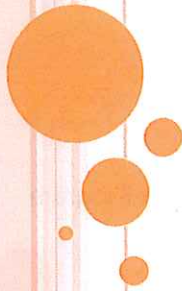




**SUBMITTING AN ONLINE CLAIM
NON-SCHOOL SPECIAL MILK PROGRAM
WEBCAST – INSTRUCTION MANUAL**



Revised 3/2014



AGENDA

- Tips for Navigating
- Accessing the Online Claim
- Entering a Reimbursement Claim
- Amending and Submitting Late Claim Instructions
- Viewing and Printing Claims
- Frequently Asked Questions
- For additional Information about the Non-School Special Milk Program (including webcasts and required documents) please visit:
http://fns.dpi.wi.gov/fns_specmlk1



Welcome to the *Non-School Special Milk Program – Submitting an Online Claim* webcast/instruction manual. This webcast will cover the following topics to assist agencies in submitting an online claim for the Non-School Special Milk Program: 1. Tips for navigating the DPI website; 2. How to access the online claim; 3. How to enter the online claim; 4. How to amend a claim or submit a late claim; 5. How to view and print submitted claims; and finally we will go over some frequently asked questions.

This webcast is 1 of 3 Special Milk Program webcasts that you should view. The other two webcasts cover SMP basics and the SMP Application Process. All webcasts and additional SMP program materials can be found at the web address listed on this slide under the Non-School Special Milk Program section.

TIPS FOR NAVIGATING:

- 1) If information is incomplete or has been entered incorrectly you will see Validation Error at the top of the page with the reasons listed below.
- 2) You and your DPI consultant cannot view your online contract at the same time.
- 3) Do **not** use dashes, commas, or hyphens when entering numbers.
- 4) Click “**continue**” at the bottom of any page to automatically save information that has been entered.
- 5) An error message will occur if there is no activity within the application for 30 minutes. When this occurs, you will need to return to the main screen and “Log In” again.

Home-Day Care | School Nutrition Program | Community Nutr Program

Home Submit Contract

Validation Error:- You must correct the following error(s) before proceeding:

- Street/P.O Box No. is required.
- City is required.
- Zip is required.
- Business Email is required.

National School Food and Nutrition Program 2010-20

This slide provides some tips to keep in mind as you submit an online claim.

- 1) If information is incomplete or entered incorrectly a validation error will appear. Refer to the example of a validation error provided on the slide “you must correct the following error(s) before proceeding”.
- 2) You and the DPI consultant cannot view your agency’s online application at the same time.
- 3) Avoid the use of dashes, commas, and hyphens when entering numbers.
- 4) Click ‘continue’ at the bottom of the page to save data that was entered and to move on to the next page of the online claim.
- 5) A timer will start when you enter the contract; when there is no activity for 30 minutes, you will be asked to re-log in.

ACCESSING THE ONLINE CLAIM:

- 1) Go to: http://fns.dpi.wi.gov/fns_online

The screenshot shows the homepage of the Wisconsin Department of Public Instruction's Child Nutrition Programs Online Services. The header features the department's logo and name. A navigation menu includes links for Home, Parents & Students, Schools & Educators, Libraries, and Data & Media, along with a Site Index and a search box. A left sidebar contains a list of links: Hot Topics, Grants, Training, 2010 Child Nutrition Reauthorization, Index, Personnel Directory, Program Statistics, Online Services, Social Media (Facebook, Twitter & RSS Feeds), Email Us, and FIS Home. The main content area is titled "Wisconsin Child Nutrition Programs Online Services" and includes three buttons: "Online Services Log In", "USDA Foods Ordering System", and "Verification Summary Report". Below this is a section for "Assistance with Online Services" with links for Child and Adult Care Food Program (CACFP), Special Milk Program (SMP), School Programs, Summer Food Service Program (SFS), and USDA Foods. A "Child and Adult Care Food Program (CACFP)" section contains links for "Manuals / Instructions", "Forms", and "Training / Webcasts". A "Contracts" section includes a note: "Please download and read the CACFP Internet Application Manual prior to accessing the system" and a link for "More CACFP Application/Agreement Information".

First, to submit your agency's online claim you must go to the website listed on this slide: http://fns.dpi.wi.gov/fns_online

2) Click on the box on the left- "Online Services Log-In"

The screenshot shows the Wisconsin Department of Public Instruction website. The header includes the department name and a navigation menu with links for Home, Parents & Students, Schools & Educators, Libraries, Data & Media, and Site Index. A left sidebar contains various utility links such as Hot Topics, Grants, Training, 2010 Child Nutrition Reauthorization, Index, Personnel Directory, Program Statistics, Online Services, Social Media, Email Us, and RNS Home. The main content area is titled "Wisconsin Child Nutrition Programs Online Services" and features three buttons: "Online Services Log-In" (circled in red), "USDA Foods Ordering System", and "Verification Summary Report". Below this is a section for "Assistance with Online Services" with links to Child and Adult Care Food Program (CACFP), Special Milk Program (SMP), School Programs, Summer Food Service Program (SFSP), and USDA Foods. A "Child and Adult Care Food Program (CACFP)" section includes links for Manuals / Instructions, Forms, and Training / Webcasts. A "Contracts" section contains a notice to download and read the CACFP Internet Application Manual before accessing the system, along with a link for more information. A "Home Sponsors Only" section is also present with a link to the Supplier Contract Internal Manual.

Next, select 'Online Services Log In'.

3) Select 'Contracts and Claims'

The screenshot shows the Wisconsin Department of Public Instruction website. At the top, there is a navigation bar with links for Home, Parents & Students, Schools & Educators, Libraries, and Data & Media. Below this is a search bar and a 'Site Index' link. The main content area is titled 'Wisconsin Child Nutrition Programs Online Services'. It features three columns of links: 'Online Services Log In', 'USDA Foods Ordering System', and 'Verification Summary Report'. Under the 'Online Services Log In' column, the 'Contracts and Claims' link is circled in red. Other links in this column include 'School Programs Annual Financial Report', 'School Programs FNS-10 Report', 'School Programs Child Nutrition Report', 'School Programs Paid Lunch Price Report', 'Fresh Fruit and Vegetable Program', and 'Menu Certification'. Below the main content area is a section titled 'Assistance with Online Services' with links for 'Child and Adult Care Food Program (CACFP)', 'Special Milk Program (SMP)', 'School Programs', 'Summer Food Service Program (SFSP)', and 'USDA Foods'. A red circle is visible in the bottom right corner of the screenshot.

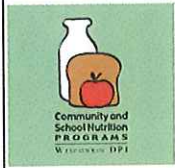
Now, you will see a dropdown box with several options. Click on 'Contracts and Claims'.

4) Enter your agency code and password.




You are successfully logged out. Please close the browser if you not using the application.

Submit Claims for Home Sponsor, National School Lunch Program, School Breakfast Program, Summer Food Program, Child and Adult Care Food Program, Special Milk Program & Revise Programs Contracts Informations.



Community and School Nutrition PROGRAMS
WISCONSIN DPI

 LOGIN

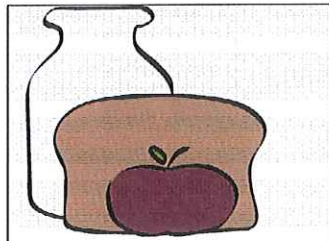
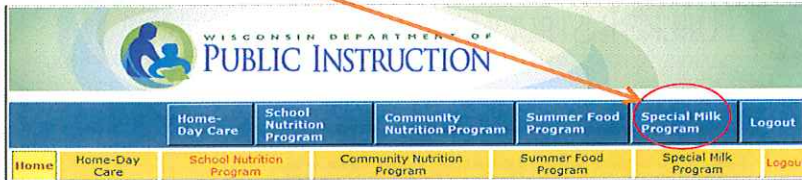
Agency Code

Password

- Enter your **agency code** – This is your six-digit agency code/agreement number.
 - REMINDER - Do not use hyphens - use only the numerals in the agency code.
 - Do not enter leading zeroes: For example, if your agency code is "012345", only enter "12345".
- The next page of the online claim will have a picture of milk, bread, and an apple.

The Blue Menu Bar

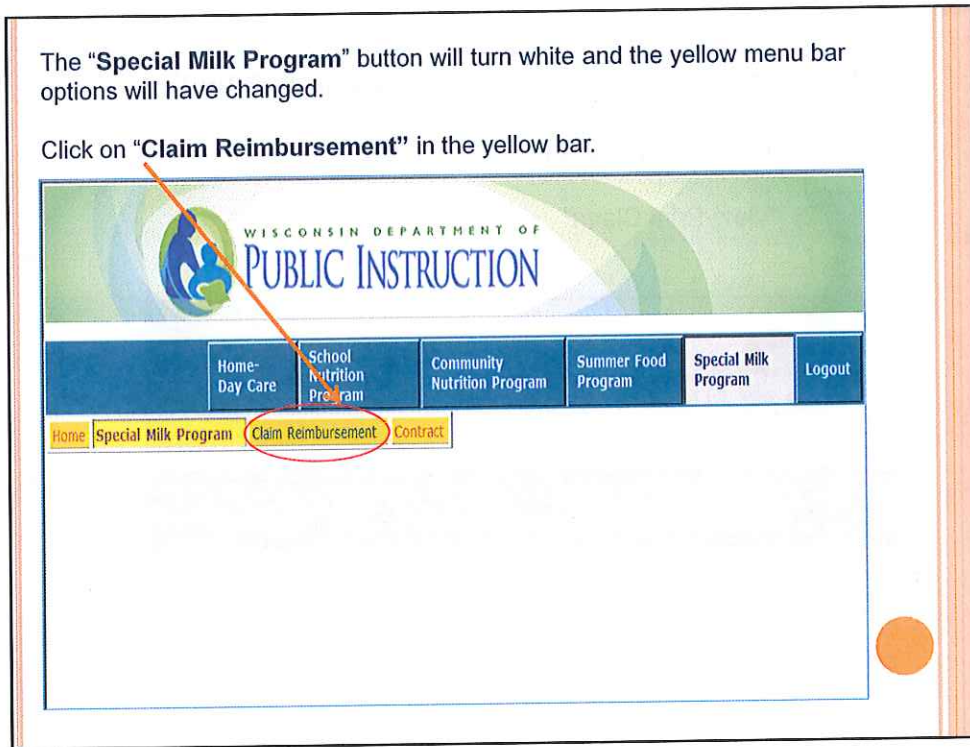
Click on the "Special Milk Program" button on the blue menu bar.



Select 'Special Milk Program' - the second icon from the right found on the blue bar.

The "Special Milk Program" button will turn white and the yellow menu bar options will have changed.

Click on "Claim Reimbursement" in the yellow bar.



You will notice that 'Special Milk Program' in the blue bar turns white.

Next, select 'Claim Reimbursement' – the second to the last icon on the right side of the yellow bar.

There are two options under “Claim Reimbursement”

- 1) “Enter-Modify Claim”
- 2) “View-Print Claim”



To enter a claim you will need to click on “enter-modify claim” – the second icon from the right on the yellow bar.

If you are intending to view or print a claim that was already submitted, click on “view-print claim” – found on the right side of the yellow bar.

ENTERING A CLAIM: SELECT "ENTER-MODIFY CLAIM"

The screen shot below will display.

WISCONSIN DEPARTMENT OF
PUBLIC INSTRUCTION

Home- Day- School Nutrition Summer Special Other Logout
Core Program Program Food Milk Services
Home Claim Reimbursement **Enter-Modify Claim**

Special Milk Program (SMP)
[Participation Monthly Reimbursement Information]
349732 - Langlade Co 4-H Leaders Assn

Claim Date:	Month	Year [2003]	*Claim cannot be more than 60 days old
No. of Schools/Sites Participating:			
Total No. of Days Operating:			
Cost Per 1/2 Pint:	[Enter in the format of 0.000 No (\$) sign allowed]		
Free Milk:	*Do NOT use commas while entering numbers.		
Paid Milk:			

[CERTIFICATION]
I HEREBY CERTIFY to the best of my knowledge that this claim is true, correct, and in accordance with the terms of existing agreement, that records are available to support this claim, and that payment has not been received. Meal counts have been reviewed and analyzed to ensure accuracy. I acknowledge that failure to submit accurate claims will result in recovery of an overclaim and may result in the withholding of payments, suspension, or termination of the program.

Preparer Name and Telephone No.: _____

After you click on "Enter-Modify Claim" the page should look similar to the picture on this screen. The following information must be entered for participation data: 1) Claim data; 2) No. of Schools/Sites Participating; 3) Total No. of Days Operating; 4) Cost per ½ Pint; 5) Free Milk; and 6) Paid Milk.

First, enter the month you are **claiming for**, not the month you are entering the claim in. For example, when you submit a claim for the month of October during the month of November, you would enter October for the "Claim Date Month", not November.

Reminder: do NOT use commas when entering numbers.

Next, enter the number of sites participating in the SMP followed by the total number of days out of the month that your agency operated the SMP.

The cost per ½ pint should be determined by utilizing the Non-School SMP Milk Purchasing Record (which can be downloaded as an Excel spreadsheet and is found at: http://fns.dpi.wi.gov/fns_specmlk1).

The number entered for *Paid Milk* is equivalent to the number of cups of 8 fluid ounces (oz.) served to children 18 years of age and younger.

Please note that ½ pint is equivalent to 1 cup or 8 fluid oz. of milk.

Enter "0" (zeros) in the fields that do not apply to your agency - ***non-school SMP agencies should enter '0' in the "free milk" box.**

Once all required information has been entered, enter the preparer's name and telephone number.

Finally, once you have entered all required information click on the "Submit" button.

NOTE: After a claim has been processed/paid by DPI it CANNOT be modified online. We will discuss amended claims later in this webcast.

Instructions to modify a claim that has not been paid will be discussed on the following slide.

MODIFYING A CLAIM

Home- Day Care	School Nutrition Program	Community Nutrition Program	Summer Food Program	Special Milk Program	Logout
Home	Claim Reimbursement	Enter-Modify Claim			

Special Milk Program (SMP)
[Participation Monthly Reimbursement Information]
139999 - SMP Test Agency

Claim Date:	Month January	Year 2010	*Claim Cannot be more than 60 days old
No. of Schools/Sites Participating:	1		
Total No. of Days Operating:	18		
Cost Per 1/2 Pint:	0.1811	[Enter in the format of 0.000 No (\$ sign allowed)]	
Free Milk:	0	*Do NOT use commas while entering numbers.	
Paid Milk:	175		

[CERTIFICATION]
I HEREBY CERTIFY to the best of my knowledge that this claim is true, correct, and in accordance with the terms of existing agreement, that records are available to support this claim, and that payment has not been received. Meal counts have been reviewed and analyzed to ensure accuracy. I acknowledge that failure to submit accurate claims will result in recovery of an overclaim and may result in the withholding of payments, suspension, or termination of the program.

Preparer Name and Telephone No.: Joe Brown 608-267-9228

Submit

After entering a claim for reimbursement, agencies may modify the claim until the time the claim is processed. Processing of claims is completed, in most cases, on Tuesday mornings.

To **modify a claim** that has not been paid yet, select "Enter-Modify Claim".

After selecting the Modify option, the website will show the unpaid claim for modification. All data is modifiable except for the 'claim date'. If no such claim is found, a relevant message will be displayed.

When you are finished updating the claim, click on the "Submit" button at the bottom to submit the claim to DPI for processing/payment.

SUBMITTED CLAIM

WISCONSIN DEPARTMENT OF
PUBLIC INSTRUCTION

Home-Day Care School Nutrition Program Community Nutrition Program Summer Food Program Special Milk Program Logout

Home Claim Reimbursement

Special Milk Program (SMP)
[Claim Submission-Modification Message]
139999 - School Food Authority

Your Agency Special Milk Program claim dated: 2010-09-01 was successfully updated to DPI on Mon Nov 01 14:04:01 CDT 2010. You can print a copy of the recently submitted claim for your record.

After you have submitted the claim, the following message will appear. If any data is entered incorrectly, you will receive an error message indicating what information needs to be corrected (make sure your claim is entered within 60 days, and make sure that you are not entering any commas or symbols).

NOTE: You can only have one claim pending in the system for each child nutrition program at any given time. If you have two months of claims to enter, enter the earlier month first. Once the claim has been processed (generally on Tuesday morning), then you can enter the later month for reimbursement.

HOW TO: VIEW, PRINT AND AMEND A CLAIM

○ Step 1

The screenshot shows the Wisconsin Department of Public Instruction website. The header includes the logo and the text "WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION". Below the header is a navigation menu with links for "Home-Day Care", "School Nutrition Program", "Community Nutrition Program", "Summer Food Program", "Special Milk Program", and "Logout". The "Special Milk Program" link is highlighted. Below the navigation menu is a breadcrumb trail: "Home", "Claim Reimbursement", and "View-Print Claim". The "View-Print Claim" link is circled in red. Below the breadcrumb trail is a section titled "Special Milk Program (SMP) [View Participation Monthly Reimbursement Information]" for "139999 - School Food Authority". This section contains a "Date Claim Month" dropdown menu, a "Year" dropdown menu, and a "SEARCH" button with a magnifying glass icon. The "SEARCH" button is circled in red. Below the search fields is a note: "[Click Claim Type Link below to View Complete Claim Information]". At the bottom of this section are two buttons: "Claim Type" and "Date Submitted".

To view a claim that has been submitted, to print a copy of the submitted claim for your records, or to submit an amended claim select "**View-Print**" from the SMP online services. It may be viewed and/or printed after it has been submitted to DPI. The claim does not have to be processed to be viewed.

You may also need to submit a copy of a claim if requested by DPI for a desk or on-site audit.

Select Date Claim Month and Year from drop down list box and click the "Search" button.

HOW TO: VIEW, PRINT AND AMEND A CLAIM

- Step 2: click "claim type" to view full claim

WISCONSIN DEPARTMENT OF
PUBLIC INSTRUCTION

Home-Day Care | School Nutrition Program | Community Nutrition Program | Summer Food Program | Special Milk Program | Logout

Home | Claim Reimbursement | **View-Print Claim**

Special Milk Program (SMP)
[View Participation Monthly Reimbursement Information]
139999 - School Food Authority

Date Claim Month: September | Year: 2010 | SEARCH

(Click Claim Type Link below to View Complete Claim Information)

Claim Type	Date Submitted
New (Unpaid)	11/01/2010

If a claim is found for the given criteria it will show up in the box below.

Click the link under "Claim Type" to view the full claim information.

HOW TO: VIEW, PRINT AND AMEND A CLAIM

- Step 3: print

Home-Day Care	School Nutrition Program	Community Nutrition Program	Summer Food Program	Special Milk Program	Logout
Home	View-Print Claim				
Special Milk Program (SMP) [View-Participation Monthly Reimbursement Information]					
139999 - School Food Authority Date Claim: 09/01/2010					
Participation Information		# of Students/Meals	Payment Information		Amount
No. of Schools/Sites Participating:		1	Total Meal Reimbursement		\$156.65
Total No. of Days Operating:		17	Voucher No.:		84826
Cost Per 1/2 Pint:		\$0.1811	Payment Processed Date:		
Free Milk:		175	Claim Submitted On		11/01/2010
Paid Milk:		704	Claim Status		New (Unpaid)

PLEASE NOTE: Amended claims are due **60 days** from the last day of the month in which you are amending.

The screen on this slide is an example of what an agency may view or print once the claim has been submitted. You can print the claim by clicking the print button of your browser. To view and/or print additional claims, click on the “back” button.

You cannot modify your agency’s submitted claim on this screen. If your claim has not been processed, and you need to modify it, return to the “Claim Reimbursement” menu option, by clicking on “Special Milk Program” in the blue menu bar, and selecting “Enter-Modify Claim”. Refer to the slide that explains how to modify a claim.

If your claim has already been paid, you need to print a copy of the submitted claim (which will look like the example on this slide). Once printed, amend the necessary numbers by hand, and indicate that you are making an amendment to a previously submitted claim. Then, submit a copy (keep one for your agency) via fax to DPI Fiscal Aids and Audit 608-267-9207.

PLEASE NOTE: Amended claims are due 60 days from the last day of the month in which you are amending.

FREQUENTLY ASKED QUESTIONS (FAQS) ABOUT NON-SCHOOL SMP CLAIM SUBMISSION

- When are claims due?

Claiming Month	Last day to submit an online claim
January	April 1 (March 31 on leap years)
February	April 29
March	May 30
April	June 29
May	July 30
June	August 29
July	September 29
August	October 30
September	November 29
October	December 30
November	January 29
December	March 1 (February 29 on leap years)

Claims are due within SIXTY DAYS of the last day of the claiming month.

If days of service for the final claim month are LESS THAN TEN, the due date of the claim is **sixty days from the last day of operation.**

The last day to submit an online claim for each month is listed on this slide for your convenience.

If under extra special measures you need to submit an amended claim, it needs to be submitted on paper for the DPI fiscal staff to enter within 60 days of the end of the claim month.

FAQs CONTINUED

○ **Is there anytime when I cannot enter a claim?**

- Yes. When the Payment Process Package that pays the claims is running we cannot take claims.
- This process usually lasts only a short time and is usually done on Tuesday mornings. If this Process is running you will get an error message telling you to wait one hour, and then retry.

○ **Why won't my claim data go into the system?**

- There are "edit-checks" on certain fields on the claim forms. These edit-checks will not allow certain data to be entered, (e.g., total meals for month could not exceed enrollment times days operating).
- If you think you have valid data and the Internet site will not accept it, please call DPI Fiscal Aids and Audit Department at 608-267-9134. A paper claim may need to be submitted in some instances.



1) The internet site is available to agencies to submit claims anytime from anywhere, with the exception of when the Payment Process Package is being processed.

2) If the internet site will not accept your claim, you will receive an error message. If this happens and you think that all required information was submitted correctly, then you should contact the DPI Fiscal Aids and Audit Department at telephone number 608-267-9134 for assistance.

FAQs CONTINUED

- **Why or when would I want to modify a claim?**
 - If a previous claim's data is incorrect and it has NOT been paid, you can change the data so it is correct by amending the claim as we already discussed.
 - Once the claim is paid, it can NOT be modified on-line. You will need to submit a copy of the month's online services – print view claim with your amendments.
- **What if I can't get into the program to enter information?**
 - The Internet system checks the agency code against our valid contract file. If you do not have a valid contract on file, you will not be able to log-in.
 - For Non-school SMP Programs and Camps, call 608-267-9129.

You will want to modify a claim that has already been submitted when the information submitted is incorrect.

1) When a claim has not been processed paid by DPI, you may update the reimbursement claim on-line.

2) If your claim has already been paid, you need to print a copy of the submitted claim. Once printed, amend the necessary numbers by hand, and indicate that you are making an amendment to a previously submitted claim. Then, submit a copy (keep one for your agency) via fax to DPI Fiscal Aids and Audit 608-267-9207.

If you are having difficulties entering the internet system to submit your claim, you may have entered the incorrect agency code and/or password. If you do not have a valid SMP contract you will not be able to log-in to the system. Please contact the Community Nutrition Team for assistance at 608-267-9129. Recovery of a lost password will be discussed on the next slide.

FAQS CONTINUED



- What do I do if I lost/forgot my password?
- How can I change my password?
 - For assistance with your password please contact the DPI Federal Aids and Audit Section for assistance:
 - Jacque Jordee: 608-267-9134 or Jacqueline.Jordee@dpi.wi.gov

If you lost or forgot your password or need to change your password you may contact Jacque Jordee from the DPI Federal Aids and Audit Section for assistance at the number or email listed on this slide (608-267-9134 or jacqueline.jordee@dpi.wi.gov).

Please note that changing this password will change the password for all related child nutrition applications including claims for reimbursement, ordering commodities, contract access, etc. If you change your agency's password, you will need to notify other staff in your agency that need to use those functions of the new password.

PRIOR TO CONTACTING DPI WITH QUESTIONS

Please be prepared to answer the following questions:

- What is your agency code?
- What information are you trying to enter?
 - (Example: “October Claim Data”)
- What screen are you viewing?
 - (Example: “View-Print Claim”)
- Be sure you have this instruction PowerPoint accessible when you call, so that you can note the answer to your question(s) for future needs.



Please be prepared to answer the questions listed on this slide prior to contacting the DPI with questions you may have.

1. What is your Agency Code?
2. What information are you trying to enter?
3. What screen are you viewing?

Also have this presentation available so you can note any answers to questions for reference in the future.

THANK YOU!

- o **USDA Non-discrimination Statement:**

The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

USDA is an equal opportunity provider and employer.



Thank you for listening to this presentation on submitting a valid non-school Special Milk Program claim.

Please remember to view the other non-school SMP webcasts, if needed, which cover SMP basics and completing the SMP online application.