

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

November 23, 2020



Pete Ricketts, Governor

RE: New Child Care Subsidy Billing Portal for Providers and Families

Dear Child Care Subsidy Provider:

The Department of Health and Human Services (DHHS) is excited to provide information about the newly enhanced **Child Care Subsidy Billing Portal**.

The portal will launch new features, such as:

- Allowing parents or caretakers the ability to check their child(ren) in and out of care using a pin number or QR code;
- Attendance time will be automated, tracked, calculated quickly, accurately, and securely;
- Monthly family sliding fees will be automatically deducted;
- Real time access to current authorizations, remaining billing units and claims submitted to DHHS for providers and families; and,
- Electronic storage of all subsidy documents.

These enhanced features are designed to improve the family and provider experience. Portal access will be via the internet and is compatible with all electronic devices including computers, tablets, and smart phones. Parents or caretakers will check their children in and out of care on the provider's portal site.

The enhancements increase accuracy, and allow for real time child care status information, which will result in a faster payment process. Secured access to a child's information will be provided efficiently to parents, caretakers, and providers. The portal integrates billings and payments into easy-to-use alternative to traditional paper statements.

Providers do not need to do anything further at this time. Over the next few months, DHHS will be providing additional communication regarding the new billing portal, webinars, and training videos. Up-to-date information will also be available on our website at: <http://dhhs.ne.gov/Pages/Claims-Portal.aspx>

The Department thanks you for your commitment to Nebraska's children as a Child Care Subsidy Provider.

Sincerely,

A handwritten signature in black ink that reads "Stephanie Beasley".

Stephanie Beasley, Director
Division of Children and Family Services
Nebraska Department of Health and Human Services

Helping People Live Better Lives