



PROVIDERS FOOD PROGRAM

December 2011



Happy Holidays from all of us at Providers Food Program to you and best wishes for a healthy happy new year.

Is Direct Deposit the best option for you?

- Direct Deposits are a convenience for providers.
- Money goes directly into your bank account.
- No chance of it getting lost in the mail.
- In bad weather you do not have to leave your house deposit your check.

Some provider's sign up for direct deposit thinking they will get their money faster. It might be the case some of the time, but not all the time. When we release direct deposits, they are sent up to a holding bank. It is can anywhere from 24 -48 hours from the time they receive the funds till they can be released to your account. What providers may not realize is your bank has to do a transfer from the holding bank and pull down the direct deposits for their bank. Larger banks usually do this more frequently than smaller banks.

CLAIM WEEK- WHAT IS INVOLVED?

We take pride in the work we do to make sure you are paid accurately. During claim week the staff works long days. Do we goof up? Occasionally we might but remember you always have 5 days to notify us for an adjustment if you believe there is a mistake.

There are two ways menus arrive in our office. Either by minute menu online menus, or sent through the mail. For internet menus, every morning between 6:30-7 we do a data transfer and pull down any claims that have been submitted. We print off and read every error report. Some are congratulations and others have from 1 to multiple errors. If you have a pending child or license that has expired we call you. If we can't reach you we will send you a copy of your error report. You have 5 days from the time you are notified to submit the enrollment for the pending child or in some cases an updated enrollment. If we receive it in time, we will reprocess your claim. During the claim week, it might take a day or two to finalize your claim and for you to see the correct information on minute menu. Remember, you should always review your error report online. To view your report- go to "Claims" in the toolbar, click on "Review Claims" and double click on the month you would like to review. Report options will open on the right side.

Scan or Bubble menus are a little bit more involved. When the menus arrive in the office, the envelopes are opened and date stamped in. Enrollments that are sent in with your menus instead of ahead of time, will slow your menus down from being processed. Enrollments have to be entered before the menus continue on to be read and scanned.

All menus are read for accuracy. We do check your bubbles to make sure they are filled in completely, that your dates are bubbled correctly, meal bubbles are complete. Once the menu is finished, the person who has read the menu sign's off on it and the menu goes through the scanner. When the scan is complete, the computer validates it and prints off 4 reports- Claim error report, meal totals sheet, your copy of the error report and the CIF report. These reports will be reviewed by a staff member to ensure all errors are accurate. In some cases, you might not have darkened your bubbles or they might not be colored completely and the scanner misreads them. We will darken the bubbles, and will send it back for another re-scan. Once we are sure that we have addressed all errors that we can and the ones remaining are accurate, we send you your copy of the error report along with your CIF form. Again, you have 5 days to notify us if you believe an error on our part has occurred.

What can you do to make sure your menus move smoothly?

- Send enrollments in ahead of time.
- Be sure that the children you are claiming are enrolled for those meals or snacks.
- Use only a #2 pencil when coloring in bubbles.
- Fill in the bubble completely. If you can read the number under your pencil mark, the scanner might not read it correctly.
- Mail your menus on the last day of the month to avoid missing the 1st bill.
- Do not fold or staple menus.

Do you know that you can submit your menus or mail them the last day that you do day care each month?

Our office will be closed Dec. 26th through January 2nd.

