## Missouri Department of Health & Senior Services Summer Food Service Program Online Claiming Instructions

This instruction guide is intended to serve as a quick start guide and not a comprehensive explanation of the operation of CNPWeb. A copy of these instructions can be found on the SFSP website:

http://www.health.mo.gov/living/wellness/nutrition/foodprograms/sfsp/index.php.

**Please Note:** for SFSP, the Program Fiscal Year goes from October 1st to September 30th. Please make sure you complete the claims in the appropriate fiscal year.

#### **Claim Deadlines**

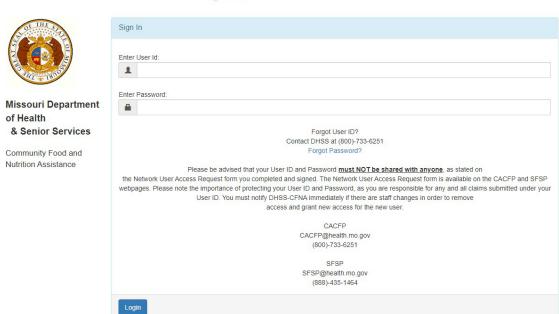
Sponsors must submit a claim within 60 days of the last day of the claim month. When necessary, revisions must also be completed within 60 days of the last day of the claim month.

Month	Original Cla	aims & Revisions
October	December 30	
November	January 29	
December	March 1	(Leap Year-Feb. 29)
January	April 1	(Leap Year-Mar. 31)
February	April 29	
March	May 30	
April	June 29	
May	July 30	
June	August 29	
July	September 29	
August	October 30	
September	November 29	

## **Basic Claiming Procedures**

- 1) Access the system by typing the URL (<a href="https://mo.cnpus.com/cnp/Login">https://mo.cnpus.com/cnp/Login</a>) into the address line of your web browser.
- 2) Enter your assigned user ID.
- 3) Enter your password.
- 4) Select Login.





#### Logging Into the System

#### First Time Logging In?

If this is your first time logging in to CNPWeb, the system will automatically require you to change your password.

### Forgot Your User ID?

If you have forgotten your CNPWeb user ID, contact DHSS-SFSP at (888) 435-1464).

#### Forgot Your Password?

If you have forgotten your CNPWeb password, click the Forgot Password? link located on the login page. You will be asked to submit your user ID, and a temporary password will be sent to the email address associated with your CNPWeb account.

## **Program Selection**

After a successful login, you will see the Program Code. Select the SFSP Program Code to proceed.

Note: If you participate in the Child and Adult Care Food Program (CACFP), you will access either the SFSP or CACFP systems by choosing the appropriate Program Code.



#### **Notification Page**

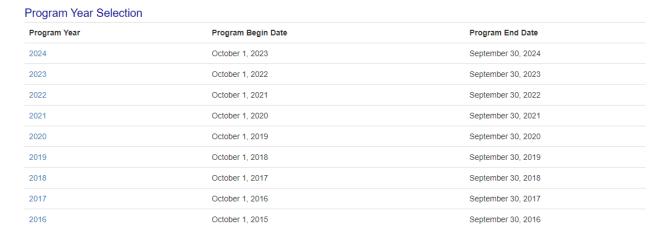
Once you click on the appropriate Program Code, you will be directed to the notification page. This is where important SFSP information will be posted. This page will include links to instructions, forms, program news and updates. After carefully reading this page, click **Next Page**.



#### **Program Year Selection**

Choose the appropriate program year.

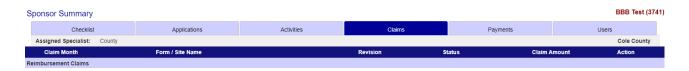
**Please note:** for SFSP the Program year goes from October 1 to September 30. Please make sure you complete the claims in the appropriate fiscal year.



## **Sponsor Summary**

After selecting the year, you will see the Sponsor Summary page.

Click on the **Claims** tab to see the months available for claiming. You will be able to enter a claim beginning on the last operating day of the month for your program.



## **Sponsor Claim**

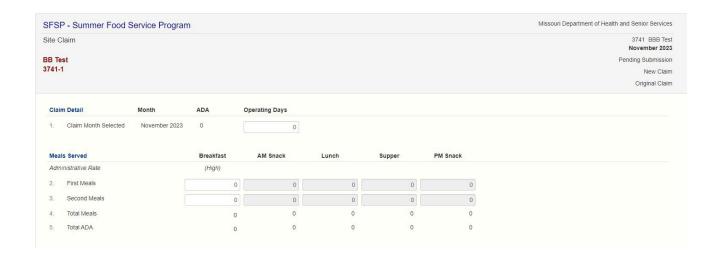


You may enter the claim as soon as the day after the program's last operating day of the month.

To enter the claim click on the file folder next to the claim month you are wanting to enter. Clicking on the folder will open the site/s that a site level claim can be entered.



On the same line the site is listed, go all the way to the right and click on the "+" under Action. This will open up the site claim, and you will be able to enter the claim information for that specific site.

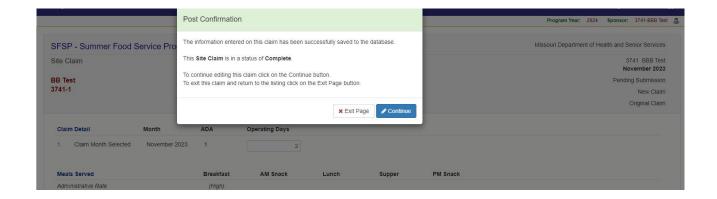


- #1 Enter the number of operate days that site operated for the month.
- #2 Enter the number of first meals that were served at the site for the month.
- #3 Ener the total number of second meals that were served at the site for the month.

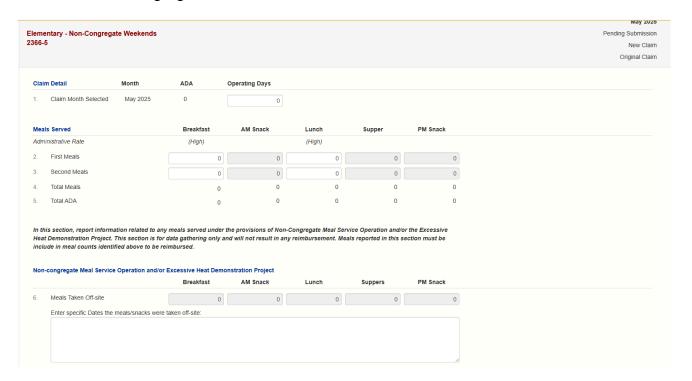
Once completed, scroll to the bottom and hit save.

You should receive a "Post Confirmation" notice to show that the status of the site claim is Complete, you will hit Exit Page.

If you have more than one site, continue these steps until all the site claims are entered and in Complete status.



## For Rural Non-Congregate site claims.



- #1 Enter the number of distribution days (days you handed meals out for that month).
- #2 Enter the number of first meals that was handed out for the month.
- #3 Non-Congregate sites will not have second meals.
- #6 In the box provided, enter the date the meals were handed out and for what days of the month it covered. Example; May 30 for May 31<sup>st</sup> and June 1.
- \*Please not the non-congregate meals will be claimed in the month they are distributed (handed out). Example; handing out on May 30<sup>th</sup> for May31st and June 1. This is one distribution day in May and all meals claimed on the distribution day. The June 1 meals will be claimed in May as they were handed out in May.

Once completed, scroll to the bottom and hit save.

You should receive a "Post Confirmation" notice to show that the status of the site claim is Complete, you will hit Exit Page.

Once all site claims are in complete status and you have exited the Post Confirmation page, the system will take you back to the Sponsor Summary page.

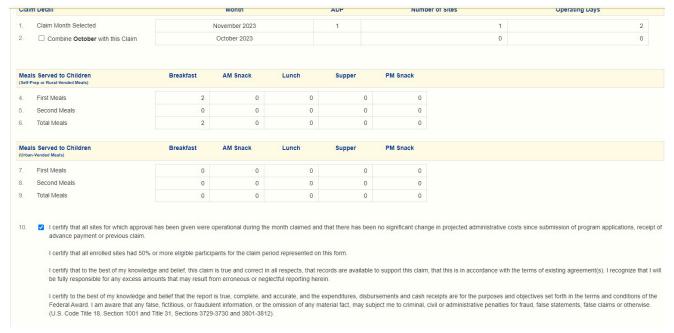
Ensure that you are on the Claims Tab.

In the Claims Tab, find the month Sponsor Claim you want to enter.

All the way to the right of the page, under Action, click on the pencil on the same line as the claim month you are entering.

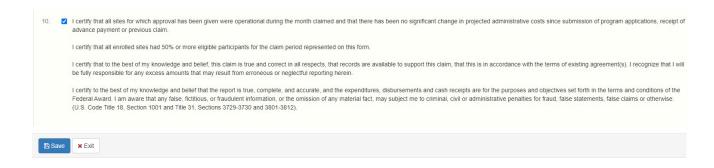
Checklist	Applications	Activities	Claims	Payn	nents	Users
Assigned Specialist: County						Cole Cour
Claim Month	Form / Site Name	Revision		Status	Claim Amount	Action
imbursement Claims						
October 2023	Claim should be entered betw	een 11/1/2023 and 1/2/2024				+ 4
November 2023	Sponsor Claim	0		Pending Submission	\$0.0	00 \$ 0 /
3741-1	BB Test	0		Complete	\$5.6	55 💲 💿 🖍
December 2023	Claim should be entered betw	een 1/1/2024 and 2/29/2024				
May 2024	Claim should be entered betw	een 6/1/2024 and 7/30/2024				
June 2024	Claim should be entered betw	een 7/1/2024 and 8/29/2024				
July 2024	Claim should be entered betw	een 8/1/2024 and 9/30/2024				
August 2024	Claim should be entered betw	een 8/6/2024 and 10/30/2024				

#### Once the claim opens, review the sponsor claim.



If the claim looks correct, scroll to the bottom of the page and read the certification statements

If you agree, checkmark #10 and hit Save at the bottom of the page to put your claim in Pending Approval status. If you have any Non-Congregate sites, you will need to checkmark #11 and hit save.

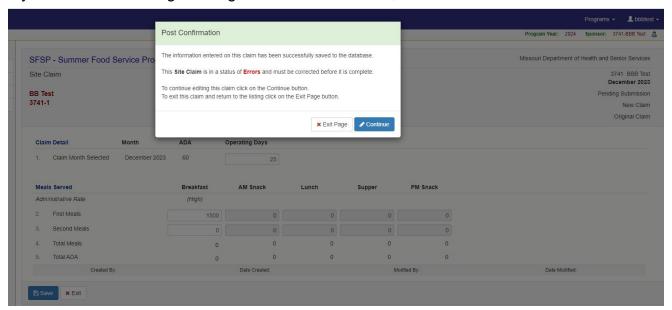


Once you claim is in Pending Approval status then it has fully been submitted to the

state for processing.

#### Errors on the claim

If you receive a message stating there are claim errors, click the Continue button.



Once you click the Continue button, the system will explain the errors.

#### In the example below, the system is showing two errors.

The first error is the error that the sponsor has claimed more days than what is approved for that month in the site information sheet.

\*\*Please note: The total of Operating Days and the meals that are totaled in your site claims and placed in fields 1,2 and 3 on the site claim sheet will be automatically verified against the Site Information Sheet to make sure each site is approved for that particular meal. The system will not let you claim more days or more than capacity (CAP) x Operating Days for approved meals.

To correct this error, you must recount the number of operating days you operated. If the claim is correct, then your Site Information Sheet may have the incorrect number of operating days for that month.

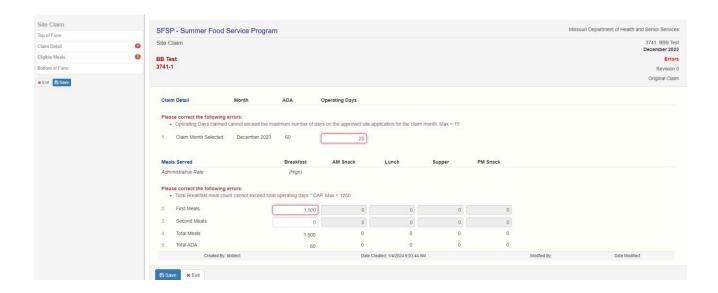
Check the Site Information Sheet and if the number of days in the month are incorrect, update the number of operating days and put the Site Information Sheet in Pending Approval.

The second error is for the number of First Meals served during the month at that site. Recount the number of first meals served for the month. Add all the days together for the total. If your total is above the approved site capacity (CAP) listed on the Site Information Sheet, you will need to revise your Site Information Sheet. Increase your CAP and put an explanation in the comments field of why you are needing to increase your CAP.

Once you have updated both of these errors, then you will need to put the Site Information Sheet into Pending Approval status. The state checks these updates periodically, but you can email or call the state to request approval of the update.

\*If you have a site that did not operate during a claim month and it is still listed on your claim, you will need to update the site information sheet and update the begin and end date, if needed and then also remove the number of days operated during the claim month.

Once the Site Information Sheet/s updates have been approved, you must return to the site claim and resubmit the site claim to remove the errors. You will need to edit each site claim with errors. Review the claim, and once correct, hit the Save button to place the site claim in Complete status. You can then continue with getting your claim in Pending Approval status. Please see the Sponsor Claim instructions above.



#### **Combining Months on the Claim**

You can combine claims if you operate 10 days or less in a month that you want to combine with.

For example if you operated 3 days in May and 20 days in June and 10 days in July. You can submit your June claim and combine May and July with your June claim.

\*When combining a month with another month. Please make sure you are done operating in that month. For example if you are submitting a June claim and you want to combine July with June. You can combine up to 10 days. If you operated 10 days in July, you can combine the July claim with June. Note: If changes happen and you begin operations again at that site and operate another 3 days in July. Since you combined July with June and July's number of operating days is now over 10 days, you will not be able to claim those days.

#### Steps to combine your claims:

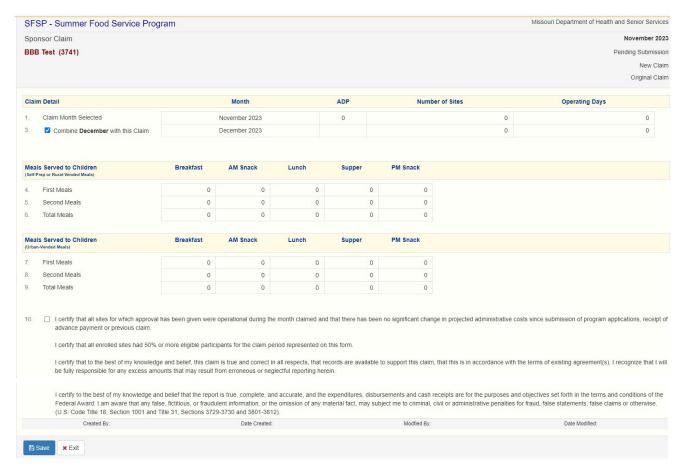
In the example below, we are going to combine December with November, as your program has ended in December. On the Claims Page, you will go to November 2023 and go all the way to the right under Action and click on the "+" sign.



On the next screen, you can see that you can combine December with November.



To combine, check mark #3. Once check marked, scroll to the bottom of the page and hit Save.

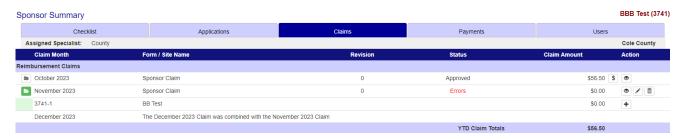


You will receive an error, but that is fine. We will come back and fix the error once the site claim/s have been entered and are in Complete status. Click on Exit and this will take you back to you Sponsor Summary on the Claims Tab.

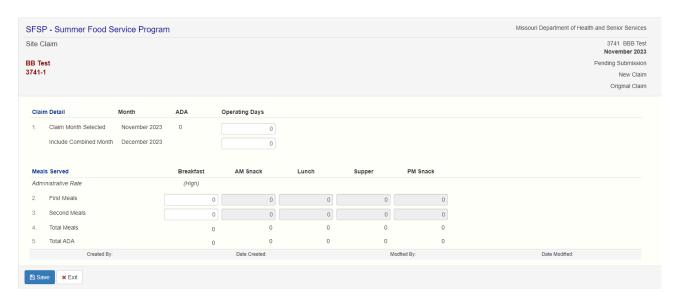
Once back on Sponsor Summary, you will click on the file folder next to November 2023.



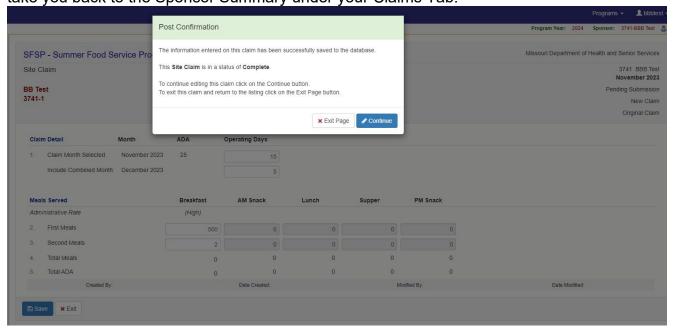
This will drop down your site/s. From here you will click on the "+" sign under Action on the corresponding line with the site claim you are completing.



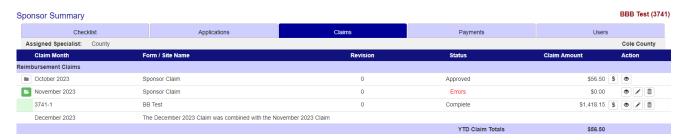
Then you will complete the site claim for the site. You will enter in how many days your operated in November and how many you operated in December. Then for First and Second meals you will combine the 2 months and enter the total in the perspective boxes. Once you have the numbers in then you will hit Save.



You will receive a Post Confirmation that states the claim is Complete. Hit Exit and this will take you back to the Sponsor Summary under your Claims Tab.



The next screen will look like this.

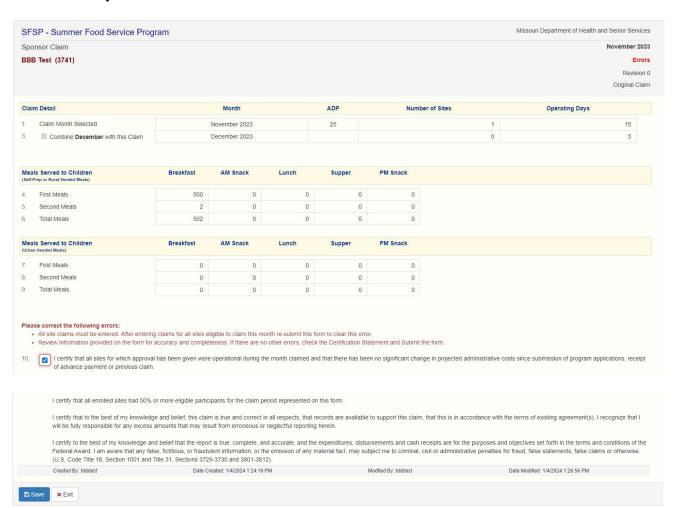


Please continue this process with each site claim you have.

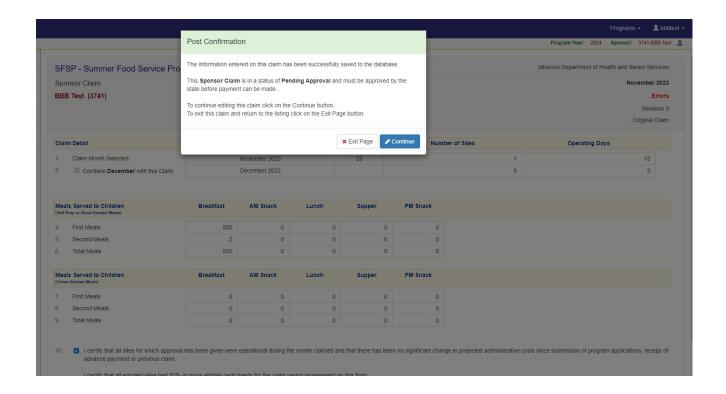
Once all the site/s are in Complete status, you will want to go to the line with Errors, your November 2023 Sponsor Claim. You will click on the Pencil.



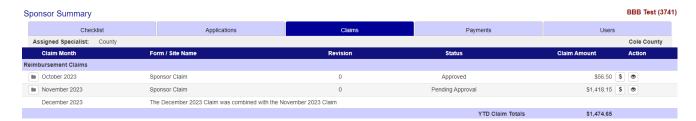
### You will certify and check mark #10.



This will give you a message of the Sponsor Claim is in a status of Pending Approval.



Click Exit and the system will show that your November 2023 Claim is in Pending Approval status. The system will also show that your December 2023 Claim was combined with the November 2023 Claim.



To see an overview of your sponsor claim, click on the "\$". This page will show you how the claim is broken down and how it will be paid. It will show the following:

- First meals paid;
- Second meals allowed;
- The total meals served:
- The total meals allowed;
- The break down of the meals; and
- The meal x rate amount paid per meal.

Click on Exit to return to the Sponsor Summary.

Sponsor Claim Reimbursement Summary					November 20
BBB Test (3741)					Pending Appro
					Revision
Submitted by: bbbtest center Date Submitted: 1/4/2024 1:45:18 PM					Original Cla
Meals Served To	Breakfast	Lunch	Supper	AM Snack	PM Snack
Eligible Children (1st Meals)	500	0	0	0	
Eligible Children (2nd Meals)	2	0	0	0	
2nd Meals Allowed	2	0	0	0	
Total Meals Served	502	0	0	0	
Total Meals Allowed	502	0	0	0	
Operating Reimbursement	Breakfast	Lunch	Supper	AM Snack	PM Snack
Meals Allowed	502	0	0	0	
Operating Rates	2.5700	4.4800	4.4800	1.0400	1.040
Reimbursement Amount	1,290.14	0.00	0.00	0.00	0.0
Total Operating Reimbursement for Meals					1,290.1
Administrative Reimbursement - High	Breakfast	Lunch	Supper	AM Snack	PM Snack
Meals Allowed	502	0	0	0	
dministrative Rates	0.2550	0.4700	0.4700	0.1275	0.12
teimbursement Amount	128.01	0.00	0.00	0.00	0.0

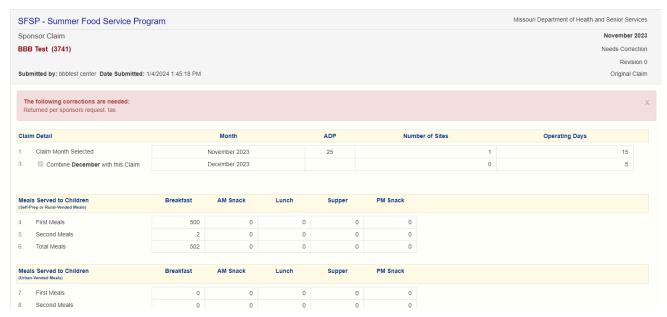
Administrative Reimbursement - Low	Breakfast	Lunch	Supper	AM Snack	PM Snack
Meals Allowed	0	0	0	0	0
Administrative Rates	0.2025	0.3900	0.3900	0.1000	0.1000
Reimbursement Amount	0.00	0.00	0.00	0.00	0.00
Total Low Administrative Reimbursement for Meals					0.00
Reimbursement Summary					Amount
Total Operating Reimbursement					1,290.14
Less Previous Operating Reimbursement Paid					0.00
Net Operating Earnings					1,290.14
Total Administrative Reimbursement					128.01
Less Previous Administrative Reimbursement Paid					0.00
Net Administrative Earnings					128.01
Total Claim Reimbursement Amount					1,418.15
Less Previous Reimbursement Amount					0.00
Net Claim Reimbursement Amount					1,418.15

## Some Helpful Information regarding claims and payments.

When the Sponsor Claim has been successfully submitted, it will be in **Pending Approval** status. Once in Pending Approval status, you will not be able to revise the claim. You must contact the SFSP central staff for assistance.



The sponsor will be able to click on the pencil on any line with Needs Correction status and see the reason the claim was returned. This is located in the pink section on your claim. Once you see the reason, you can exit out of this and go to your site level claim/s and make your corrections.

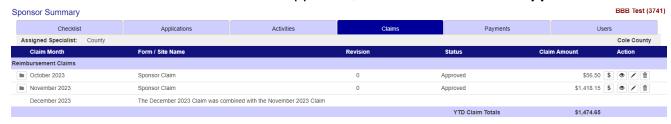


To put your sponsor claim back into Pending Approval status after you correct a site claim, you will need to go to the line that states "Needs Corrections" and click on the pencil. When that page opens, go to the bottom and hit Save. This will put your sponsor

## claim back into Pending Approval status.



After the claim has been reviewed and approved, the status will indicate Approved.



## **General Claiming Notes**

To save your claim progress without actually submitting it to the state, simply click on Save at the bottom of the online claim form.

A claim **has not** been properly submitted to the state for approval until the claim has achieved the **Pending Approval** status.

The claim must also be consistent with the Site Information Sheet regarding the capacity and Urban/Rural and Self-Prep/Vended categories. Discrepancies with information entered in the Site Information Sheet will result in an error.

It is the sponsors responsibility to make sure all information is up to date at all times.

### **Payment Status**

Once the state approves and closes out the claim Batch, then your claim will be in the Paid status.

Sponsor Summary						BBB Test (3741
Checklist	Applications	Activities	Claims	Payments		Users
Assigned Specialist: County						Cole County
Claim Month	Form / Site Name		Revision	Status	Claim Amount	Action
Reimbursement Claims						
October 2023	Sponsor Claim		0	Paid	\$56.	50 \$ 👁 🛨
November 2023	Sponsor Claim		0	Paid	\$1,418.	15 💲 💿 🛨
December 2023	The December 2023 Claim was con	nbined with the November 2023 Claim				
				YTD Claim Totals	\$1,474.	65

In the Sponsor Summary, view the payment status by selecting the Payments tab.

Sponsor Summary						BBB Test (374
Checklist	Applications	Activities	Claims		Payments	Users
Assigned Specialist: County						Cole County
Open Balance Transactions			Ор	erations	Administra	tive Total Payable
Total Open Transactions				0.00		0.00
Batch Number	Proce	ss Date	Ор	erations	Administra	tive Total Paymen
> 6852	1/8	/2024		1,341.54	13	3.11 1,474.65
Total Payments				1,341.54	13	3.11 1,474.68

Under the Payments tab of the Sponsor Summary, the Batch in which the claim was processed is listed under "Batch Number". The "Process Date" indicates when the SFSP processed the payment. Typically, the payment will be paid within 3 to 7 business days from this "Process Date".

# \*\*Please note, per regulations, the state has 45 days to process and approve a claim.

Clicking on the box with the '>' symbol in the Batch Number column will display the details of the claim. For example, in this case, the sponsor submitted claims for October November, it will display any claims that was approved in this Batch.

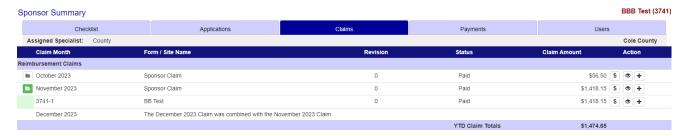


#### Claim Revisions

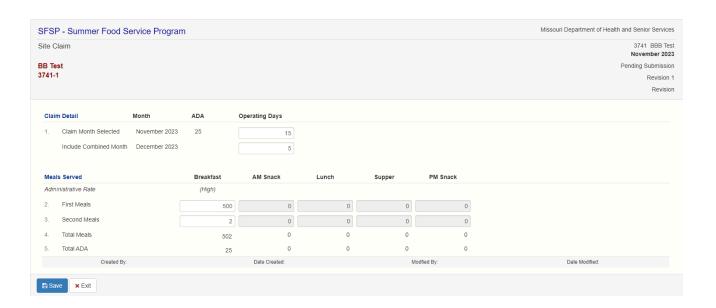
Claim revisions can be made up to 60 days after the last day of the claim month. Please see the chart on Page 1 of these instructions.

On occasion, a sponsor may find it necessary to revise a claim.

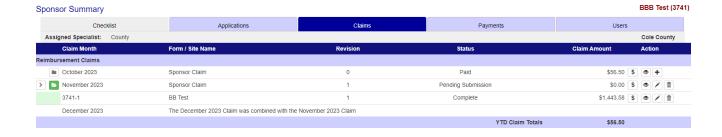
Once the claim is in "Paid" status the sponsor can revise the claim. To do this go to the Claims Tab and click on the folder next to the month you are wanting to revise. Then you can go to the site claim you are wanting to revise and click on the "+" sign under the Action column.



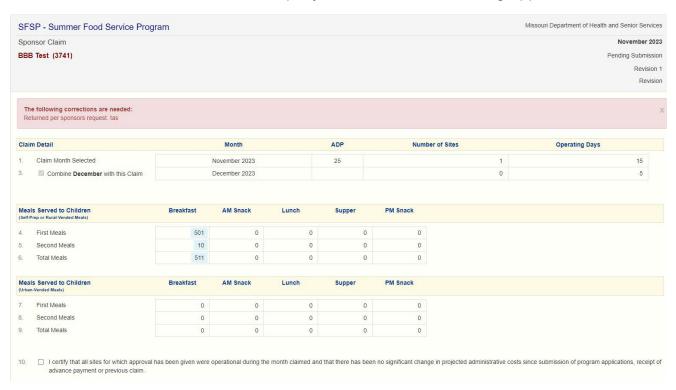
This will open the site claim and then you will make your revisions to what the claim should be and then hit "Save".



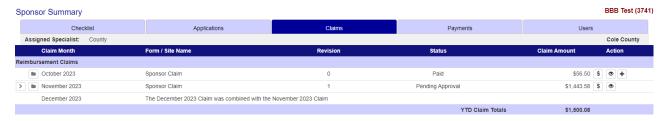
It will come up at Complete and then you will need to go to your sponsor level claim, November 2023 and it will say "Pending Submission". Click on the pencil under the Action column.



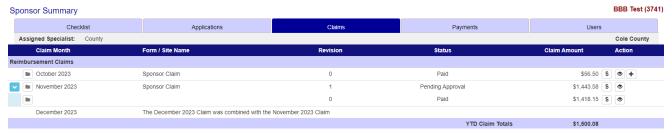
You will be able to see your changes as they will be highlighted. You will need to check mark #10 and then hit save and this will put your claim back in "Pending Approval" status.



Once back in "Pending Approval" status the state will process and approve for the next batch run.



After revising the claim, the revision number is indicated under the Revision Column. View the various claims and revised claims by clicking on the '>' next to the Claim Month.



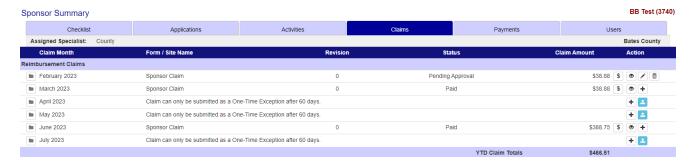
\*Note: Once the claim is in "Pending Approval" status the sponsor will not be able to revise the claim until the claim is in "Paid" status. If a sponsor wants to make a change to a claim, and the claim has not been processed and paid, the sponsor may call the state and the state can put the claim in "Needs Correction" status. The sponsor will then be able to correct the claim and return it to "Pending Approval" status.

#### **Submitting a Late Claim – One-Time Exceptions**

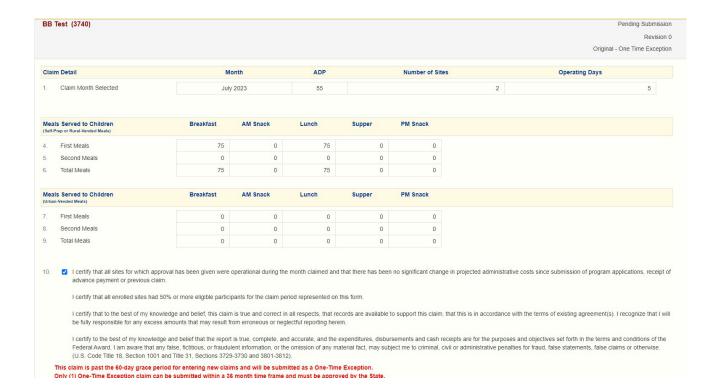
If a sponsor does not submit a claim within the 60 days, they may be permitted to request a One-Time Exception. You can submit a One-Time Exception (OTE) once every 36 months. The 36 months will be begin from the month you are requesting the OTE.

You must contact the state to make sure you are eligible and to request a One-Time Exception form. This form will need to be completed and returned in a timely manner to the state for processing and review. You will also need to submit the late claim on line and make sure it says Pending Approval.

You will see that for example on line with July 2023, it states that the "Claim can only be submitted as a One-Time Exception after 60 days". You will submit this claim as normal and make sure it is in Pending Approval status.



When check marking #10 you will see a message at the bottom of the screen in red. If you have not contacted the state to see if you are eligible or not, you must do that now.



## Tips for Navigating the Web-Based System

- 1. Do not use your Internet Explorer's Back button. Use the menu (in the blue section) on the top left of the screen, or use the "breadcrumb trail," (under the blue bar) to navigate from screen to screen.
- Each time you submit the info sheet or claim, no matter if it has errors, it is saved on the server and will be there if you need to leave or logoff and come back.
- 3. Use the Tab key to navigate from field to field or use your mouse to point and click into the field you want to complete. Try not to use your Enter key. If you do, the info sheet or claim will submit (in an error status).
- 4. 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.
- 5. Claim revisions are filed after the original (or previous revision) is in *Paid* status.

#### User Notes

- 1. Click the Users tab to view individuals who have access to submit application and claim information for your organization.
- 2. Inform the Bureau of Community Food and Nutrition Assistance <u>immediately</u> if an individual with access to the SFSP web-based system is leaving your organization so that access may be revoked.
- 3. Submit a Network User Access Request form to request online access for new employees.
- 4. User IDs and passwords are assigned to individuals only, and may not be shared.