

## How to Register for an Account:

To use the online child care claims processing site, you must:

- Have internet access, using one of the following internet browsers
  - Microsoft Internet Explorer, version 7.0 or greater
  - 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

1. From your internet browser, (Internet Explorer or Mozilla Firefox), go to <https://ecmp.nebraska.gov/PublicPortal/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.*



## NEW ACCOUNT REGISTRATION

\* Required

### User Information

[Field Requirements](#)

First Name \*

Last Name \*

Email Address \*

Confirm Email \*

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### Login Information

Username \*

Password \*

Confirm Password \*  [Password Rules](#)

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### Password reminder questions


Question One \*

Your Answer \*

4. To complete your registration, click **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:

**Email Address Information**

 The email address you have entered is already registered with at least one other account, would you like to have the other usernames associated with this address sent to your email account?

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**.



Your account has been successfully created, you will be redirected to the sign in page in 5 seconds...

If you are not redirected, please click [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/PublicPortal/DHHS/Claims>

A screenshot of the website's login page. At the top, it says "Official Nebraska Government Website". Below that is a blue banner with the Nebraska state seal on the left and the text "NEBRASKA ENTERPRISE CONTENT MANAGEMENT PORTAL" in white. The main content area has two columns. The left column is titled "LOGIN" and contains a "Username:" label with a text input field, a "Password:" label with a text input field, and a "Login" button. Below the login fields are links for "Reset Password (Non-State Employees)" and "Update User Account Information (Non-State Employees)". The right column is titled "NEW USERS" and contains the text: "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)". At the bottom of the page, there is a disclaimer: "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..."

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

Username:

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

Password:

- Click **Login**.

- 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.

The screenshot shows the top navigation bar of the Nebraska Enterprise Content Management Portal. It includes the text "Official Nebraska Government Website", the Nebraska state seal, the title "NEBRASKA ENTERPRISE CONTENT MANAGEMENT PORTAL", and the text "Department of Health and Human Services : Claims". There are links for "Help/Support" and "Log Out". The main content area is titled "WELCOME" and contains a message: "Thank you for your service to the Nebraska Children and Families who receive Child Care subsidy payments. It is our ongoing desire to modernize and enhance the processes and systems used by the Department of Health and Human Services (DHHS) to better serve you as a licensed Child Care Center. In order to gain access to the Child Care Claims System you must provide your Organization ID as well as your secure PIN. These two items were provided in a letter sent to your organization." Below the message are two input fields: "Organization ID:" and "PIN:", each with a text box. A "Submit" button is located below the PIN field.

- In the **Organization ID** field, enter your Organization ID number.

- In the **PIN** field, enter your PIN number.

- Click **Submit**.

- 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**.

The screenshot shows the top navigation bar with the Nebraska state seal, the title "NEBRASKA ENTERPRISE CONTENT MANAGEMENT PORTAL", and the text "Department of Health and Human Services : Claims". On the right, there are links for "Help/Support" and "Log Out".

The main content area is divided into two columns. The left column, titled "YOUR CLAIMS DOCUMENTS", contains several sections with links:

- Welcome**: Latest news and updates from DHHS. Link: View Welcome Page.
- Open Claims**: Claim Forms that have been recently created can be viewed, filled out and submitted here. Link: View Open Claims.
- Submitted Claims**: Claim Forms that have been previously submitted can be viewed here for reference. Link: View Submitted Claims.
- EOPs (Explanation Of Payments)**: Explanation Of Payments documents generated for your organization can be viewed here. Link: View EOPs.
- Authorization Notices**: Authorization Notices generated for your organization can be viewed here. Link: View Notices.
- Manage Organizations**: Add additional organizations to this account to view and submit their documents. (Org ID and PIN required). Link: Manage Orgs.

The right column, titled "WELCOME", features the DHHS logo and a message: "Thank you for your service to Nebraska children and families who receive Child Care subsidy payments. It is our ongoing desire to modernize and enhance the processes and systems used by the Department of Health and Human Services (DHHS) to better serve you as a licensed Child Care Center. The Department's goal is to provide you with a more convenient experience to get the information you need in a timely manner." Below this, it states "This website provides the ability to:" followed by a bulleted list:

- Receive and submit electronic claims with real-time data validation;
- View previously submitted claims;
- View Explanation of Payments (EOP);
- View/search all relevant Service Authorization Notices; and
- Manage your account.

Below the list is a section titled "IN THE BOX" containing a slide with the text "Helping People Live Better Lives" and the DHHS logo. The slide also includes the text "NEBRASKA the good life" and "Department of Health & Human Services". Navigation arrows are visible at the bottom of the slide.