Claim for Reimbursement

Claims for meal reimbursement are filed via the internet at:
https://dhssweb04.dhss.mo.gov/cnp/Login.asp.
Each user of the Child and Adult Care Food Program (CACFP) web-based system must have a personal user ID and password, referred to as User Access. User IDs and passwords may not be shared. It is recommended that two key people from each center have access to submit claims and make system changes. To add User Access or change current access, when a user is no longer employed, you must submit a *CACFP Network User Access Request Form*, MO 580-1854E, available at: www.health.mo.gov/cacfp - Forms.

In this web-based system, each independent center is considered a sponsor of one center!

Basic Claiming Steps

Please read all instructions before entering your first claim.

Make sure to follow each step of the instructions. Two separate online forms must be completed each month. If the sponsor claim is not in "pending approval" status, the claim has not submitted!

1. Enter the web address: https://dhssweb04.dhss.mo.gov/cnp/Login.asp.
2. Enter your personal user ID and password and click "Login".
3. Click on the orange puzzle piece that says "Child and Adult Care Food Program".
4. This page includes announcements and program information.
5. Click "Continue" at the bottom of the page.
6. Choose the correct program year; the program fiscal year begins October 1st.
7. Click the "Claims" tab.
8. Click "Add" to the right of the appropriate month.
9. This is your Sponsor level claim. To activate the claim, scroll to the bottom and click "Save". **Do not checkmark the certification statement at this time**.
10. You now see the Sponsor Claim Summary with zeros.
11. Scroll to the bottom and click "Here" in the lower left corner to return to the Sponsor Summary Sheet.
12. Click the yellow folder with a plus sign, to the left of the month you are claiming. The folder opens and the name of the center appears below the words "Sponsor Claim".
13. Click "Add" on the same line as name of your center.
14. Enter the claim information and click "Save". (See instructions for center claim in the next section.)
15. Click "Here" in lower left corner of the Post Confirmation Sheet.
16. If there are errors detected, click "Edit" by the center's name to make corrections.
    a. On the claim, the errors will be highlighted in red.
    b. Correct all errors.
    c. Save the claim again. Repeat until the Post Confirmation Sheet shows the center's claim as "Complete". Even though the page says complete, you are not finished yet!
    d. If you get the error message below, this means your license information needs to be updated under the application tab. Update fields 38 and 39. After you update those fields, make sure to put it in the pending approval status. You will not be

able to finish submitting your claim until the update gets approved in our office. This could take at least one business day.

Section 1 - Validation Errors		
Field No.	Severity	Description
7	1	The Claim Date must fall between the License Effective Date and Expiration Date. If the center's license has been renewed, revise the Center Info Sheet and update the License Expiration Date, and submit it for state approval. Once approved, re-submit the claim. The License Expiration Date (3/31/2015) expired before the Claim Date (4/1/2015).

17. When you are finished entering the center claim and it is in "Complete" Status, click "Here" to return to the Sponsor Summary page. *(Remember, even though the page says the center claim is "Complete", you are not finished yet!)*
18. This page will show the center claim is "Complete", but the sponsor claim is "Pending Submission". Click "Edit" by the Sponsor Claim for that month.
19. Scroll down to field 34, read and check mark the certification statement at the bottom of the sponsor level claim and submit the sponsor claim by clicking "Save". Do not enter a dollar amount into the FDCH Administrative Costs field.
20. Make sure the sponsor level claim is in "Pending Approval" status.
21. Return often to the Sponsor Summary Claims page to see when the claim has been "Approved and Paid". This could take up to two and a half weeks. NOTE: *Claims may be returned to the Sponsor for corrections. If the claim is returned, an e-mail is also sent to the e-mail address listed. Make sure to keep e-mail addresses updated.*

Instructions for Center Claim

Fields 1-3: enter the number of participants enrolled in the center during this claim period by income group, free, reduced, and paid.
Field 4: add free, reduced, and paid enrollment numbers and enter total enrollment.
Field 5: enter the number of days you served meals to participants this month, do not include holidays or other days the center was closed.
Field 6: figure total attendance by adding the daily center attendance for all operating days
Field 7: this information fills in automatically from the application.
Field 8-10: enter the total number of meals by income category, free, reduced, and paid, and meal type actually served to participants in the center.
Field 11: enter the sum for each meal type claimed.
Field 12: this field will calculate information automatically.
Field 13 or 14: complete only if center is for profit, enter the number of eligible Title XX or Title XIX participants or the total number of free and reduced-price eligible participants in this center.
Field 15: for profit centers check appropriate certification statement then click "Save".

Tips for Moving in the Web-Based System

➢ Do not use the "Back" button; use the menu in the orange section at the top left of the screen, or use the "breadcrumb trail", (orange bar) to navigate from screen to screen.
➢ Each time you save the claim, no matter if it has errors, it is saved on the server and will be there if you need to leave or log off and come back.
➢ Use the "Tab" key to navigate from field to field or use your cursor to click into the field you want to complete. Try not to use the "Enter" key; if you do, the claim will save in error status.
➢ If you are in "View" mode, changes won't be saved. If you want to make changes, make sure you are in "Edit" or "Revise" mode.

➢ Claims are saved at the site level or center level before saving a sponsor level or "umbrella" claim.
➢ Revisions can only be filed after the original or previous revision is in "Paid" status.

User Notes

➢ Click the "Users" tab to view individuals who have access to submit application and claim information for your organization.
➢ User Access IDs and passwords are assigned to individuals and are not to be shared.
➢ Inform the state office immediately if an individual with access is leaving your organization so their access can be revoked.
➢ Submit a CACFP Network User Access Request form to request online access for new users.

Payment Notes

➢ Click "Payments" tab to view upcoming and past payments for CACFP claims.
➢ If a claim has been approved, but not yet processed for payment, the payment information will show in the Open Balance Transactions section. All other payments are shown in the next section.
➢ When checking the payments, the processed date shown is approximately four to five business days prior to the electronic funds deposit date. It is the date it was processed and information is sent to the State of Missouri payment system.
➢ Deductions, if any, made from claim reimbursements due to downward revisions are reflected in the information under the "Payments" tab only, not in the estimates shown in the "Claims" tab.

Filing a Claim for Reimbursement

➢ A center has 60 calendar days from the end of the claim month to file a claim for reimbursement. It is not the last day of the month, it is 60 calendar days. If a claim is filed online late, the center may not be paid for that month.
➢ Submit the completed claim online after you have reviewed your entries and are satisfied that the claim is completed accurately. The system has built-in checks that should decrease the chance of the claim being submitted with errors.
➢ You cannot enter a claim before the first day of the next month. For example, an October claim cannot be entered until November 1st.

The Department of Health and Senior Services (DHSS) processes claims on the 10th of each month for payment by check or automatic deposit by around the 28th of the month. A second processing for claims is done on the 25th of the month for claims received the 11th through the 25th. The second payment is made the 13th of the following month.

DHSS Receives Claim by:		Projected Payment Date:
10th of the month	→	28th of the month
25th of the month	→	13th of the next month
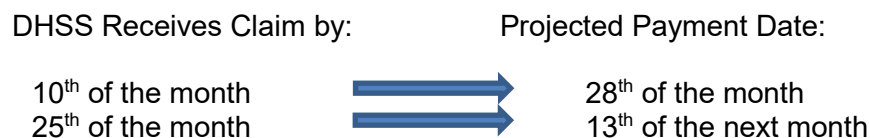
CACFP payments are typically direct deposited. This avoids payment delays and lost checks. If you have not received your payment within 15 days of the projected payment date, please

contact the DHSS. Per CACFP regulations, DHSS will provide payment of valid claims within 45 calendar days of receipt.

Additional Meal Claim Information

- Creditable meals may be claimed for participants through 18 years of age when enrolled and in attendance each day of operation as follows: one meal and/or one snack per participant per day.
- Adults should not be claimed for CACFP meal reimbursement in At-Risk centers unless the adult is a mentally or physically disabled person, as defined by the state, who is enrolled in an agency or a child care facility serving a majority of persons 18 years of age and younger.
- There may be a fee for the care provided or tuition charged but there can be no separate charge for the food service.
- Meals or meal components purchased at a fast food establishment or any restaurant may not be claimed for reimbursement.
- Meals prepared or packed at the site and served off the site grounds, for example a field trip, and supervised by site personnel <u>may</u> be claimed.
- Meals prepared or packed at the site and sent with a participant to eat at another location without the supervision of site personnel are <u>not eligible</u> to be claimed for CACFP reimbursement.
- Food items provided by parents or other unapproved food sources cannot be counted as fulfilling any of the CACFP required meal or snack components.

Meal Service Times and Duration*

There are no federal requirements regarding the timing of the meal service except that meal times shall be reasonable. However, DHSS-CFNA requires a minimum of one hour between the end of one meal or snack and the beginning of the next meal or snack. In addition, there is no federally mandated time limit between the end of school and the service of a meal or snack. Also, there are no requirements for the order of the meal and snack service but the service of a meal or snack must occur during the operation of the schools afterschool care program. On school days, afterschool snack and/or supper meals may be served at any time after the children's school day has officially ended and the snack or supper can be served in any order.

Type of Meals Eligible for Reimbursement

At-Risk centers may serve up to one snack and one meal per child per day. This could be any meal and you may serve a different meal to different groups of children. For example, a site could serve lunch and a snack to children who attend half-day kindergarten and then serve a snack and supper to older children who attend a full day of school.

Snack - May be approved for after school or after early supper service.
Supper - Supper may be approved for after school or after early snack service.
Weekends, Holidays, and Vacations - With DHSS-CFNA approval, meals, breakfast or lunch, and snacks may be served in lieu of supper on weekends, holidays, or during school vacation periods during the regular school year only. The facility may vary which meal and/or snack will be served; however, may only claim a maximum of one snack and one meal per child per day.

*Outside School Hours Care Center (OSHCC) requirements are different; refer to the OSHCC and At-Risk comparison chart.