne.gov/Pages/fis_fisindex.aspx#CHILDCARECLAIMS*

4. *Question:* Who do I contact if I have technical problems with the Web Portal?

Answer: You can contact the DHHS Helpdesk between the hours of 7:00 am – 6:00 pm (CT) at 800-722-1715.