Children & Family Services (CFS) Provider Portal

Training for Beta Testers

July 2023

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Housekeeping

- During the presentation, use the chat box in Webex to ask questions

- Q&A time will follow presentation

- Please remain muted unless you are speaking

- When you speak, please identify yourself by name to help others recognize you

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Objectives

Upon completion of this course, you will:

- Understand the CFS Provider Portal goals, objectives and benefits

- Understand the features of the CFS Provider Portal tool, including:
    - Viewing and Submitting Claims
    - Viewing Payment Information
    - Viewing Authorizations
    - Referrals
    - Organization Management (Adding and Removing Users)

- Understand how to navigate the CFS Provider Portal

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CFS Provider Portal Training Overview

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CFS Provider Portal Overview

The Department of Health and Human Services' Children & Family Services (CFS) Provider Portal enables the State of Nebraska childcare and non-childcare providers to efficiently bill and be reimbursed for provider claims submitted to the State.

The new Portal provides a simplified process to submit claims, view service authorizations, and view explanation of payments.

Benefits of the new portal include:

❖ The new portal is cloud based
❖ The system stores documents
❖ Provides options to export documents
❖ Delivers overnight batch email notifications

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Claims

The Claims Page contains all the open claim and forms available for submission by the organization.

If you are managing multiple organizations in your account, your default view will be all open claims listed by client name. You can change your view to a specific organization by using the selected Organization drop-down.

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Payment Information (EOPs)

The Explanations of Payments (EOP) page contains payments that have been generated for your organization.

- If you have multiple organizations but do not see one in the drop-down list, you can add an organization by using the **Your Organizations** tile on the Dashboard.

- Clicking **View EOP** will automatically generate a PDF with an explanation of payments, original claims processed, and payment reconciliation details.

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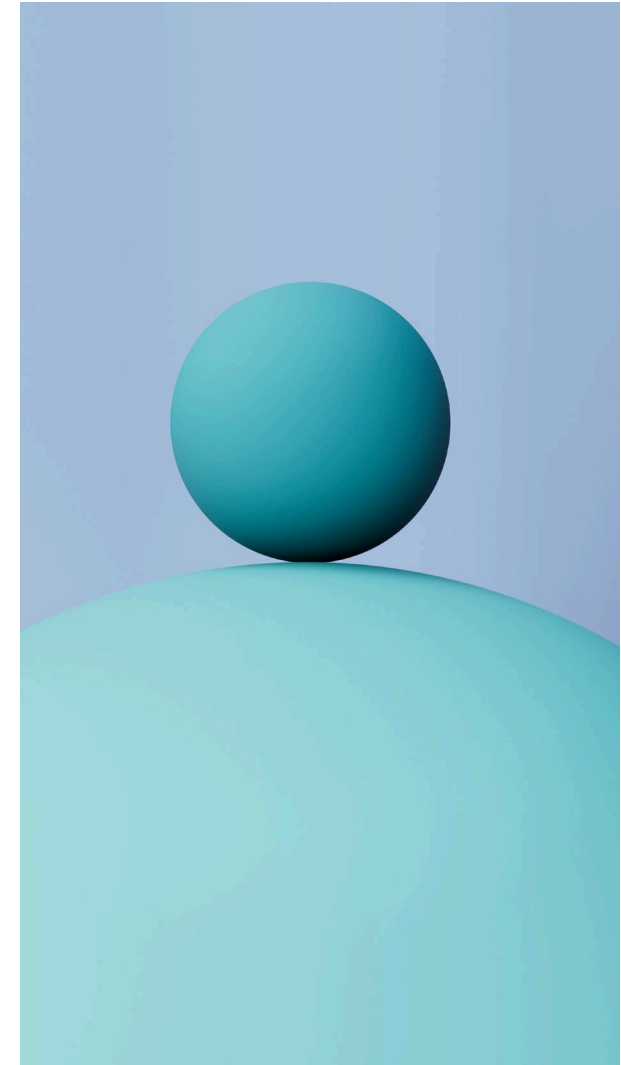
Authorizations

The Service Authorization Notices page allows you to search for and view Service Authorization notices generated for your organization.

- The default view shows all Authorizations available.

- Click the **Details** button to view the authorization details for that client.

- Export results to Excel or PDF.

Note: This format for searching is the same for each page of the CFS Provider Portal.

Referrals

Your **Referrals** page lists all referrals, whether they are Open, Accepted, Waitlisted, or Rejected.

- The **Respond** button will provide a summary of the service information, options to update the response, and the option to Submit.
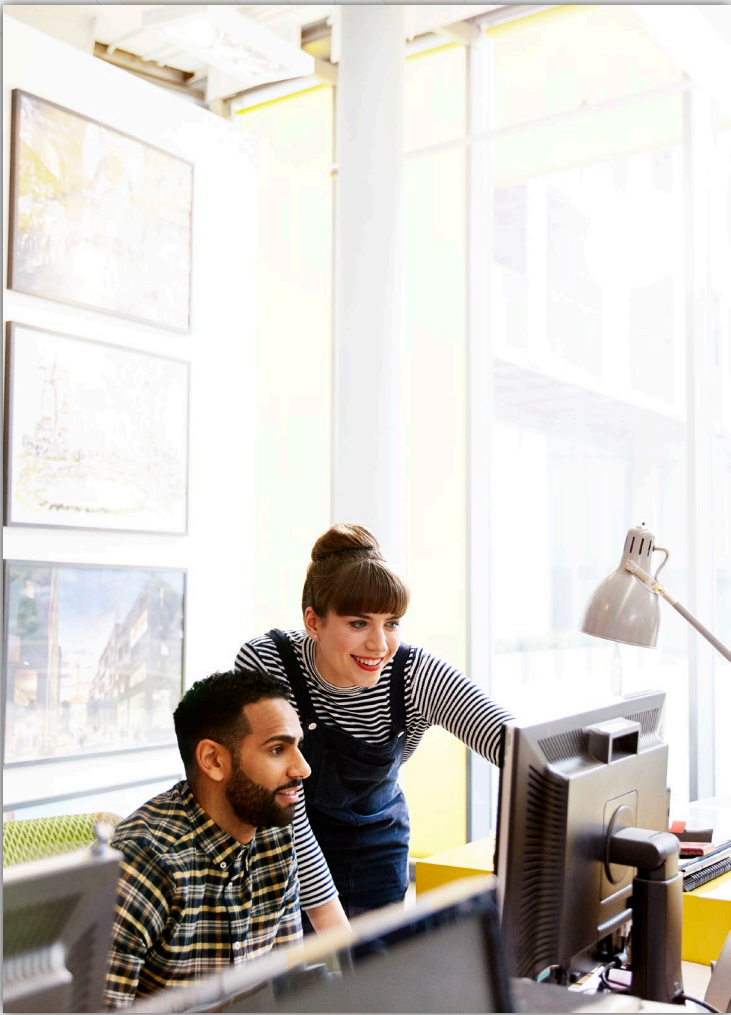
Your Organizations

- Your Organizations page shows your current organizations along with associated Information, Notification settings, or Users.

- **Register Additional Organizations** - Enter the Organization ID and PIN for the organization you want to add and then click Register.

- The User button allows you to add/delete users. *(This feature is only available with Administrative access)*

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DEMONSTRATION

How to Connect With Us

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