

CHILD CARE PROVIDER ONLINE PORTAL BILLING GUIDE

WHAT YOU NEED TO GET STARTED

<https://ecmp.nebraska.gov/DHHS-Claims/>

To use the online claims processing site, you must have internet access using one of the following internet browsers:

- *Microsoft Internet Explorer, version 7.0 or greater
- *Mozilla Firefox, version 306 or greater and Apple Safari
- *NOTE: Google Chrome browser is not currently supported

If you are using an approved browser and are still not able to view the home page, please review your personal computer firewall settings.

You must also have your registration letter containing your organization's identification number and your Personal Identification Number (PIN). This letter will be generated once you have been approved as a provider by your Resource Development worker and your authorization has been completed.

REGISTER ACCOUNT

Official Nebraska Government Website

NEBRASKA ENTERPRISE
CONTENT MANAGEMENT PORTAL

LOGIN

Username:

Password:

Login

[Reset Password \(Non-State Employees\)](#)
[Update User Account Information \(Non-State Employees\)](#)

NEW USERS

If you are a first time user and have not yet registered for an account, click the link below and follow the instructions.

[Register Here \(Non-State Employees\)](#)

THIS IS A GOVERNMENT COMPUTER SYSTEM. UNAUTHORIZED ACCESS IS PROHIBITED. ANYONE USING THIS SYSTEM IS SUBJECT TO MONITORING. UNAUTHORIZED ACCESS OR ATTEMPTS TO USE, ALTER, DESTROY OR DAMAGE DATA, PROGRAMS OR EQUIPMENT COULD RESULT IN CRIMINAL PROSECUTION.

Once you have accessed the home page you will need to click on "Register Here" to set up your account.

REGISTER ACCOUNT (CONT.)

You will need to complete the following:

*Name-Enter first and last name.

*Email address-Enter a valid email address to be associated with this account. *NOTE: this email address will be used for system notifications.*

*Confirm email-Re-enter the email address typed above.

*Username-Create a username for this account.

*Password-Create a password for this account. *NOTE-the password must be at least eight characters and contain at least one uppercase letter, one lowercase letter, and one digit. Click on the Password Rules link for more information on password requirements.*

*Password reminder questions-you are required to select three password reminder questions and supply an answer to each question. These questions will be used to authenticate your identity in order to change your password or account information.

Password reminder questions

Question One *

Your Answer *

Question Two *

Your Answer *

Question Three *

Your Answer *

When all of the required information has been successfully entered, click on "Register Account". A message will appear stating that your account has been created and you are being redirected to the home page to sign in.

The first time you log in, you will be prompted to enter your Organization ID and PIN. These are located on your Registration letter. If you have misplaced your registration letter you may contact your Resource Development worker and request that a new copy be provided to you. This information is required in order to verify that it is indeed you setting up the account.

WELCOME PAGE

When you first sign into the portal, you will be automatically taken to the Welcome page.

The screenshot shows the top navigation bar with the Department of Health and Human Services Claims Portal logo, a Help/Support icon, and a Log Out button. On the left is a sidebar menu titled "YOUR CLAIMS DOCUMENTS" with sections: Welcome (View Welcome Page), Open Claims (View Open Claims), Submitted Claims (View Submitted Claims), EOPs (Explanation Of Payments) (View EOPs), Authorization Notices (View Notices), and Manage Organizations (Manage Orgs). The main content area is titled "WELCOME NEBRASKA PROVIDERS" and features the DHHS Nebraska logo. The text welcomes providers, explains the goal of modernizing the system, and lists benefits of the new system: real-time data validation, viewing submitted claims, EOPs, service authorizations, and account management. Below the text is a banner titled "IN THE BOX" with the slogan "Helping People Live Better Lives" and the DHHS logo over a Nebraska landscape image.

On this page there may be messages to providers "In The Box".

From this page you can navigate the portal using the tabs on the left hand side to the following pages:

- Open Claims – this is where you will enter in claim information and submit your claims.
- Submitted Claims – this is where you can view claims once you have submitted them.
- EOPs (Explanation of Payments) – this is where you can view and print verification of paid claims once the payment has been issued to your organization.
- Authorization Notices – this is where you can find notices generated for your organization including Service Authorizations, Notices of Discontinuation, etc.
- Manage Organizations – this is where you can change your password and manage notification emails.

***Before entering any information into a claim be sure that you have completed your attendance calendar for the time period you are billing for. The information on the calendar should match the claim submitted, so completing your attendance calendar is the first step to completing your claims.

OPEN CLAIMS

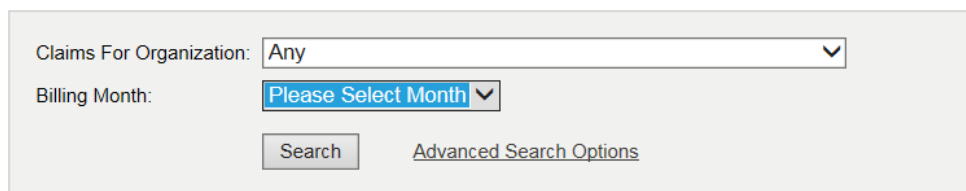
Select "View Open Claims" and then select your name from the "Claims For Organization" drop down box. You can then further refine your search for Claims by searching for different billing months.

Searching

Select organization and billing month you would like to see open claims for - click Search.

To define your search results, you may also complete some or all of the following fields; client first name, client last name, client ID, service authorization #.


**A search will not return more than 250 results. Results will be returned in alphabetical order, by client last name.*



The search form contains two dropdown menus. The first is labeled "Claims For Organization:" and has "Any" selected. The second is labeled "Billing Month:" and has "Please Select Month" selected. Below the dropdowns are a "Search" button and a link for "Advanced Search Options".

Removed Claims

If you want to view claims you have previously removed from your search results, click on View (below).



A button labeled "Recently Removed Claims" with a trash can icon, a "View" button, and a link "What's this?".

***If you are billing for a child that has a new authorization or are having trouble finding the claim you are looking for select "Any" under the "Billing Month" drop down box rather than the specific month you are wanting to bill for. This allows Claims to populate that were created in the current month to allow billing for a previous month.

Any Claims that have been recently deleted can be viewed under "Recently removed Claims" and restored if necessary for use.

Claims are viewable after 6:00 PM for the bold dates and days listed below:

Monthly Claim Filings:

- **27th Day of Each Month:** Current month's claims for active Authorizations & claims for Authorizations created between the 1st and the 25th of the current month
- **2nd Day of Each Month:** Claims for Authorizations created since the 26th day of the previous month.

Semi-Monthly Claim Filings:

- **2nd Day of Each Month:** Claims for current month's billing between the 1st and 15th.
- **17th Day of Each Month:** Claims for current month's billing between the 16th and the end of the month.

OPEN CLAIMS (CONT.)

Open Claims ✕

Organization: Billing Month: Client First Name: Client Last Name: Client ID: Authorization #:

Returned 4 results

TRAN, PHAN (54015766) FOR BILLING MAY 2014 SERVICES (DY)
TRAN, PHAN (54015766) FOR BILLING MAY 2014 SERVICES (HR)
TRAN, PHAN (54015766) FOR BILLING MAY 2014 SERVICES (DY)
TRAN, PHAN (54015766) FOR BILLING MAY 2014 SERVICES (HR)

Claim: 68176782-1

Client Name	TRAN, PHAN
Client ID Number	54015766
Service Authorization	97170407
Service Code	9946
Service From Date	<input style="width: 50px;" type="text" value="1."/>
Service Through Date	<input style="width: 50px;" type="text" value="1."/>
Frequency	DY
Units	<input style="width: 50px;" type="text" value="2."/>
Rate	<input style="width: 50px;" type="text" value="3."/>
Total	\$0.00
Customer Obligation	<input style="width: 50px;" type="text" value="4."/>
DHHS Charge	\$0.00

I acknowledge the [Terms And Conditions](#)

↑

If a service authorization is completed and backdated, the date listed above will be the date it was created. The claim can be used for other months of service as you will manually enter the dates you are billing for on line 1. This commonly happens the first time a new Provider bills.

← Click here to see the Service Authorization for this claim.

Total Amount Submitted: \$0.00 [\(reset\)](#)

Auto Advance To Next Claim On Submit

Open the Claim for the child you are billing by clicking on the claim on the left hand side. Then enter the following:

1. Service From and Through Dates, an example would be 1-1-17 through 1-31-17.
2. Amount of Units provided. Each claim is for a specific frequency either hour (HR), day (DY) or occurrence (OC).
3. Appropriate rate for the Frequency and Service Code.
4. Amount of Customer Obligation or Family Fee if applicable. If the family does not have an obligation enter "o" in this field.

The DHHS charge will then be automatically figured and displayed at the bottom of the screen. Review the Terms and Conditions, check the box and then Submit the Claim for payment.

***Review the claim carefully as you will not be able to make any changes after it has been successfully submitted. If you discover that you have made a mistake contact your Resource Development worker so that a claim correction can be completed.

If you have any questions on if the family does or does not currently have a fee, what dates are authorized or what your rate of pay is, simply double click on the underlined blue numbers next to "Service Authorization" and you will be able to view the current authorization and review before you submit.

SUBMITTED CLAIMS

Click on "View Submitted Claims. Select your name from the "Claims For Organization" drop down box. Select billing month to view specific month or select "Any" to view all submitted claims.

SUBMITTED CLAIMS:

- View, print, and download previously submitted electronic claims

Claims For Organization:

Billing Month:

[Advanced Search Options](#)

This is where you are able to view all Claims that have been successfully submitted for payment.

Submitted Claims

Organization: Billing Month: Client First Name: Client Last Name: Client ID: Authorization #:

Showing 10 of undefined results

JACKSON, MELANIE (45103697) 03/21/14 (OC)
JACKSON, MELANIE (45103697) 03/21/14 (OC)
JACKSON, MELANIE (45103697) 03/26/14 (OC)
JACKSON, MELANIE (45103697) 04/23/14 (OC)
OLSON, JAKE (03242530) 04/08/14 (OC)
TRAN, BARB (61351781) 04/08/14 (OC)
TRAN, PHAN (54015766) FOR BILLING MARCH 2014 SERVICES (DY)
TRAN, PHAN (54015766) FOR BILLING MARCH 2014 SERVICES (HR)
TRAN, PHAN (54015766) PRIOR BILLING (DY)

Claim: 50850135-1

Client Name JACKSON, MELANIE
Client ID Number 45103697
Service Authorization [79703893](#)
Service Code 4017
Service From Date 03/21/2014
Service Through Date 03/21/2014
Frequency OC
Units 1
Rate 35
Total 35.00
Customer Obligation 0.00
DHHS Charge 35.00
Submitted On 03/28/2014

***Again, if you discover that you have made a mistake contact your Resource Development worker so that a claim correction can be completed.*

EOP'S (EXPLANATION OF PAYMENT)

Click on "View EOPs". Select your name from the "EOPs For Organization" drop down box. Here you are able to view or print any paid claims.

EOPS (EXPLANATION OF PAYMENTS)

This page provides the ability to:

- View EOPs (Explanation of Payments) generated for paid claims; and
- Print and save EOPs.

Please note: To view and save EOPs, you must have Adobe Reader. This can be downloaded at <http://get.adobe.com/reader/>

EOPs For Organization:

IssueDate	EOP type	Payment Number	
04/02/2014	PAYMENT (ACH)	734750002	<input type="button" value="View"/>
04/02/2014	PAYMENT (ACH)	734750008	<input type="button" value="View"/>
03/28/2014	NONPAYMENT		<input type="button" value="View"/>

NOTICES

Click on View Notices. Select your name from the "Notices For Organization" drop down box. Select the type of notice you would like to search for, New, Updated, Discontinued or All. Enter the child's first and last name. One you select the search button you will be given a list of updated authorizations and will be able to view the most current information.

SERVICE AUTHORIZATION NOTICES

- Search, submit, and print service authorization notices for your organization(s)
- Search by new, discontinued, or updated service authorizations

Please note: To view and save service authorization notices, you must have Adobe Reader. This can be downloaded at: <http://get.adobe.com/reader/>

Notices For Organization:

Notice Type:

Client First Name:

Client Last Name:

New and updated authorizations are posted on the portal 2-3 business days after they are create or changed. To verify reported changes prior to this you can contact your RD worker.

MANAGE ORGANIZATIONS

Click on Manage Orgs. Enter your Org ID and PIN number and click "Add Organization." Your name will appear in the column and you can then click on the "Notifications" button. You can then chose the notifications you would like to receive. Choosing all three will ensure that you will receive email notification every time there is a new or updated authorization and when a payment for services has been approved.

Manage Notifications x

Notification Types:

New Claims
 New EOPs
 New Authorizations

Current Recipients

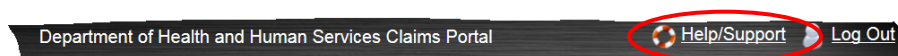
Add Recipient

Email:

Providers who run two (or more) separate daycare facilities can add both Organizations to their "Manage Organization" list and then toggle back and forth for billing purposes.

HELP/SUPPORT

If you have problems with the website when billing and need technical support, click on the Help button and you will be given a number to call for assistance.



HELP

You may contact DHHS Claims Support at 1-888-281-6629, support hours are listed below:

Monday, Tuesday, Thursday, Friday: 7:00 am to 5:30 pm
Wednesday: 10:00 am to 5:30 pm

All times listed in Central Daylight Time

Training/Support Materials

The links below will provide you with additional information to assist you with using the Web Portal:

Printable Training Guides

- [How to Register an Account and Login \(PDF\)](#)
- [How to View and Submit Open Claims \(PDF\)](#)
- [How to View Submitted Claims and EOPs \(PDF\)](#)
- [How to Search and View Service Authorization Notices \(PDF\)](#)
- [How to Manage Organizations \(PDF\)](#)
- [How to Log Out, Reset Password, and use Help/Support Materials \(PDF\)](#)
- [Frequently Asked Questions \(PDF\)](#)

N-Focus weekly maintenance is done every Sunday from 5:00 pm – 7:00 pm (CT). During this time, providers will NOT be able to submit claims electronically through the web portal.