



Common Claim Questions

- 1. An error populates that says the number of first meals served can't exceed the maximum number of meals approved times days in the site application.**

Code	Error Description
223240	The number of Self-Prep Breakfast first meals served cannot exceed the 'maximum number of meals approved times days on the site application'.
223440	The number of Self-Prep Lunch first meals served cannot exceed the 'maximum number of meals approved times days on the site application'.

You will need to be sure that the ADA entered in the site application is accurate. Revise the site application ADA (found under each meal service) and submit the application for approval. Once the application is approved you will be able to submit your claim.

- 2. I've entered my claim and calculated the ADA as 74 (1048 first meals and 14 operating days), but I'm receiving an error that says the number of first meals claimed must be less than or equal to total days times Average Daily Attendance.**

Code	Error Description
223232	The number of Self-Prep Breakfast first meals claimed must be less than or equal to total days times Average Daily Attendance.

Remember to round up to calculate the Average Daily Attendance (ADA). ADA is calculated by taking the number of first meals (1048) divided by the number of operating days (14) which totals 74.85. In this example, you will round the ADP to 75.

- 3. The claim status is pending, does that mean it's submitted?**

No. The claim status will say 'accepted' once it's been submitted for payment. You will need to go into the claim and click continue until you reach the Claim Details page. You will check the certification box and click submit for payment.

- 4. I see that my claim was processed. How long will it be before I receive the check?**

It typically takes about two weeks for accounting to process the payment and cut the check. At this time, direct deposit is not available.

- 5. Do I need to submit meal count forms to CDE when I submit the claim?**

No. The meal count records must be kept on file with your other program records for 3 years plus the current year.

- 6. I need to make a revision to my claim. How do I do that?**

When you log in to the online system and select claims, you will click the claim month. You will then click 'modify' and 'add a revision'. You will enter in the correct meal counts and submit for payment. Upward adjustments are due no later than **60 days** after the last day of the month covered by the claim.



7. How can I consolidate claims?

Claims can be consolidated as follows:

- 10 days or less in their initial month of operation combined with the claim for subsequent month; or
- Up to three consecutive months may be combined as long as the combined claim only includes 10 days or less from the first and last month of program operations (i.e. a total of 20 extra days).

If a sponsor operates for less than 10 days in the final month, it may combine the claim from the last operating days with the claim for the previous month. This combined claim must be submitted in the online system within 60 days of the last day of operation.

8. I'm trying to combine 1 day in May with June. I keep getting a warning that the claim 'from' date is not covered by the claim.

After you enter the site claims and click continue, you will update the period covered by the claim in the claim summary page. In #1 update the calendar dates to reflect the dates the claim covers.

Code	Warning Description
220101	Claim Period 'From' date cannot be before the approved meal service Start date.

Month/Year Claimed	Adjustment Number	Date Received	Date Accepted	Date Processed	Reason Code
Jun 2016	0	07/26/2016			Original

General Information

1. Period covered by this claim: 05/31/2016 06/30/2016

2. Total number of participating sites for claim period: 2

	Number of Participating Sites	Total Number of Days Food Served
3. Breakfast	2	14
4. AM Snack	0	0
5. Lunch	0	0
6. PM Snack	0	0
7. Supper	0	0

9. I received the following error, but the operating dates, ADA, and number of meals entered are correct.

Code	Error Description
220102	Claim Period 'To' date cannot be after the approved meal service End date.

When you click continue, you'll be able to adjust the claim "from" and "to" dates to the dates you operated in that month (#1 using the calendar icon).