



Provider's Food Program

# April 2015 Newsletter

**Provider Trainings!**  
As a reminder, it is very important for you to keep up to date on your trainings! During the Home Review, your Monitor will be checking to see that you have completed all the trainings for this year!

## MONITOR VISITS

When your Monitor visits your home, it is usually a surprise to you. This is a requirement from the USDA that at least 2 visits each year are unannounced.

### Let the Monitor In...

It seems kind of obvious, but it is very important that you let the Monitor come into your home when she visits you. There have been times when a Provider has refused to let the Monitor in.

Not allowing your Monitor to enter the home can end up with some big problems for you. This is because it is part of your contract and is a key component to remaining eligible to receive reimbursements. Besides, if she leaves then she will just have to come back another day anyway...

#### Here is what could happen:

1. You do not let the Monitor into the home.
  - a. The Monitor will return.
2. You do not let the Monitor in a 2<sup>nd</sup> time.
  - a. A Parent Audit is done from the office.
    - i. If the Parent Audit is fine, the Monitor will continue to try to visit you.
    - b. If the Parent Audit doesn't match your claimed meals:
      - i. An investigation begins.
      - ii. This could lead to a Serious Deficiency
        1. Failing a Serious Deficiency could lead to being banned from the Food Program for *7 years!*

### NOBODY wants to see that happen!

Please be assured that it is not our goal to try to "catch" you making a mistake. It is just the way the program works. We try hard to make our visits as simple and easy as we can, so please work with us to avoid any potential problems. By working together we can make sure that everything goes smoothly and that you continue to receive your reimbursement in a timely manner!



## WEB CLAIM PROVIDERS

### IS YOUR COMPUTER HAVING PROBLEMS?

If your computer is having problems, make sure that you are keeping paper backups of all your attendance sheets. Too often, providers end up getting deducted for meals that have been served properly but have not been recorded right away.

When your Monitor visits, she will be looking for your attendance records. If your computer is not working and you do not have paper backups, then you could end up losing all the missing meals!

To make sure that this doesn't happen, always keep a paper backup copy until you have actually recorded the meal into the computer.

## SUGGESTIONS

Have all your paperwork in your file handy and ready for your Monitor's visit. Then it will be easy to find when she comes to your home.

Keep good records for your Claim. Your Monitor will be reviewing your Attendance and Meal records. If they are all in order, then you will not have any deductions made!

Keep a list of those little questions you have about Claiming properly on your fridge. Then when your Monitor comes, look at it and ask her for her help!

**NOTE: Using the Minute Menu Web Kids program makes claiming much easier!  
Call us today to find out how to switch to Web Kids for FREE!**

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