How to Register for an Account:



To use the online claims processing site, you must:

- Have internet access, using one of the following internet browsers
 - Microsoft Internet Explorer, version 7.0 or greater
 - o Mozilla Firefox, version 3.6 or greater and Apple Safari
 - NOTE: Google Chrome browser is not supported.
- Have a registration letter containing your organization's ID and Personal Identification Number (PIN).

How to Create an Account

- From your internet browser, (Internet Explorer or Mozilla Firefox), go to https://ecmp.nebraska.gov/DHHS-Claims
- 2. If this is your first time using the site and you have not yet registered online, click the **Register Here** link under the **NEW USERS** section.



- 3. After clicking on *Register Here*, you will be directed to the New Account Registration page. You will need to complete all of the fields on this page. If you would like to view details on requirements for specific fields such as Username and Password, click the *Field Requirements* link. The following list will guide you through the fields you will need to complete:
 - a. *First Name* enter your first name.
 - b. *Last Name* enter your last name.
 - c. **Email Address** enter the email address that will be associated with this account. **PLEASE** NOTE: this email address will be used for system notifications.
 - d. *Confirm Email* re-enter the email address typed above.
 - e. *Username* Create a username for this account.
 - f. **Password** Create a password for this account.

 PLEASE NOTE: the password must be at least eight characters and contain at least one uppercase letter, one lowercase letter, and one digit. Click the Field Requirements or Password Rules link for more information on password requirements.

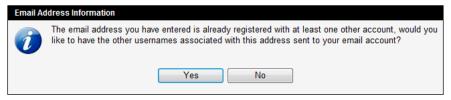
- g. **Password Reminder Questions** You must select three password reminder questions, and supply an answer for each question. These questions will be used to authenticate your identity if you need to change your password or account information.
 - i. Select a security question from the drop-down box.
 - ii. Type your answer in the Your Answer field. This field is not case sensitive.



4. To complete your registration, click *Register Account*.

Register Account

5. If you have previously registered an account on this site with the same email address, you will receive the message below. If you would like to have the other usernames associated with the email address you entered, click **Yes** for this message:



6. After a successful account creation is complete, a message will appear stating that your account has been created, and you are being redirected to the sign in page. If you do not see the sign in page within 10 seconds, click the link that says *here*.



How to Login to the Website:

The following steps only apply to accounts that have been successfully created. If you have not yet successfully created an account, please follow the guide for "How to Register for an Account" on pages 1-3 of this document.

1. From your internet browser, (Internet Explorer, Mozilla Firefox or Apple Safari), go to the following website: https://ecmp.nebraska.gov/DHHS-Claims



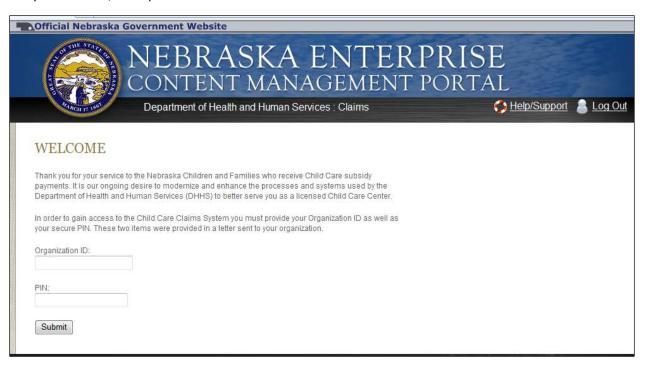
2. In the *Username* field, enter the username you registered for the site.



3. In the *Password* field, enter the password you created for the site.



- 4. Click Login.
- Login
- 5. The first time you log in, you will be prompted to enter your Organization ID and PIN. These two numbers can be found on the Registration Letter sent to you by DHHS. If you have lost, misplaced, or did not receive a Registration Letter, please contact your Local Office Resource Development representative, to request this letter.



- 6. In the *Organization ID* field, enter your Organization ID number.
- 7. In the **PIN** field, enter your PIN number.
- 8. Click **Submit**. Submit
- 9. You will be directed to the main page of the website, the Welcome Page.

The Welcome Page:

This section provides an overview of the different areas accessible within the DHHS Claims Portal, and assists with navigation of the site. Specific questions regarding documents, or the information on those documents, should be directed to your Local Office/RD Worker or the DHHS Auto Response Toll-Free Number (800) 383-4278 to inquire about a claim.

When you first sign into the portal, you will be taken to the Welcome Page. There are six different navigation sections on the left-hand side; each will take you to a different page of the site.

The Welcome page also includes the "In the Box" that will be updated regularly with important information from DHHS. If you are on another page in this site, you can always return to the Welcome Page by Clicking on *View Welcome Page*.

