

**Child Care Subsidy Program: Billing Portal**  
**Frequently Asked Questions**

Updated 1/14/2021

On December 1<sup>st</sup>, 2020, the Child Care Subsidy Billing Portal went live for a selected amount of providers. Providers will be added onto the portal each month, and providers and parents/caretakers will be made aware when this change is occurring. DHHS has developed this FAQ to provide information to Child Care Subsidy providers and households about this new Billing Portal. The FAQ will be updated as new questions are received.

**SUBSIDY PROVIDERS**

**How will the new Child Care Billing Portal take out a family fee?**

50% of services that are claimed will go towards the family fee each time a claim is made until the fee has been paid in full.

**Is the new Provider Portal only available for subsidy clients or can I use this for my private pay families as well?**

The new Portal is currently only available for subsidy families. The Department is exploring the ability to use a single system for both subsidy and private pay families in the future.

**Will I be locked out of my account if I attempt too many incorrect logins?**

No, there is currently no limit to the amount of incorrect attempts that can be made to access your account. If you forgot your password you can click on Reset Password on the login screen. This will take you to the Nebraska Enterprise Self-Registration webpage where you can reset this password.

**Will my account time out if it is idle for a certain amount of time?**

Yes, if your account is idle for more than an hour you will need to log back in.

**Do I need to maintain paper calendars in addition to adding daily attendance into the portal?**

No. The automatically tracked attendance records from the Billing Portal will replace your paper calendars. You may choose to maintain personal calendars for your records.

**What happens if a child attends more than what they are authorized?**

The portal will only allow you to claim up to the amount in which the service is authorized. It will continue to record attendance past this limit, but will not include it on the claim until the authorization is updated.

**What happens if the authorization runs out of units?**

A pop up will let both you and the client know that there are no remaining units, and you will not be able to claim the attendance until the client contacts ACCESSNebraska to add additional units.

**My account is connected to multiple Organizations. Do I need to select the specific location a child attends to check them in or out?**

Yes. If you belong to multiple organizations, a list of these organizations will be shown on the Check In/Out screen. The location the child attends will need to be selected to successfully check that child in or out of care. Selecting an organization that the child is not authorized to attend will result in an error message and unsuccessful check in/out.

**As a provider, will I have access to each of my families' QR Codes if the parent can't access theirs at check in/out?**

No. The QR Code is generated using the Parent Portal. The parent can screenshot or print their QR Code from their account.

**My location uses an established attendance system such as Wonderschool. Will the child need checked in to both my system and the new Portal?**

No. Our new Provider Portal offers an Import feature that allows providers the ability to upload the attendance data from your already established system into the Portal. Speak with your Resource Developer if you are interested in learning more.

**My facility uses the Import function and I received an error message while uploading my attendance data. Are these errors added to the Attendance Record? Do I need to re-upload the full Import file or just the lines that needed corrections?**

If you received an Error message while uploading your Import data, the records marked as Errors will not be added to the Attendance Record. These records will need to be corrected and re-uploaded. The records that uploaded correctly can be removed from the Import file before the re-upload.

**PARENTS/CARETAKERS:**

**Will I be locked out of my account if I attempt too many incorrect logins?**

No, there is currently no limit to the amount of incorrect attempts that can be made to access your account. If you forgot your password you can click on Reset Password on the login screen. This will take you to the Nebraska Enterprise Self-Registration webpage where you can reset this password.

**Will someone else still be able to drop off and pick up my child for me?**

Yes, they will just need to use your QR code or log in to your account. If that is not an option the provider has the ability to check the child in for them.

**My provider has charged me my full family fee, but my portal tells me DHHS has only collected a portion of that. Does that mean I should not have paid the whole amount?**

Providers are able to determine how to collect the family fee, whether that be at the beginning of the month, as DHHS collects it, or some other agreed upon practice. You will need to work with your provider to determine what arrangement works best for the both of you.