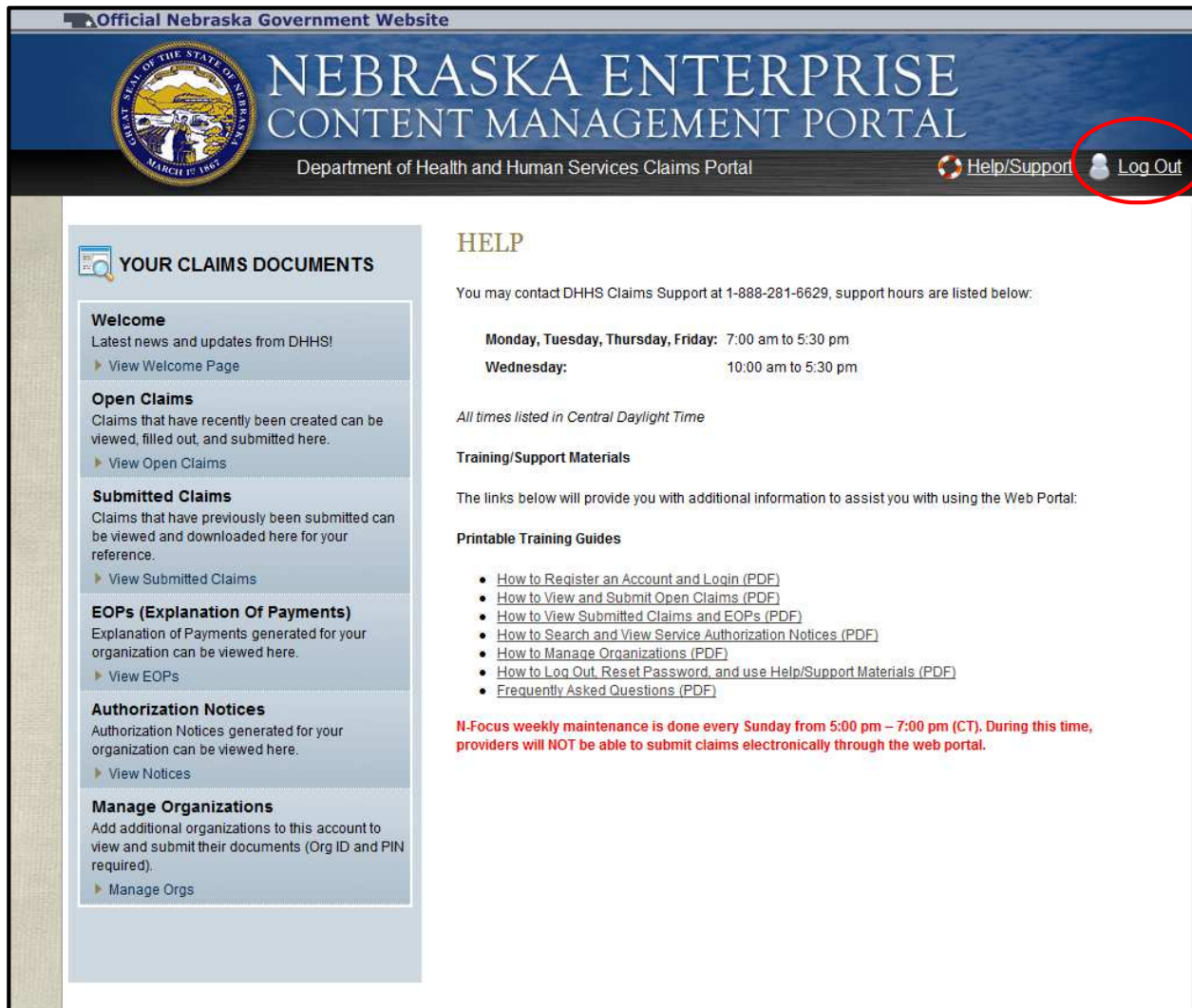


How to Log Out of the Web Portal:

- To Log Out of the DHHS Claims Web Portal, place your mouse over the **Log Out** words at the top of the screen and click on **Log Out**:



Official Nebraska Government Website

NEBRASKA ENTERPRISE
CONTENT MANAGEMENT PORTAL

Department of Health and Human Services Claims Portal

Help/Support **Log Out**

YOUR CLAIMS DOCUMENTS

Welcome
Latest news and updates from DHHS!
▶ View Welcome Page

Open Claims
Claims that have recently been created can be viewed, filled out, and submitted here.
▶ View Open Claims

Submitted Claims
Claims that have previously been submitted can be viewed and downloaded here for your reference.
▶ View Submitted Claims

EOPs (Explanation Of Payments)
Explanation of Payments generated for your organization can be viewed here.
▶ View EOPs

Authorization Notices
Authorization Notices generated for your organization can be viewed here.
▶ View Notices

Manage Organizations
Add additional organizations to this account to view and submit their documents (Org ID and PIN required).
▶ Manage Orgs

HELP

You may contact DHHS Claims Support at 1-888-281-6629, support hours are listed below:

Monday, Tuesday, Thursday, Friday: 7:00 am to 5:30 pm
Wednesday: 10:00 am to 5:30 pm

All times listed in Central Daylight Time

Training/Support Materials

The links below will provide you with additional information to assist you with using the Web Portal:


Printable Training Guides

- [How to Register an Account and Login \(PDF\)](#)
- [How to View and Submit Open Claims \(PDF\)](#)
- [How to View Submitted Claims and EOPs \(PDF\)](#)
- [How to Search and View Service Authorization Notices \(PDF\)](#)
- [How to Manage Organizations \(PDF\)](#)
- [How to Log Out, Reset Password, and use Help/Support Materials \(PDF\)](#)
- [Frequently Asked Questions \(PDF\)](#)

N-Focus weekly maintenance is done every Sunday from 5:00 pm – 7:00 pm (CT). During this time, providers will NOT be able to submit claims electronically through the web portal.

2. You will now see a message stating that you have successfully logged out:

Official Nebraska Government Website



NEBRASKA ENTERPRISE CONTENT MANAGEMENT PORTAL

Department of Health and Human Services : Claims

[Help/Support](#) [Log Out](#)

You have successfully logged out.
[Click here to login again](#)

THIS IS A GOVERNMENT COMPUTER SYSTEM. UNAUTHORIZED ACCESS IS PROHIBITED. ANYONE USING THIS SYSTEM IS SUBJECT TO MONITORING. UNAUTHORIZED ACCESS OR ATTEMPTS TO USE, ALTER, DESTROY OR DAMAGE DATA, PROGRAMS OR EQUIPMENT COULD RESULT IN CRIMINAL PROSECUTION.

How to Reset Your Password:

If you have forgotten your password and cannot login to the Web Portal, you can reset your password by completing the following steps:

1. Go to the Login page for the Web Portal:
<https://ecmp.nebraska.gov/DHHS-Claims>
2. Next, click the **Reset Password** link.



Official Nebraska Government Website

NEBRASKA ENTERPRISE
CONTENT MANAGEMENT PORTAL

LOGIN

Username:

Password:

Login

[Reset Password \(Non-State Employees\)](#)

[Update My 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 \(Non-State Employees\)](#)

THIS IS A GOVERNMENT COMPUTER SYSTEM. UNAUTHORIZED ACCESS IS PROHIBITED. ANYONE USING THIS SYSTEM IS SUBJECT TO MONITORING. UNAUTHORIZED ACCESS OR ATTEMPTS TO USE, ALTER, DESTROY OR DAMAGE DATA, PROGRAMS OR EQUIPMENT COULD RESULT IN CRIMINAL PROSECUTION.....

3. On the Password Reset Login page, enter your username in the field:



Official Nebraska Government Website

NEBRASKA ENTERPRISE
SELF REGISTRATION

PASSWORD RESET LOGIN

Enter your Username:

4. Then click the **Search** button.

Search

- You will now be prompted to enter responses to the three security questions you created/answered when your account was established. You will need to enter answers to all three questions.

Please Note: Answers are not case sensitive. Your questions may differ from those pictured below.

Official Nebraska Government Website

NEBRASKA ENTERPRISE SELF REGISTRATION

PASSWORD RESET LOGIN

What are the last 5 digits of your driver's license number?

In what town was your first job?

What was your childhood phone number including area code?

NOTE: Answers are NOT case sensitive

- Next, click the **Submit** button:

- On the Password Reset screen, enter your new password in the **New Password** field. Next, retype the password in the **Confirm New Password** field. If you would like information about requirements for your password, click the **Password Rules** link.

Official Nebraska Government Website

NEBRASKA ENTERPRISE SELF REGISTRATION

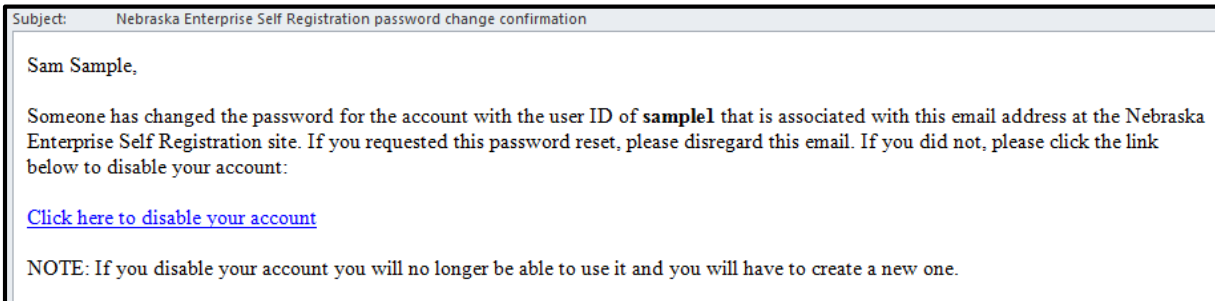
PASSWORD RESET

New Password:

Confirm New Password:
 [Password Rules](#)

- Next, click the **Submit** button.

9. You will now be redirected to the Web Portal Login page. As a safety measure, an email from donotreply@nebraska.gov will be sent to the email address associated with the account confirming the password change:



How to Update Your User Account Information:

If you need to update your account information (ex: name, email, security questions, etc.), click on the **Update User Account Information** link.

Please Note: Your username cannot be changed. To update your user account information, complete the following steps:

1. Go to the Login page for the Web Portal:
<https://ecmp.nebraska.gov/DHHS-Claims>
2. Next, Click the **Update User Account Information** link.



3. On the Account Management Login page, enter your current **Username** and **Password**.



The screenshot shows the 'Official Nebraska Government Website' header. Below it is a banner with the text 'NEBRASKA ENTERPRISE SELF REGISTRATION'. The main content area is titled 'ACCOUNT MANAGEMENT LOGIN'. It contains two input fields: 'Username:' with the value 'sample1' and 'Password:' with a masked password of ten dots.

4. Then click the **Login** button.

5. You will be presented with one of the three security questions chosen when the account was created. Next, type the answer in the **Your Answer** field. *Please Note: Answers are not case sensitive. Your question may differ from the one pictured below.*



The screenshot shows the 'Official Nebraska Government Website' header. Below it is a banner with the text 'NEBRASKA ENTERPRISE SELF REGISTRATION'. The main content area is titled 'CHALLENGE/RESPONSE SECURITY CHECKPOINT'. It contains the following text: 'Access to this system is enhanced by a Challenge/Response system. Please enter the answer that you supplied for the question below.' A red note states: 'NOTE: Multiple failures to provide the correct answer will lock out your account.' There are two input fields: 'Your Question:' with the text 'What was your childhood phone number including area code?' and 'Your Answer:' with a masked password of ten dots. A note at the bottom says: 'NOTE: Your answer is not case sensitive.'

6. Next, click the **Continue** button.

7. You will now be directed to the Account Management screen. On this page, you can change and update any necessary information. If you would like information regarding requirements for each field, you can Click the **Field Requirements** link. *Please Note: Your Username cannot be changed once it has been established.*
8. When you are finished updating your information, click **Update Account**.

How to View Help/Support Materials:

If you need information regarding how to use the Web Portal or who to contact for technical issues, you can visit the **Help/Support Page**. This page contains contact information and videos/documentation that will assist you with using the Web Portal:

The screenshot shows the 'Official Nebraska Government Website' header with the state seal and the text 'NEBRASKA ENTERPRISE CONTENT MANAGEMENT PORTAL'. Below this is the 'Department of Health and Human Services Claims Portal' and a navigation bar with 'Help/Support' and 'Log Out' links. The 'Help/Support' link is circled in red. The main content area is titled 'HELP' and includes contact information for DHHS Claims Support, support hours (Monday, Tuesday, Thursday, Friday: 7:00 am to 5:30 pm; Wednesday: 10:00 am to 5:30 pm), and a note that all times are in Central Daylight Time. It also features a 'Training/Support Materials' section with a list of PDF guides: 'How to Register an Account and Login (PDF)', 'How to View and Submit Open Claims (PDF)', 'How to View Submitted Claims and EOPs (PDF)', 'How to Search and View Service Authorization Notices (PDF)', 'How to Manage Organizations (PDF)', 'How to Log Out, Reset Password, and use Help/Support Materials (PDF)', and 'Frequently Asked Questions (PDF)'. A red notice at the bottom states: 'N-Focus weekly maintenance is done every Sunday from 5:00 pm – 7:00 pm (CT). During this time, providers will NOT be able to submit claims electronically through the web portal.'

Official Nebraska Government Website

NEBRASKA ENTERPRISE
CONTENT MANAGEMENT PORTAL

Department of Health and Human Services Claims Portal

Help/Support Log Out

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