CHILD CARE CLIENT PORTAL BILLING GUIDE

https://dhhs-claims-client.ne.gov/
Navigate to the Client Portal:  
https://dhhs-claims-client.ne.gov/  

Once you have accessed the home page you will need to click on “Register Here” to set up your account.  
You will be redirected to the Nebraska Enterprise Self-Registration webpage.
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.
When all of the required information has been successfully entered, click on “Register Account”.

A message will appear stating your account has been created and you are being redirected to the home page to sign in.
When you first enter the Client Portal, you will be automatically taken to the Login page.

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The first time you login, you will be prompted to enter the last 4 digits of your Social Security Number, your date of birth, and your last name as it appears on your authorization.

If you are unable to validate your information, contact ACCESSNebraska to confirm your information. This information is required in order to verify your identity and validate your account.

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From the login page you will be redirected to the Dashboard.

- **QR Code** – This unique code can be used to check children in/out of care without having to enter your login information on your provider’s portal.
- **Attendance** – From here, you can view online attendance calendars.
- **Authorization** – Authorizations and Family Fees, if applicable, can be viewed here.
The QR code generated is unique to you. This code can be scanned by your provider to check your child(ren) in and out of care.

This code can be screenshotted and saved on your mobile device to be scanned without requiring login to the Client Portal.

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Attendance records are developed using a child’s check in/out records.

Attendance records are viewable but cannot be edited.

You will be able to review time entered by your provider, as well as disagree with any times entered.

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The Details screen shows check in/out information for each attendance record. If you disagree with the record, check the box and enter your disagreement reason.

You can choose to hide your disagreement from the provider by checking the box under this option. Your disagreement reason will still display to your provider’s Resource Developer. Once you’ve entered this information, save your changes.

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From this screen you can view authorizations by your child’s name, provider, service period and frequency.

*Frequency: the type of units your provider can bill. Ex. HR=hour, DY=day*
You can select “Details” to see the number of attendance periods, number of absences, and amount of units in the frequency claimed by the provider.

This box also includes a “Collected Family Fee” column which shows the amount accrued to be collected from the provider’s claims. You may owe this to the provider; be sure to discuss this amount with them.
HELP/SUPPORT

If you have problems with the website and need technical support, you may contact DHHS Claims Support at:

888-281-6629

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

dhhs.ne.gov