

Introducing a new self-service payment portal for licensed and registered child care providers who accept the Child Care Assistance Program

Licensed and registered child care providers who accept the Child Care Assistance Program can now submit their monthly payment requests online using a new self-service portal that is easy to use and accessible on a computer or mobile device, 24/7. This new convenience is one of the many benefits of the North Dakota Department of Human Services' eligibility system.

The **new self-service payment portal** can be accessed at <https://dhsprovider.dhs.nd.gov/>.

What are the benefits of using the self-service portal?

- You will receive even more timely CCAP reimbursements.
- You may submit your monthly payment requests online - eliminating the need to mail or drop off the information to your county social service office each month.

Where can I get help on how to use the self-service portal?

An online training is available at www.nd.gov/dhs/services/financialhelp/childcare.html for all provider types.

How do I use the self-service portal?

You will need to register for a North Dakota login account if you haven't already done so at <https://apps.nd.gov/dhs/ea/oasys/public/apply/apply.htm>. After that, you will need to create an account to use the self-service portal. Account approval may take a few days. The online training shows you how to register and create an account.

When can I start using the self-service portal?

Once your account has been approved, you can log in to the self-service portal to access your personalized dashboard to submit payment requests, review payment history, upload documents and manage your account. You can begin using the portal for payment requests when you see a child's name on your dashboard. Their names will appear when their family's case is moved to the new eligibility system. It may take up to one year before all the children's names appear on your dashboard. You may want to consider using your normal paper process until your dashboard shows a complete list.

Who can use the self-service portal for subsidy reimbursement?

All licensed and regulated child care providers, including relative, tribal, and out-of-state providers.

What if I do not want to use the self-service portal?

That's fine - you can continue to submit your monthly payment requests using SFN 616.

Where do I go if I have issues using the self-service portal?

If you have issues using the self-service portal, visit www.nd.gov/dhs/eligibility/need-help.html.

How will my payments be received?

Child Care Assistance Program payments will continue to be received as they are today, including payments sent to families.

The self-service portal is for child care subsidy reimbursement, not for licensing activities.