



Child and Adult Care Food Program Claim Manual for Family Day Care Home Sponsors

August 2017

This manual illustrates the procedure for uploading provider meal details and entering new or adjusted claims.

Wisconsin Department of Public Instruction
Community Nutrition Team
125 S. Webster Street
PO Box 7841
Madison, WI 53707-7841

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Table of Contents	Pages
<u>Logging onto the Website & Online Services</u>	2
<u>Home Provider Meal Details Report</u>	3
<u>Uploading Home Provider Meal Details Report</u>	3-5
<u>Viewing the Home Provider Meal Details Report</u>	6
<u>Entering a Claim</u>	7-8
<u>Adjusting a Claim</u>	8
<u>Deleting a Claim</u>	8
<u>Browsing and Printing a Submitted Claim</u>	8
<u>Basic Navigation Instructions</u>	10
<u>Reminders, Additional Resources and Contacts</u>	10

Logging on to the Website and Online Services

Go to this website: <http://dpi.wi.gov/nutrition/online-services> Google Chrome is highly recommended.

➔ **Bookmark this Wisconsin Child Nutrition Programs Online Services Webpage only, NOT the log-in page,** in order to receive important information regarding claims and contracts.

1. Click on 'Online Services Log-in'.

Wisconsin Child Nutrition Programs Online Services

Online Services

Online Services Log-in **Online Services Log-in** **USDA Foods Ordering System**

- Child and Adult Care Food Program (CACFP)
- At-Risk/Emergency Shelter

Click on the button to order USDA Foods

Bookmark this page for future easy access to Online Services and to receive important information regarding contracts and claims.

2. Enter Agency Code and Password. Click 'Submit'.

Community and School Nutrition PROGRAMS
WISCONSIN DPI

LOG IN

Agency Code

Password

Home Provider Meal Details Report

Effective with the October 2016 claim submission, all FDCH sponsors must upload the Home Provider Meal Details Report for all New and Adjusted FDCH reimbursement claims before submitting that month's claim.

This report must be generated from your agency's claim system. It must contain information on each home provider's claim in the format specified within the template provided by DPI. It may be in Excel, CSV, or Tab File.

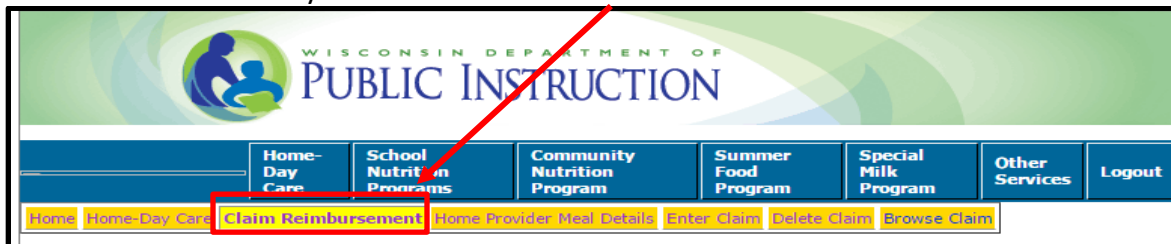
Adjusted Claims: The Home Provider Meal Details Report for adjusted claims must be a complete adjusted data file for each provider for that month.

Uploading the Home Provider Meal Details Report

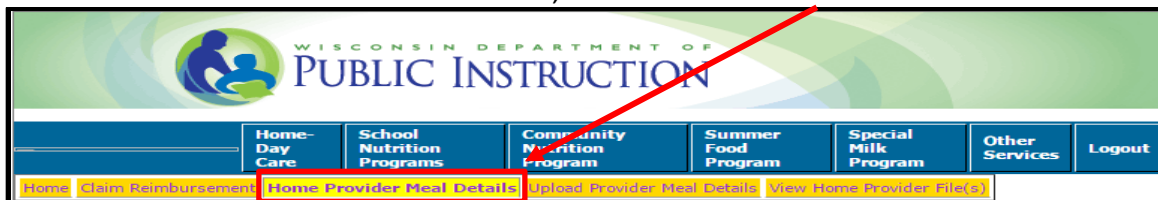
1. From the Main Menu, click on 'Home-Day Care'.



2. From the Home-Day Care tab click on 'Claim Reimbursement'.



3. From the Claim Reimbursement menu, select 'Home Provider Meal Details'.



Uploading the Home Provider Meal Details Report (continued)

4. From the 'Home Provider Meals Details' menu, click on 'Upload Provider Meal Details'.

4a. Using the drop down arrow select the 'Date Claim Month' and 'Year'.

4b. Click on 'Choose File', then locate the Excel, CSV or Tab File from your computer to upload.

4c. Click 'Upload'. You will receive a "Home Provider Data successfully uploaded" message or validation error message if the file is not successfully uploaded.

The screenshot shows the Wisconsin Department of Public Instruction website. The navigation menu includes 'Home Day Care', 'School Nutrition Programs', 'Community Nutrition Program', 'Summer Food Program', 'Special Milk Program', 'Other Services', and 'Logout'. The breadcrumb trail shows 'Home > Home Provider Meal Details > Upload Provider Meal Details'. The main content area is titled 'Sponsoring Organizations of Family Day Care Homes (FFY 2017) [Upload Provider Meal Details]' and '136812 - Community Coord Child Care Dane'. It features a 'Date Claim Month' dropdown menu and a 'Year' dropdown menu set to '2016'. Below these is a box containing the text '[Upload Provider Meal Details]', 'Click Browser button to select Excel (XLS/XLSX) or CSV or Tab File to upload', and 'Selected File : Choose File No file chosen'. At the bottom of the box is an 'UPLOAD' button with a green arrow icon.

5. Click on 'Claim Reimbursement' in the lower left side corner of the 'Home Provider Data successfully uploaded!' screen to return to the 'Claim Reimbursement' menu.

The screenshot shows the 'Home Provider Data successfully uploaded!' message screen. The message is displayed in red text in the center of the page. At the bottom left corner, there is a link labeled 'Claim Reimbursement'.

Uploading the Home Provider Meal Details Report (continued)

6. If the file upload fails, you will receive a data upload failure note and a link to the 'Error File'.

Sponsoring Organizations of Family Day Care Homes (FFY 2017)
[Upload Provider Meal Details]

136824 - Wisconsin Early Childhood Association

Date Claim Month Year

[Upload Provider Meal Details]

Click Browse button to select Excel (XLS/XLSX) or CSV or Tab File to upload

Selected File : No file chosen

UPLOAD

Note : Data upload failed! Please click the 'Error File' link to download error logs and correct the error(s) listed in your data file and re-upload it again. [Error File](#)

- 6a. Click on 'Error File' to download the file. This file will provide the error description by each line.

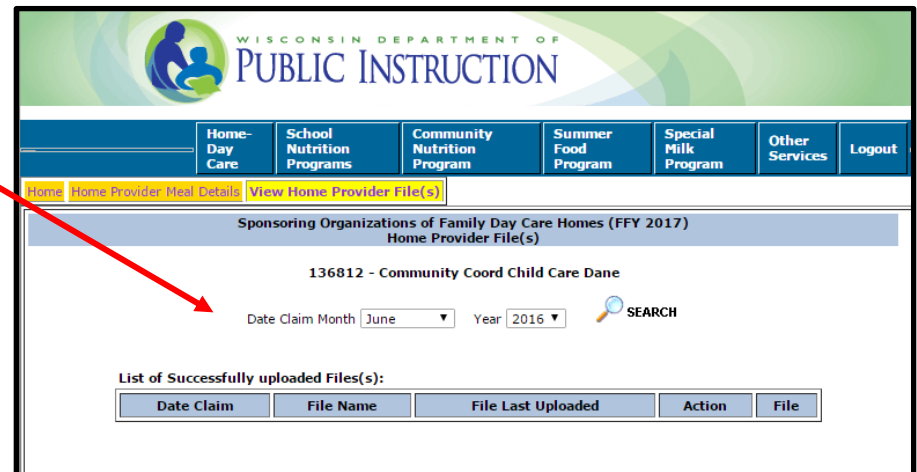
	A	B	C	D	E	F	G
1	AGENCY	DATE CLAR	ROW NUM	COLUMN	ERROR DESCRIPTION		
2	136824	04/01/2016		1	AgencyCo	File has invalid agency code	
3	136824	04/01/2016		2	AgencyCo	File has invalid agency code	
4	136824	04/01/2016		3	AgencyCo	File has invalid agency code	
5	136824	04/01/2016		4	AgencyCo	File has invalid agency code	
6	136824	04/01/2016		5	AgencyCo	File has invalid agency code	
7	136824	04/01/2016		6	AgencyCo	File has invalid agency code	

- 6b. Correct the errors in the Home Provider Meal Details report and re-load the file again.

Viewing the Home Provider Meal Details Report

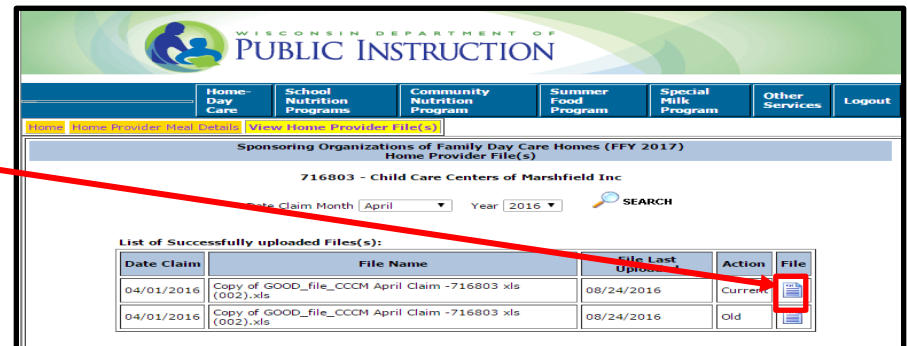
1. If you would like to view an uploaded Home Provider Meal Details Report file, go to the 'Home Provider Meal Details' menu and click on 'View Home Provider File(s)'.

1a. Using the drop down arrow select the 'Date Claim Month' and 'Year' of the file you would like to view, then click on 'Search'.



2. The list of successfully uploaded file(s) (current and old) will be listed with the claim date, file name, file last uploaded date, action and file

2a. Click on the file icon to download and view the file.



Entering a Claim

1. From the 'Claim Reimbursement' menu, click on 'Enter Claim'.
New and adjusted claims must be submitted within 60 days of claim month.

2. Enter the claim data on the Participation Monthly Reimbursement Information screen.

2a. Using the drop down arrow select the 'Date Claim Month' and 'Year'.

2b. Enter Claim Status using the drop down arrow select 'New' or 'Adjustment' **Reminder: Each adjusted claim must have an updated Home Provider Meal Details Report uploaded prior to entering the adjustment.**

2c. Transfer numbers reported on the paper *CACFP Reimbursement Claim – Sponsoring Organizations of Family Day Care Homes (PI-1452)* form as required in Guidance Memorandum N.

- Enter the Avg. Daily Attendance for each Tier level
- Enter the Number of Homes for each Tier level
- Enter the Number of Operating Days for each Tier level
- Enter the Number of Breakfasts, AM Snacks, Lunches, PM Snacks, Supper, Evening Snacks for each Tier level
- Enter your Admin Costs for the claim month
- Enter your Admin Revenue for the claim month

3. Review the information that is shown for the unpaid claim, and if all is correct, enter the preparer's name and telephone number.

Click on the 'Submit' button at the bottom to submit the claim to DPI to be processed for payment.

The screenshot shows the 'Enter Claim' interface for Family Day Care Homes (CCIH). The form is titled 'Family Day Care Homes (CCIH) [Participation Monthly Reimbursement Information]' and is for organization '406823 - 4C-ForChildren, Inc.'. The form includes the following fields and sections:

- Date Claim:** Month and Year dropdown menus.
- Claim Status:** A dropdown menu.
- Meal Count Table:** A table with columns for Tier I, Tier II Higher, Tier II Lower, and Tier II Mixed. Rows include:

	Tier I	Tier II Higher	Tier II Lower	Tier II Mixed
Avg. Daily Attendance				
Number of Homes				
Number of Operating Days				
Number of Breakfasts				
Number of AM Snacks				
Number of Lunches				
Number of PM Snacks				
Number of Supper				
Number of Evening Snacks				
- Admin Costs:** A text input field.
- Admin Revenue:** A text input field.
- [CERTIFICATION]:** A section with a text area for a declaration of accuracy.
- Submit:** A button at the bottom right.

Entering a Claim (continued)

4. A confirmation screen will appear with all the submitted information. The statement will include the date the claim was successfully submitted. **DPI advises to PRINT THIS confirmation SCREEN along with a copy of this submitted claim showing the entered data and its dollar amount in reimbursement;** directions for printing a submitted claim are provided below. It is a best practice to keep copies of these two screens on file along with the completed paper claim (PI-1452) form and all of its CACFP supporting documentation.

Adjusting a Claim

The updated Home Provider Meals Detail Report must be uploaded before submitting each adjusted claim, including a fourth adjusted claim submitted via the paper *CACFP Reimbursement Claim – Sponsoring Organizations of Family Day Care Homes (PI-1452)*. The FDCH Sponsors may make up to three adjustments to an original claim for a given month during the 60 calendar day period; two adjusted claims can be submitted online. The fourth adjusted claim must be submitted via the *CACFP Reimbursement Claim – Sponsoring Organizations of Family Day Care Homes (PI-1452)* form.

- **Adjusting an ‘Unpaid’ Claim Online:** To adjust your unpaid claim online, select ‘**Browse Claim**’ tab and enter month and year. If claim type is ‘**Unpaid**’, select the claim and make any necessary changes and re-submit. If changes are made to the claim that are reflected in the Home Provider Meal Details Report, upload an adjusted report.
- **Adjusting a ‘New (Paid)’ Claim Online:** To adjust your paid claim online, follow the steps for uploading the [Home Provider Meal Details Report](#) and [Entering a Claim](#) instructions and select Claim Status as ‘**Adjustment**’.

Deleting a Claim

From the ‘**Claim Reimbursement**’ menu click on ‘**Delete Claim**’ when you want to delete a claim that has not been processed.

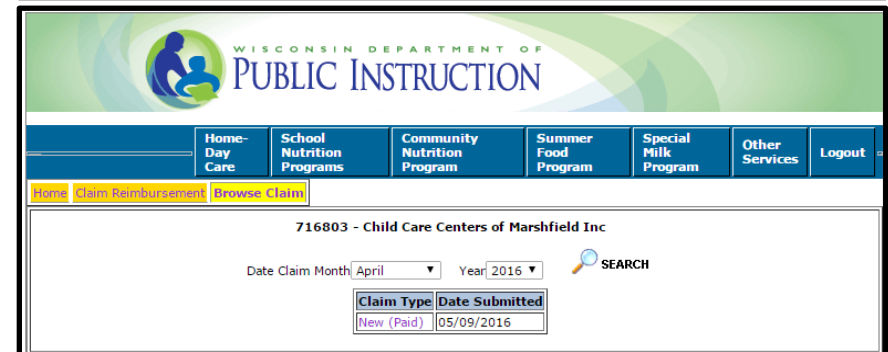
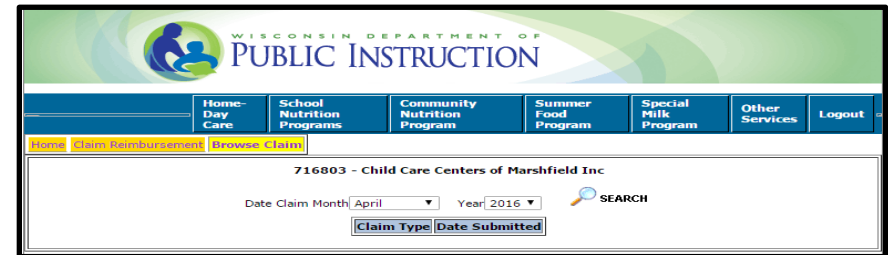
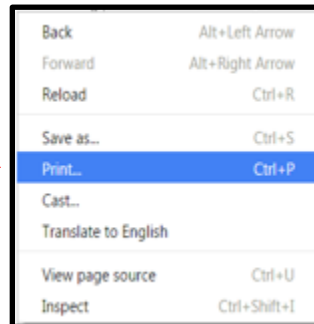
Browsing and Printing a Submitted Claim

You can browse claim(s) after it has been submitted to DPI via the 'Browse Claim' tab.

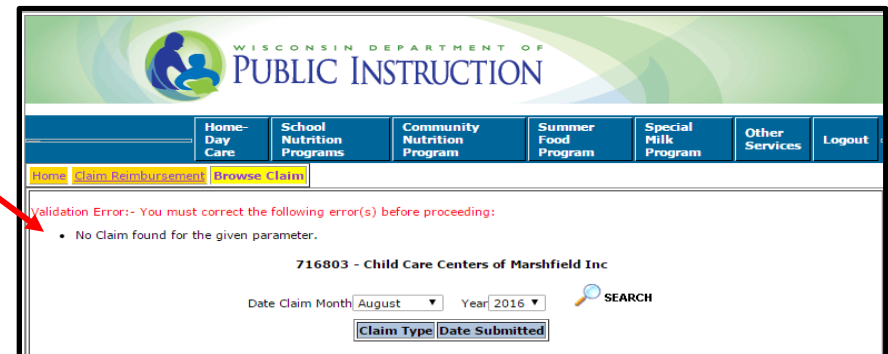
1. From the 'Claim Reimbursement' menu, select 'Browse Claim'
2. Select 'Date Claim Month' from the drop down;
3. Select 'Year' for the drop down;
4. Click on 'Search'.

If the claim is found for the given criteria, the claim and the date the claim was submitted will appear. Click 'New (Paid)' under the 'Claim Type' link to view or print the detailed claim information.

To Print: Right click your mouse and from the pop-up menu and select 'Print' to print the screen.



If a claim is not found for the given criteria, a box will not appear under 'Claim Type' and a message will appear that no claim is found.



Basic Navigation Instructions

TABS TO NAVIGATE – Use the tabs located at the top of the webpage to navigate to the different screens.

TIME LIMITATIONS – A timer starts from the moment the website is entered. If there is no activity at all for 30 minutes, the user will get an error message and has to return to the main ‘Login’ screen. Any movement on a page at all, such as going from one screen to another or even just moving to another entry field on the same page will reset the 30-minute timer. This limit is set up so that users do not log in to the Online Services website and stay on it without entering any information.

EXIT PROGRAM – Links at the top of screens include ‘Logout’. Click on this ‘Logout’ link to exit from the entire program.

Reminders, Additional Resources and Contacts

Remember:

- Claims are processed on Tuesday mornings (unless the Tuesday falls on a Holiday). Refer to our webpage [Claim Submission Deadlines](#).
- Claims are not processed the final two weeks of June and the final two weeks of December due to State year-end closeouts.
- Only one claim month can be submitted per week (Tuesday PM – Monday PM).
- Negative numbers (including expense and revenue) can be reported online if within the 60 day claiming period.
- Any adjustments after the 60 days must be done using the paper *Child and Adult Care Food Program Reimbursement Claim – Sponsoring Organizations of Family Day Care Homes* (PI-1452) form.

Refer to **Guidance Memorandum N: Claims Submission** for additional instructions.

If you have forgotten your password, or would like to change your password, or have issues entering your claim, please contact:

Primary Contact: Jacque Jordee at 608-267-9134; jacqueline.jordee@dpi.wi.gov
Secondary Contact: **Najat Shorette at 608-266-6856; najat.shorette@dpi.wi.gov**
Fiscal Fax: 608-267-9207