

**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES



Pete Ricketts, Governor

# Electronic Claim Submission Provider Manual

- Site Registration
- Site Navigation
- Site Training
- Frequently Asked Questions (FAQs)

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## Introduction and Overview

The Department of Health and Human Services (DHHS) strives to modernize and enhance the processes and systems used to better serve you as a provider to the Department.

The Department's goal is to provide you with a more convenient experience to get the information you need in a timely manner. With the automated Claim Form you will submit your claim electronically and you will have a fast and convenient way to stay up-to-date on your claim and Explanation of Payment status. You also have the option of logging in to your account to view your account activity at any time.

This document contains information and instruction for using the online DHHS Claims portal. Questions should be directed to the DHHS Help Desk at 888-281-6629 during the office hours of 7:00 a.m. and 5:00 p.m.

## Section I – Prerequisites

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 3.6 or greater and Apple Safari
  - *NOTE: Google Chrome browser is not currently supported.*
- Have a registration letter containing your organization’s ID and Personal Identification Number (PIN).

## Section II – Creating an Account

From your internet browser, (Internet Explorer, Mozilla Firefox or Apple Safari), go to <https://ecmp.nebraska.gov/DHHS-Claims>

1. If you have not yet registered online, click the Register Here link under the NEW USERS section.

2. You will go to a New Account Registration page. Complete all of the fields on this page. Click the Field Requirements link for details on requirements for specific fields such as Username and Password.
  - a. First Name – enter your first name.
  - b. Last Name – enter your last name.
  - c. Email Address – enter the email address to be associated with this account. *NOTE: this email address will be used for system notifications.*
  - d. Confirm Email – re-enter the email address typed above.
  - e. Username – Create a username for this account.
  - f. 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 the Field Requirements or Password Rules link for more information on password requirements.*
  - g. Password reminder questions – You must select three password reminder questions, and supply an answer for each question. These questions will be used to authenticate your identity to change your password or account information.
    - i. Select a security question from the drop-down box.

- ii. Type your answer in the Your Answer field. This field is not case sensitive.

Official Nebraska Government Website

# NEBRASKA ENTERPRISE SELF REGISTRATION

## NEW ACCOUNT REGISTRATION

**\* Required**

User Information Field Requirements

First Name \*

Last Name \*

Email Address \*

Confirm Email \*

---

Login Information

Username \*

Password \*

Confirm Password \*  [Password Rules](#)

---

Password reminder questions

Question One \*

Your Answer \*

- 3. Click Register Account.

- If you have previously registered on this site with the same email address, you will receive the message below. Click 'Yes' to this message.



- A message will appear stating that your account has been created, and you are being redirected to the sign in page. If you do not see the sign in page within 10 seconds, click the [here](#) link.



## Section III – Login

These steps assume that an account has been created. If not, please follow the Creating an Account steps in Section II.

- From your internet browser, (Internet Explorer or Mozilla Firefox), go to <https://ecmp.nebraska.gov/DHHS-Claims>



- In the Username field, enter the username created for this site.

Username:

- In the Password field, enter the password created for this site.

Password:

- Click Login.

- The first time you log in, you will be prompted to enter your Organization ID and PIN. These values can be found on the registration letter sent to you by DHHS. Please contact your Local Office – Resource Development representative to request this letter.



- In the Organization ID field, enter your Organization ID number.

- In the PIN field, enter your PIN.

- Click Submit.

- You will be taken to the Welcome page.

## Section IV – Site Navigation

This section provides an overview of the different areas accessible within the DHHS Claims portal, and deals with navigation of the site. Specific questions regarding documents – or the information on those documents – should be directed to your Local Office/RD Worker or the DHHS Auto Response Toll-Free Number (800) 383-4278 to inquire about a claim.

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

The screenshot shows the 'Official Nebraska Government Website' header with the state seal and the title 'NEBRASKA ENTERPRISE CONTENT MANAGEMENT PORTAL'. Below the header, it identifies the 'Department of Health and Human Services Claims Portal' and includes links for 'Help/Support' and 'Log Out'. The main content area is titled 'WELCOME NEBRASKA PROVIDERS' and features a 'YOUR CLAIMS DOCUMENTS' sidebar on the left. The sidebar lists sections: 'Welcome' (with a link to 'View Welcome Page'), 'Open Claims' (with a link to 'View Open Claims'), 'Submitted Claims' (with a link to 'View Submitted Claims'), 'EOPs (Explanation Of Payments)' (with a link to 'View EOPs'), 'Authorization Notices' (with a link to 'View Notices'), and 'Manage Organizations' (with a link to 'Manage Orgs'). The main content area contains a welcome message from the Department of Health and Human Services, a list of five bullet points regarding electronic claims and account management, and a blue 'IN THE BOX' banner for 'EMPLOYMENT FIRST PROVIDERS'. The banner includes a 'Welcome!' graphic and a call to action: 'Have you completed your provider agreement?' with instructions for providers of services like automobile fuel and insurance to click a link to complete their agreement.

**YOUR CLAIMS DOCUMENTS**

**Welcome**  
Latest news and updates from DHHS!  
▶ [View Welcome Page](#)

**Open Claims**  
Claims that have recently been created can be viewed, filled out, and submitted here.  
▶ [View Open Claims](#)

**Submitted Claims**  
Claims that have previously been submitted can be viewed and downloaded here for your reference.  
▶ [View Submitted Claims](#)

**EOPs (Explanation Of Payments)**  
Explanation of Payments generated for your organization can be viewed here.  
▶ [View EOPs](#)

**Authorization Notices**  
Authorization Notices generated for your organization can be viewed here.  
▶ [View Notices](#)

**Manage Organizations**  
Add additional organizations to this account to view and submit their documents (Org ID and PIN required).  
▶ [Manage Orgs](#)

### WELCOME NEBRASKA PROVIDERS

Thank you for your service to the Nebraska Department of Health and Human Services. It is our ongoing desire to modernize and enhance the processes and systems used by the Department of Health and Human Services (DHHS) to better serve you as an approved state provider. The Department's goal is to provide you with a more convenient experience to get the information you need in a timely manner.

With the automation of Provider Claims you will submit your claim electronically and you will have a fast and convenient way to stay up-to-date on your Open Claims, Explanation of Payment (EOP), and Service Authorization status. This new system will also notify you when claims, EOPs, and Service Authorizations are available by sending an e-mail to your registered e-mail account. You will also have the option of simply logging into your account to view your account activity at any time.

- Open and submit electronic claims with real-time data validation;
- View previously submitted claims;
- View Explanation of Payments (EOP);
- View/search relevant Service Authorization Notices; and
- Manage your account (register multiple email accounts to receive email notifications).

**"IN THE BOX"**

**EMPLOYMENT FIRST PROVIDERS**

Welcome to the Electronic Claims Portal!

**Have you completed your provider agreement?**

If you provide services for the Employment First Program (automobile fuel, automobile insurance, work clothing, etc.) and you have not yet completed your provider agreement, please click [here](#) to complete one now.

## Open Claims

The Open Claims section contains all the open claims available to be filled out by the organization. You can switch organizations by using the drop down. If you do not see one of your organizations you can add them using the "Manage Organizations" link on the left.

You are able to limit your searching options based on multiple fields. The more information you enter to search by, the narrower your results will be.

### OPEN CLAIMS:

- Search, submit, print, and download electronic claims for your organization(s)
- Remove open claims you no longer need
- Receive real-time validation of submitted data against n-focus authorization

### 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.*

Claims For Organization:

Billing Month:

Client First Name:

Client Last Name:

Client ID:

Service Authorization #:

Select 'Search'. You will be taken to a screen that will display open available claims.

You may also narrow your search within the open claims screen by entering more specific information in the search fields, and selecting 'Search'.

\*\*\*If you are billing for a client 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.

**Child Care Providers Only:** 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**

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

**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** Remove Print

Client Name: TRAN, PHAN  
Client ID Number: 54015766  
Service Authorization: [97170407](#)  
Service Code: 9946  
Service From Date: [ ]  
Service Through Date: [ ]  
Frequency: DY  
Units: [ 2. ]  
Rate: [ 3. ]  
Total: \$0.00  
Customer Obligation: [ 4. ]  
DHHS Charge: \$0.00

I acknowledge the Terms And Conditions

Submit

Total Amount Submitted: \$0.00 (reset)  Auto Advance To Next Claim On Submit

**\*\*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.**

**1.**

**2.**

**3.**

**4.**

- 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 "0" in this field.

**\*\*\*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 or 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.

**Open Claims**

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

**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** Remove Print

Client Name: TRAN, PHAN  
 Client ID Number: 54015766  
 Service Authorization: [97170407](#)  
 Service Code: 9946  
 Service From Date:   
 Service Through Date:   
 Frequency: DY  
 Units:   
 Rate:   
 Total: \$0.00  
 Customer Obligation:   
 DHHS Charge: \$0.00

I acknowledge the [Terms And Conditions](#)

Submit

Total Amount Submitted: \$0.00 [\(reset\)](#)  Auto Advance To Next Claim On Submit

You will be prompted to acknowledge terms and conditions prior to submitting your first claim on each log-in (session).

- Total amount submitted, **per session**, will be displayed at bottom left.

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.

## Remove/Hide Claims

Within the Open Claims menu, you are able to remove (hide) claims that you no longer want displayed on your open claims search results. This will allow for cleaner searching/listing (if you have claims for your organization that may not be fulfilled).

Claims that you choose to remove will remain retrievable on the portal 6 months from the claim date. This will allow you to retrieve the removed claim if needed. After 6 months from claim date, claims that have been removed will not be available for you to access.

To remove a claim from your listing, select the claim line you want to remove and select, "Remove."

The screenshot shows the 'Open Claims' interface. At the top, there are search filters for Organization (Any), Billing Month (Any), Client First Name, Client Last Name, Client ID, and Authorization #, with a Search button. Below the filters, it says 'Returned 4 results'. A list of results shows four entries for 'TRAN, PHAN (54015766)' for 'FOR BILLING MAY 2014 SERVICES' with different frequencies (DY, HR, DY, HR). To the right, a detailed view for 'Claim: 68176782-1' is shown. This view includes fields for Client Name (TRAN, PHAN), Client ID Number (54015766), Service Authorization (97170407), Service Code (9946), Service From Date, Service Through Date, Frequency (DY), Units, Rate, Total (\$0.00), Customer Obligation, and DHHS Charge (\$0.00). There are 'Remove' and 'Print' buttons at the top right of the claim details. At the bottom of the claim details, there is a checkbox for 'I acknowledge the Terms And Conditions' and a 'Submit' button. At the bottom of the entire interface, it shows 'Total Amount Submitted: \$0.00 (reset)' and a checkbox for 'Auto Advance To Next Claim On Submit'.

The claim you hide will be removed from your listing of open claims. You will be able to view and restore removed claims from the Open Claims page.

The screenshot shows the 'Removed Claims' section. It has a heading 'Removed Claims' and a message: 'If you want to view claims you have previously removed from your search results, click on View (below)'. Below the message, there is a button with a trash can icon labeled 'Recently Removed Claims', a 'View' button, and a link 'What's this?'.

## Authorization Notices

The Authorization Notices page allows you to search and view Service Authorization notices generated for your organization. Please Note: The Web portal only contains Service Authorizations that were created, updated, or discontinued after July 18, 2012. Service Authorizations that were created, updated, or discontinued prior to this date are not available on the Web Portal.

### 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:

To search for Service Authorization Notices related to your organization, select the appropriate Notice Type (**New Service, Updated Service, Discontinued Service, or All**) from the drop down list. Or if you would like to search for a specific Service Authorization, type the client first/last name. Click **Search**.

Note: 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.

## 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/>

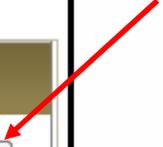
Notices For Organization:

Notice Type:

Client First Name:

Client Last Name:

Authorization Number	Client Name	Created Date	
12554413	JACKSON, MELANIE	04/23/2014	<input type="button" value="View"/>
87704930	JACKSON, MELANIE	04/30/2014	<input type="button" value="View"/>



To view a Service Authorization, click on **View** next to the authorization you wish to view. The Service Authorization will be displayed as a PDF on a new page for viewing, saving, or printing.

## Submitted Claims

The Submitted Claims section contains claims that you have already submitted. You can switch organizations by using the drop down. If you do not see one of your organizations you can add them using the "Manage Organizations" link on the left.

Although the form can no longer be edited, you can view the information for a claim by clicking the view button. The form will open in a new window.

### Submitted Claims

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

**Showing 10 of undefined results**

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

**Claim: 50850135-1**

Client Name	JACKSON, MELANIE
Client ID Number	45103697
Service Authorization	<a href="#">79703893</a>
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

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

## EOPs (Explanation of Payments)

The EOPs section contains Explanation of Payment (EOP) forms that have been generated for your organization. You can switch organizations by using the drop down. If you do not see one of your organizations you can add them using the "Manage Organizations" link on the left.

To view the EOP simply click the "**View**" button next to the EOP you wish to see. The document will open in a new window.

### 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"/>

## Manage Organizations

The Manage Organizations section allows you to add the various organizations you wish to manage electronically. To add new organization enter the Org ID and PIN that were provided in your registration letter and press the Add Organization button.

You may also remove organizations you no longer wish to control by clicking the remove button when reviewing the list. Occasionally PIN numbers can change. If this occurs the Organization will be listed as invalid and you will not be able to submit claims. To resolve the problem, remove the invalid organization and add it again using the new PIN provided to your organization.

### MANAGE ORGANIZATIONS

- Add additional organizations to your account
- Remove organizations from your account
- Manage email notifications for:
  - Open Claims
  - EOPs
  - Authorizations

To add new organizations enter the Org ID and PIN that was provided to you and select "Add Organization". You can remove organizations you no longer control by selecting the "Remove" button next to that organization. Occasionally PIN numbers can change. If this occurs the Organization will be listed as invalid and you will not be able to submit claims. To resolve the problem "Remove" the invalid organization and add it again using the new PIN provided to your organization.

Organization Name	ID		
PARKVIEW SERVICES LLC	96246122	Notifications	Remove

#### Add An Additional Organization

Org ID:  PIN:

## Section V – Other Site Options

### Log Out

1. To Log Out of the DHHS Claims portal, place your mouse over the Log Out words at the top of the screen.
2. Click on Log Out.



3. You will see a message stating that you have successfully logged out.



### Reset Password

To reset your password (in case it cannot be remembered) complete the following:

1. Go to the Login page.  
<https://ecmp.nebraska.gov/DHHS-Claims>
2. Click the Reset Password link.



3. On the Password Reset Login page, enter your username in the field.



4. Click the Search button.



5. You will be prompted to:

- a. Enter responses to the three security questions created when your account was established. Enter all three answers. *NOTE: Answers are not case sensitive. Your questions may differ from those pictured below.* If you do NOT remember the answer to your security question(s);
- b. Send Reset Email – selecting this option will send an email to the email address associated with your user name (the email address you used when you first registered), with instructions on how to reset your password.

## FORGOT PASSWORD?

Security Questions	Email Reset
<p>If you remember the answers to your security questions you can enter them below and reset your password</p> <p>What is the name of your favorite childhood friend? <input type="text"/></p> <p>What was your first pet's name? <input type="text"/></p> <p>In what town was your first job? <input type="text"/></p> <p><b>NOTE: Answers are NOT case sensitive</b></p> <p><input type="button" value="Submit Answers"/></p>	<p>If you can't remember the answers to your security questions, click the button below to receive an email at the account associated with your username with instructions on how to reset your password:</p> <p><input type="button" value="Send Reset Email"/></p>

### Reset Via Security Questions:

On the Password Reset screen, enter your new password in the New Password field. Retype the password in the Confirm New Password field. Click the Password Rules link for information on password requirements.

Official Nebraska Government Website

# NEBRASKA ENTERPRISE SELF REGISTRATION

## PASSWORD RESET

New Password:

Confirm New Password:  
 [Password Rules](#)

- c. Click the Submit button.

- d. You will be redirected to the Login page. As a safety measure, an email from [donotreply@nebraska.gov](mailto:donotreply@nebraska.gov) will be sent to the email address associated with the account confirming the password change.



### Reset Via Email Reset:

You will receive the below message, as well as an email. Follow the instructions in the email to reset your password.

**Your request to reset password has been submitted. Please check the email address associated with this account to initiate the password reset process, you will be redirected to the sign in page in 5 seconds...**

**If you are not redirected, please click [here](#)**

### Update User Account Information

Use the Update User Account Information area to make changes to the account information (name, email, security questions, etc.) entered when the account was created. *NOTE: The username cannot be changed.* To update the user account information, complete the following:

1. Go to the Login page.  
<https://ecmp.nebraska.gov/DHHS-Claims>
2. Click the Update User Account Information link.



3. Click the Login button.

4. You will be presented with one of the three security questions chosen when the account was created. Type the answer in the Your Answer field. *NOTE: Answers are not case sensitive. Your question may differ from the one pictured below.*

5. Click the Continue button.

6. You will be taken to the Account Management screen. Change and update any necessary information. Click the Field Requirements link for detailed information on the requirements for each field. *NOTE: the Username cannot be changed once it has been established.*
7. When you are finished updating, click Update Account.

## Help/Support

Printable training guides and videos are available on the Help/Support website. For your convenience guides are specific to each area of the portal.

Click on the link pertaining to functionality you need help with and a document will display in PDF format.

The screenshot shows the top navigation bar of the Nebraska Enterprise Content Management Portal. The header includes the Nebraska state seal, the text "Official Nebraska Government Website", "NEBRASKA ENTERPRISE CONTENT MANAGEMENT PORTAL", and "Department of Health and Human Services Claims Portal". A "Help/Support" link is circled in red, along with a "Log Out" link. The main content area is titled "HELP" and provides contact information for DHHS Claims Support at 1-888-281-6629. It lists support hours: Monday, Tuesday, Thursday, Friday (7:00 am to 5:30 pm) and Wednesday (10:00 am to 5:30 pm). A note states "All times listed in Central Daylight Time". There are sections for "Training/Support Materials" and "Printable Training Guides" with a list of PDF links: "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)", and "Frequently Asked Questions (PDF)". A red notice at the bottom states: "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." On the left side, there is a sidebar titled "YOUR CLAIMS DOCUMENTS" with sections for "Welcome", "Open Claims", "Submitted Claims", "EOPs (Explanation Of Payments)", "Authorization Notices", and "Manage Organizations", each with a "View" link.

## Section VI: Frequently Asked Questions (FAQ)

### Accessing the site

**Q: *What do I need to submit and manage my claims online?***

A: You will need the following:

1. A computer with an internet connection.
2. A supported internet browser (Microsoft Internet Explorer or Mozilla Firefox).
3. Your Organization ID and PIN, provided in the registration letter from DHHS.

**Q: *What internet browsers are supported?***

A: To utilize the claims portal, use Microsoft Internet Explorer 7.0, Firefox 3.6 or greater and Apple Safari (Google Chrome is not supported).

**Q: *What is the URL/web address for the online claims portal?***

A: Type the following address in your browser window: <https://ecmp.nebraska.gov/DHHS-Claims>, it is essential to have the complete address, otherwise you will experience issues getting into the site.

**Q: *Are my PIN and password the same?***

A: No. Your PIN is a numeric code used to tie your organization to your online user account. The password is created by you when the account is established. The system password requirements do not allow the PIN to be used as a password. Contact the RD Staff at your local office to have the PIN reset. Login passwords can be reset by the end user.

**Q: *How do I reset my password?***

A: Click the Reset Password link on the Login page. You will be required to enter your username. Then you must answer the three security questions established when the account was created. After successfully answering the security questions, you can create a new password. See Section V above for detailed instructions of this process.

**Q: *Are the security questions case sensitive?***

A: No. If the answer to a security question is "Lincoln", it can be entered as "lincoln".

**Q: *I do not know / I cannot remember the answers to my security questions. How can I reset my password or change account information?***

A: DHHS Support does not have access to view or change the security question responses. If you are unable to answer the questions, and cannot access the site, you can create a new user account. When creating a new account, be sure to use the same email address.

**Q: *I need to create a new user account; can I use the same email address again?***

A: Yes, you can use the same email address when creating a new account. When you create the account, you will receive a message stating "The email address you have entered is already registered with at least one other account, would you like to have the other usernames associated with this address sent to your email account?" Click Yes to receive an email containing all of the usernames associated with your email address. Click No to not have the email sent.

**Q: *I need to create a new user account; can I use the same username again?***

A: No, usernames must be unique within the system. Old or inactive usernames cannot be reused.

**Q: I cannot locate my Organization ID and Personal Identification Number (PIN). What do I do?**

A: Contact the RD Staff at your local office to have the PIN reset. If you are unsure who your RD Worker is, please call the Customer Service Center at 800-383-4278 for assistance. A new registration letter containing a new PIN will be generated and mailed to you within 2 to 3 business days.

**Q: Does my account lock after failed login attempts?**

A: Your account will be locked after **five** failed log in attempts. Once your account is locked, you will need to wait 30 minutes before attempting to log in again.

**Q: I am receiving the message "Invalid User ID Or Password. Check Your Credentials and Try Again."**

A: There are several things to try:

1. Ensure the username and password are both typed correctly. Both are case sensitive, so be sure your Caps Lock is not turned on.
2. Reset your password. See Section V for detailed instructions.
3. Your account may be locked due to multiple failed logon attempts. Wait 30 minutes and try to log in again.
4. If you receive this message after multiple password resets, create a new user account. See Section II for detailed instructions.

**Q: I am receiving the message "No documents are available as you do not belong to any reading groups."**

A: Type the following address in your browser window: <https://ecmp.nebraska.gov/DHHS-Claims>, it is essential to have the complete address, otherwise you will experience issues getting into the site.

## Inside the Site

**Q: I process the billings/claims for multiple organizations; can I access all of them through the same user account?**

A: Yes, you can add multiple organizations to the same user account. Within the site, click the Manage Orgs link to enter the Org ID and PIN (provided in the registration letter). See Section V for detailed instructions.

**Q: How do I view claim documents for multiple organizations?**

A: First, ensure the additional organization(s) have been added to your user account. Review Section V for detailed instructions. Once added, you can switch between organizations by selecting the desired organization from the drop-down box at the top of each page.

**Q: What if a client's name is not showing on my on-line claims?**

A: Contact RD Staff at Local Office. If unsure who your RF Worker is, please call the Customer Service Center at 800-383-4278.

**Q: I manually completed a blank form. Where do I mail it?**

A: Paper forms should be mailed to:  
DHHS  
P.O. Box 95026  
Lincoln, NE 68509

**Q: *How do I submit a claim?***

A: Each claim is submitted individually. This is done by filling out claim, agreeing to terms and conditions, and selecting 'submit'. *NOTE: Once submitted, a claim cannot be edited.*

**Q: *What happens when I submit a claim?***

A: Submitted claims go into the Submitted Claims section where they can be viewed and/or printed.

**Q: *How do I view and/or print a submitted claim?***

A: Click on the View Submitted Claims link. Click the View button next to the desired claim. The claim will open in a new window. Click the Print button to print the claim form.

**Q: *How do I know if a claim has been paid?***

A: If a claim has been paid, you will find payment information under the EOP (Explanation of Payment) section. Please allow 5 to 7 business days for payment to be processed.

**Q: *What happens when I remove a claim?***

A: If you remove a claim, the claim will be removed from future search results. The removed claim will remain available on the portal 6 months after the claim date.

**Q: *Why am I not receiving my Explanation of Payment (EOP) forms in the mail?***

A: Once a provider registers online, all claims documents (claims and EOPs) are available online. Paper claims and EOPs will not be mailed.

## **Other Questions**

**Q: *What is the phone number for technical support?***

A: Technical Support is available by calling 888-281-6629. Technical Support is available Monday, Tuesday, Thursday, & Friday from 7:00 a.m. to 5:30 p.m., and on Wednesdays from 10:00 a.m. to 5:30 p.m. (Central Daylight Time).

**Q: *Do I have to sign up for direct deposit before I can register for electronic claims?***

A: No.

**Q: *How do I sign up for Direct Deposit?***

A: Go to *the website to get the form/information for direct deposit:*  
[http://dhhs.ne.gov/Pages/fis\\_claimsprocessing.aspx](http://dhhs.ne.gov/Pages/fis_claimsprocessing.aspx)

**Q: *If a new Provider has been approved with the Department of Health and Human Services will they receive a PIN?***

A: Yes, a registration letter containing their Organization ID and PIN will be mailed.

**Q: *I did not receive a letter about the option of submitting my claims online. What do I do?***

A: You should contact your RD Worker and a letter will be generated and mailed to you explaining this option.

**Q: *I need to change the email address associated with my account.***

A: Go to Update User Account Information. You can change your preferences here. *NOTE: if you are using your previous email address as your username, you will want to consider creating a new account.*

**Q: *Who can I contact for Service Authorization updates or information?***

A: Please contact ACCESSNebraska at 800-383-4278, Lincoln Office at 402-323-3900, or Omaha Office at 402-595-1258.

**Q: *I am unable to open my EOP (Explanation of Payment). What should I do?***

A: Turn off popup blocker and make sure you have the current version of adobe reader.