CHILD CARE PROVIDER PORTAL BILLING GUIDE

https://dhhs-claims-provider.ne.gov/
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GETTING STARTED

Navigate to the Provider Portal: https://dhhs-claims-provider.ne.gov/

You must 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 Developer and your authorization has been completed.

Providers who currently have access to the existing Billing Portal, will not need to create a new account. Your existing login information can be used to login to the new Provider Portal.
Navigate to the Nebraska Enterprise Registration site:

https://enterpriseregistration.Nebraska.gov/SelfRegistration.aspx

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 Provider Portal, you will be automatically taken to the Login page.

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 letter, you may contact your Resource Developer and request that a new copy be provided to you. This information is required in order to verify that it is indeed you accessing the account.

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

- **Client Check In/Out** – Allows the provider to check children in / out of care.
- **Claims** – Here providers can view claim items for their organization.
- **Payment Information** – Allows the provider to view Explanation of Payments (EOPs).
- **Attendance** – Attendance calendars can be accessed through this section.
- **Authorizations** – Allows providers to view authorization information for clients.
- **Organization Details** – Displays the provider’s organization information.
- **Reports** – Allows providers to view available reports.
From this screen you can:

- **Scan QR Code** – Clients are provided with a unique QR code that can be scanned via this section. This automatically checks the child(ren) in or out.

- **Guardian Log In** – Clients can choose to check the child(ren) in or out using their Portal log-in information.

- **Provider Override** – Providers have the ability to enter a manual check in/out as an alternative to scanning the QR code or entering the client log-in information.
The Client Portal generates a unique QR Code for each family to check their child(ren) in and out of care. This QR Code can be scanned on the Provider Portal to automatically record the time of check in/out on the child’s Attendance Record.

This can be done with any device that has camera or webcam capacity. Instructions for setting up a webcam can be found at the end of this training.

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The parent or guardian can enter their Portal login information here to sign the child in or out. The time will automatically be recorded on the child’s Attendance Record at the time of login.

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After a successful login, the guardian will be directed to this screen. From here, the child can be checked in or out. Information related to their family fee responsibility, if applicable, is also displayed for the guardian’s review.

The Family Fee displayed is intended to assist you with keeping an accurate count of how much of the Family Fee is being deducted from your claims. Once the Family Fee has been fully deducted from your claims, it is your responsibility to collect this amount from the client.
Providers can complete manual check-in/check-out of clients as an alternative to the guardian using their QR code or login information. By selecting a provider and pressing ‘Provider Override’, the provider will be directed to this screen to check the child in/out of care manually.
Through the Claims Search, providers can search claims by status.

Open Claims Status - These are claims that still need to be submitted.

Submitted Claims Status - These are claims that have been submitted.

You can further refine your search for claims by searching by provider, client name, and/or service period.
After entering search criteria, providers will be directed to this screen where they can submit or view the details of claims.

- **Service Date** – The month of service. An example would be 1-1-2020 through 1-31-2020.
- **Frequency** – Each claim is for a specific frequency: hour (HR), day (DY), One Way Trip (OW) or occurrence (OC).
- **Rate** – The rate the provider will be paid for the Frequency and Service Code.
- **Fee** – The amount of Customer Obligation or Family Fee, if applicable. If the family does not have an obligation this field will be “0.00”.

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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.
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From this screen you can search Explanation of Payments (EOPs) by provider and/or payment date.
After entering search criteria, providers can view and print verification of paid claims. This information is only available after the payment has been issued to your organization.
Attendance Search – Records can be searched by provider, status, and date range.

Add Attendance Record – Records can be manually entered in the event a check in/out was missed.

Import Attendance File - Providers can import an attendance record with previous approval from DHHS. Only providers who have been set up to import attendance will be able to use this function.
Providers have the ability to enter a manual attendance record as an alternative to using the QR code or Guardian check in/out.
To import an Attendance Record, you must be previously approved for this import method and it must be correct or it will be rejected. Detailed instructions on how to import the information will be provided by your Resource Developer.
Providers can search for active and discontinued authorizations by entering desired search criteria on this screen.
You can select “Details” to see the additional information such as attendance periods, number of absences, and amount of units in the frequency claimed by the provider.

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Information - This is where you can view your organization’s information.

Training – Providers can view and track staff training requirements.

Settings – Providers can view and change notification settings through Settings.

Users – Providers can view and edit user roles, and invite new users for their organization.

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Within your Organization Information, you can view:

- The assigned Resource Developer
- Approval type
- Approval/Contract number
- Begin and end dates
- Rate
Also within Organization Information, providers can review the Training tab to determine due dates and hours for annual training requirements.
Providers can select what types of notifications they would like to receive through selections on this screen. The time zone can also be changed if your location falls under a time zone other than Central Time.
Users for your organization can be viewed and edited. Invitations for new users can also be sent from this page.
Additional Instructions for setting up a webcam

To use the QR Code scanning function, the device you are using must have camera or webcam capability. Follow the steps below to set up a webcam.

1. Attach the webcam to your computer. Plug the webcam's USB cable into one of the rectangular USB ports on the side or back of your computer.
   • USB plugs can only be inserted one way. If the plug will not fit into the port, rotate the plug 180 degrees and try again.
   • If you’re on a Mac, you will most likely need to buy a USB to USB-C adapter in order to fit a normal webcam.
   • Make sure that you plug the webcam directly into your computer, not a USB hub. USB hubs are often too underpowered to operate a webcam.

2. Insert the webcam's CD. Place the CD that came with the webcam in your computer's CD tray, making sure that the logo is face-up in the process. Since most modern Macs do not come with CD drives, you will have to have a separate CD drive attached via USB cable if you are using a Mac.
   • If the webcam did not come with a CD, skip this step.
   • You can usually find a copy of the webcam’s software in the "Support" section of the webcam company’s website.

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3. **Wait for the webcam’s setup page to open.** Your webcam’s setup page should open automatically. If your webcam did not include a CD, plugging the webcam into your computer will most likely start the setup process.

4. **Follow any on-screen instructions.** Your webcam’s individual instructions will vary, but most setup processes will involve clicking through a series of preference windows before clicking an **Install** button.
   - Pay attention to the windows’ information here. You’ll most likely need to select certain preferences that will help the webcam work later.

5. **Wait for your webcam to finish installing.** Once the webcam has finished installing, its program should open, at which point you can begin setting up the webcam.
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