

April 1, 2020 (UPDATED)

CEOG Provider Account Creation Process and Surveys

1. To create a Self Service Portal (SSP) Account, first visit

<https://dhsprovider.dhs.nd.gov/>

- a. Click the 'Sign In/Create Account as Provider or Vendor Button.'
- b. If you do not already have an account, you will need to create an nd.gov account. Click the 'Register Now' button and complete the form.
- c. Once you have an nd.gov account, you can now login to create your provider account.
 - i. Please note, if you operate multiple locations, you will need to create an account for each license number. A different user name is required for each account, however you may use the same email address for all accounts.

2. SSP Account Creation

- a. Select 'Child Care Provider' from the dropdown.
 - i. Please note that CEOG eligible providers are those providers licensed through the North Dakota Department of Human Services.
- b. You will then need to select your license category and enter your provider license number.
 - i. If you are not currently licensed through the Department of Human Services, you will need to contact your county office to start the licensing process. You will not be able to complete your SSP account until you have been assigned a license number.
- c. After submitting your information in the SSP, you will then need to email dhseap@nd.gov with the following information:
 - i. Your self-service portal username that was used to create your nd.gov account
 - ii. Your first and last name
 - iii. The email address used to register the nd.gov account
 - iv. Your license number
- d. Once you have sent the email, **please allow up to 48 hours for your account to be created by state office staff. If you have sent an email, you do not need to call our office. Once your account is created, you will receive a confirmation email from the state office.**
- e. Based on our records, you may be asked to up-load a W-9. Your confirmation email will indicate if this is needed. You can up-load the W-9 in the provider portal.

3. Surveys

- a. Once you are able to access your account in the provider portal, you will need to complete up to three surveys.
 - i. CEOG Provider Survey – Baseline **(Only needs to be created once.)**
 1. This survey needs to be completed first to be considered for the CEOG.
 - ii. CEOG Provider Survey – Banking Info **(Only needs to be created once – unless banking information has already been entered into the SSP.)**
 1. In order to receive your CEOG payments via direct deposit, you must complete this survey if you have not already entered banking information in the SSP provider portal.
 - a. If we do not have any banking information on file, you will receive a check.
 - iii. CEOG Provider Survey – Request for Payment.
 1. This survey must be completed in order to receive CEOG payment. CEOG payments will be issued twice a month. **A completed survey is required for each payment.**

4. Additional Resources

- a. Please visit <http://www.nd.gov/dhs/info/covid-19/provider-resources.html> for additional information which includes:
 - i. Information on Modified Operating Practices During COVID-19 Emergency.
 - ii. An overview of CEOG.
 - iii. FAQs
 - iv. Additional information and guidance on how to sign up for an SSP account and how to use the provider portal.