

CHILD CARE CLIENT PORTAL BILLING GUIDE

<https://dhhs-claims-client.ne.gov/>

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DEPT. OF HEALTH AND HUMAN SERVICES

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Table of Contents

- [Register Account](#)
- [Login](#)
- [User Verification](#)
- [Dashboard](#)
- [QR Code](#)
- [Attendance](#)
- [Authorizations](#)
- [Help/Support](#)

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REGISTER ACCOUNT

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DHHS Client Portal
Welcome, Please Login

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 \(Non-State Employees\)](#)

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.

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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.

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REGISTER ACCOUNT cont.

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.

The screenshot shows a registration form with the following elements:

- Password reminder questions** section header.
- Question One**: A dropdown menu with the text "Select a security question..." and a downward arrow.
- Your Answer**: A text input field.
- Question Two**: A dropdown menu with the text "Select a security question..." and a downward arrow.
- Your Answer**: A text input field.
- Question Three**: A dropdown menu with the text "Select a security question..." and a downward arrow.
- Your Answer**: A text input field.
- Register Account**: A button at the bottom of the form, circled in red. A red arrow points from the text "click on 'Register Account'" to this button.

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LOGIN PAGE

The screenshot shows the DHHS Client Portal login page. At the top left is the Nebraska logo with the text 'NEBRASKA' and 'Good Life. Great Mission.' Below it, 'DEPT. OF HEALTH AND HUMAN SERVICES' is written in smaller text. To the right of the logo, the page title 'DHHS Client Portal' is displayed, followed by a grey bar containing the text 'Welcome, Please Login'. The main content area is a light blue box containing a white login form. The form has a header with a key icon and the word 'Login'. Below this are two input fields: 'Username' and 'Password'. Under the password field is a blue 'Login' button. Below the button are two links: 'Reset Password (Non-State Employees)' and 'Update User Account Information (Non-State Employees)'. Below the login form is a section titled 'New Users' with a person icon and a plus sign. Below this section is a paragraph of text: 'If you are a first time user and have not yet registered for an account, click the link below and follow the instructions' followed by a blue link 'Register Here (Non-State Employees)'. The bottom of the page features a decorative graphic with yellow, green, and blue wavy shapes.

<https://dhhs-claims-client.ne.gov/>

When you first enter the Client Portal, you will be automatically taken to the Login page.

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USER VERIFICATION

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DHHS Client Portal
Please Verify Your Account

Welcome Test User [Log Off](#)

User Verification

In order to gain access to the Attendance Portal you must provide:

1. The last four digits of your Social Security Number,
2. Last Name (must match the name found on your authorization for service), and
3. Your Date of Birth.

You will have access to all participants/children with active Child Care authorizations related to your case.

Social Security Number (Last 4 Digits Only)

Date of Birth

Last Name

[Submit](#) [** SKIP \(temporary\)**](#)

<https://dhhs-claims-client.ne.gov/>

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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DASHBOARD

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DHHS Client Portal
Dashboard

Welcome Test User
Log Off

QR Code
Click here to show your QR Code for quick check in/out at providers who offer this option.
QR Code

Attendance
Click here to review attendance calendars. Online calendars are not editable.
Attendance

Authorizations
Click here to see authorized children and fee information.
Authorizations

Family Fee
\$27.3750 of your \$150.00 monthly Family Fee has been deducted from your provider's claims. The remaining balance is \$122.6250
**Remaining balance is calculated based on provider submission for services. Please confirm amount with your provider.*

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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.

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DASHBOARD > QR CODE

<https://dhhs-claims-client.ne.gov/>

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.



DASHBOARD > ATTENDANCE

<https://dhhs-claims-client.ne.gov/>

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.

The screenshot shows the 'Attendance Records' page in the DHHS Client Portal. The page header includes the NEBRASKA logo, the text 'Good Life. Great Mission. DEPT. OF HEALTH AND HUMAN SERVICES', the title 'DHHS Client Portal', and a user greeting 'Welcome Test User' with a 'Log Off' link. The main content area features a table of attendance records with columns for Client Name, Date, Check In, Check Out, and Status. Each row includes a 'Details' button. The table shows five records for clients CHASE, CORDELIA and CHASE, LOREN. A search bar and a 'Show 10 entries' dropdown are located above the table. The footer of the table indicates 'Showing 1 to 5 of 5 entries' and includes 'Previous' and 'Next' navigation links.

Client Name	Date	Check In	Check Out	Status	
CHASE, CORDELIA	08/25/2020	09:17 AM	12:00 AM	Complete	Details
CHASE, CORDELIA	08/27/2020	12:28 PM	12:00 AM	Complete	Details
CHASE, DOYLE	08/26/2020	09:10 AM	12:00 AM	Complete	Details
CHASE, LOREN	08/26/2020	09:08 AM	02:35 PM	Complete	Details
CHASE, LOREN	08/24/2020	07:00 AM	05:00 PM	Complete	Details

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DASHBOARD > ATTENDANCE > Details & Disagreements

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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.

The screenshot shows the 'Check In/Out Details' modal in the NEBRASKA Claims Client portal. The modal contains the following information:

Check In Date:	08/25/2020	Check In Time:	09:17 AM
Check In Type:	Client	Check In Type Reason:	
Check Out Date:	01/01/0001	Check Out Time:	12:00 AM
Check Out Type:		Check Out Type Reason:	

Below the table, there are two checkboxes:

- Disagree With This Attendance Record
- Hide This Disagreement From The Provider

The 'Disagreement Reason' field contains the text: "This is not right."

A red circle highlights the "Save Disagreement Changes" button at the bottom of the modal.

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DASHBOARD > AUTHORIZATIONS

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DHHS Client Portal
Dashboard / Authorizations

Welcome Test User
Log Off

Authorizations

Show 10 entries Search:

Client Name	Provider	Authorization #	Begin	End	Frequency	
CHASE, CORDELIA	JACK & JILL	68677294	07/14/2020	12/31/2020	HR	Details
CHASE, DOYLE	THE ACADEMY	78829941	08/21/2020	12/31/2020	DY	Details
CHASE, DOYLE	THE ACADEMY	78829941	08/21/2020	12/31/2020	HR	Details
CHASE, DOYLE	THE ACADEMY	54970851	07/14/2020	08/20/2020	DY	Details
CHASE, DOYLE	THE ACADEMY	54970851	07/14/2020	08/20/2020	HR	Details
CHASE, LOREN	THE ACADEMY	02570544	07/14/2020	12/31/2020	DY	Details
CHASE, LOREN	THE ACADEMY	02570544	07/14/2020	12/31/2020	HR	Details

Showing 1 to 7 of 7 entries Previous 1 Next

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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

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DASHBOARD > AUTHORIZATIONS > Details

Month	Attendance	Absences	Used Units	Collected Family Fee
August, 2020	1	0	5.50	0.00

Client Name	Provider	Authorization #	Begin	End	Frequency	Details
CHASE, CORDELIA	JACK & JILL	68677294	07/14/2020	12/31/2020	HR	Details
CHASE, DOYLE	THE ACADEMY	78829941	08/21/2020	12/31/2020	DY	Details
CHASE, DOYLE	THE ACADEMY	78829941	08/21/2020	12/31/2020	HR	Details
CHASE, DOYLE	THE ACADEMY	54970851	07/14/2020	08/20/2020	DY	Details
CHASE, DOYLE	THE ACADEMY	54970851	07/14/2020	08/20/2020	HR	Details
CHASE, LOREN	THE ACADEMY	02570544	07/14/2020	12/31/2020	DY	Details
CHASE, LOREN	THE ACADEMY	02570544	07/14/2020	12/31/2020	HR	Details

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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.

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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



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