SNP On-Line Claims Application

Business User Manual

Special Nutrition Program

September 4, 2012

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Summary NEED INFO HERE

Accessing the Arkansas Special Nutrition Program Claims System

Figure 2.1-1 SNP Claims Main Page

Please Enter User Name and Password to Access the System

This is a government computer system and is the property of the Arkansas Department of Human Services. It is for authorized use only. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. Any or all uses of this system and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized site, Department of Human Services, and law enforcement personnel, as well as authorized officials of other agencies, both domestic and foreign. By using this system, the user consents to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of authorized site or Department of Human Services personnel.

Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties. Unauthorized access is prohibited by Public Law 99-474 "The Computer Fraud and Abuse Act of 1986". Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18, United States Code, Section 1030, and may subject the individual to Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A (the Taxpayer Browsing Protection Act), and 7431. By continuing to use this system you indicate your awareness of and consent to these terms and conditions of use. LOG OFF IMMEDIATELY if you do not agree to the conditions stated in this warning.

Existing User Log-on

Users that have access to the SNP Claims Website will log in and submit their claim to the Special Nutrition Program.

1.1 Entering User Name and Password

The user can log in to submit the SNP Claim by using the following steps:

1. Go directly to https://dhs.arkansas.gov/DCCECE/SNPClaims/ or click on Enter Claims from the SNP Main page.

2. Enter the User Name and Password assigned to the facility attempting to log-in.

3. Once the information is entered select the **OK** button. To stop this action, select the **Cancel** button.

Figure 3.1-1 – User Log-On form

1.2 Changing Password

Users can change their password by using the following these steps:
1. Return to the SNP Main page and Select the *Existing User Log-on* hyperlink from the Main Menu.

2. Select the **Change Password** button.

   a. When the **Change Password** button is selected, additional fields will display labeled New Password and Confirm New Password.

> **Note:** All passwords must contain both uppercase and lowercase alpha characters and at least one numeric character. The password must be at least 8 characters long, and cannot be one of the last 6 passwords used for the user account.

3. Enter the Username and current password in the corresponding fields.

4. Enter the desired password in the New Password field.

5. Re-enter the newly constructed password in the Confirm New Password field and select the **OK** button. To stop this action, select the **Cancel** button.

6. Once the password is updated, the user is required to sign in using the new password before they can access the online application system.

The newly entered password will be saved and can be used for future log-ins.

> **Note:** Passwords are required to be changed every 90 days. The user shall receive a message when attempting to access the program if the password is due to expire within 14 days or has expired since last log-in.

1.3 Lost Password

1. Return to the SNP Main page and Select the *Existing User Log-on* hyperlink from the Main Menu.

2. Select the *Existing User Log-on* hyperlink from the Main Menu.

3. Enter the Username in the corresponding field.

4. Select the **Lost Password** button.
   a. A security question and answer field will appear below the **Lost Password** button.

5. Enter the correct Security Answer for the question listed and select the **Submit** button. To stop this action, select the **Cancel** button.

6. A message will display and an email will be sent to the user notifying them that the password has been reset to the last four digits of their Social Security Number.
   a. If the user cannot answer their Security Question, the user must contact SNP Central Office at 1-800-482-5850 ext. 28699 or 682-8869 for additional assistance.

Alerts

1.4 Accessing Alerts

1. Upon successful log-on to the Claims system, the user is redirected to their home page. This page will display the alerts data grid, and all businesses associated to the user.

   a. The alerts will default to the New and Open alerts. (see *Figure 4.1-1*)

Figure 4.1-1 – Alerts Data Grid on Business Home Page

2. To read an alert, the user shall select the alert from the data grid.

   a. The user is redirected to a Site Alert form which displays all data regarding the alert.

3. The Open Date and View Date auto-populates the date and time when the alert is accessed the first time. The Close Date auto-populates the date and time when the user changes the Status from "In Process" to "Closed".

   a. The status is automatically updated on "New" alerts to display as "In Process" once accessed and are then considered as Open.

   b. Once the alert is closed, the alert is removed from the home page alert data grid.

   c. Find closed alerts by selecting the **View Closed** button.

   d. The user can use the **View New/Open, View New,** and **View Closed** buttons to filter their alerts.

1.5 Enter New Claims

From the Claims' home page, select the business for which user would like to submit a claim, and click on the **Enter Claims** button.

The next screen displays the facility's name, address, TIN and allows the user to access existing Claims, adjust claims that have not been submitted and add new Claims.

(see *Figure 5.1-1*)

Figure 5.1-1 – Claims

1. Verify Eligibility

Select the month, and enter the year, click on **Verify Eligibility** to verify authorization to claim for this time period.

The view in this next screen will depend on the Business type.

CACFP Child/Adult Care Food Program - Claim Entry

P70 - LIVING REFUGE, INC
1410 EAST 2ND STREET
PINE BLUFF, AR 71611
TIN: 712312131

Claim Month   June

Claim Year   2012   Search

Verify Eligibility

Claim Listing for Month/Year Requested

Select	Adjust	Submit Date	Month	Claim Year	Status
Select	Adjust		6	2012	Inactive

1

View Claim Summary

2. Submit New Claim

    a. Choose **SELECT** next to the site for which the user wishes to enter a claim. Based on the business type, the appropriate data entry fields will be displayed.

Individual CACFP Business - No Sites

Individual CACFP Business - No Sites

Number of Days In Operation

Meal Counts	CCC	At Risk	Adult Care
Number of Breakfast	0		0
Number of Lunches	0		0
Number of Supplements	0		0
Number of Suppers	0		0

Number Free Eligible

Number Reduced Eligible

Number Paid Eligible

Average Daily Attendance   CCC [   ]   At Risk [   ]   Adult [   ]

Cash in Lieu Total

Food Service Total

Subtotal

Calculate   Save

Figure 1 – Claim for displayed for Individual Businesses with No Sites

8

Site Listing for Current Claim

Select	Amount	Date Entered	Name	AllowReimb
Select	No Claim	No Claim	ADULT DAY CARE INC	True
Select	No Claim	No Claim	COMARE DAY CARE	True
Select	No Claim	No Claim	JACOB S DAY CARE	True

1

NSLP Site Claim Data

ADULT DAY CARE INC

Number of Days In Operation [   ]
Number of Children Enrolled [   ]

Meal Counts	**Free**	**Reduced**	**Paid**
Number of Breakfast	[ ]	[ ]	[ ]
Number of Lunches	[ ]	[ ]	[ ]
Number of Snacks (Total number of afterschool snacks claimed can only be for M - F no weekends or holidays)	[ ]	[ ]	[ ]
Number of Milks	0		0
Number of Milks Purchased	0		
Total Milk Cost	0		

Figure 1 – Claim for displayed for a NSLP Site

Add others

When entering information on this screen, EDIT checks will
appear if meals claimed do not meet eligibility and application information.
Be sure to carefully complete each field.

After entering all of the information, choose either CALCULATE or SAVE.
Choosing SAVE will calculate and save in one step.
This message will display to verify that the data has been saved

Message from webpage   X

⚠ Site Claim Inserted. Please remember to submit your claim from the
    Claim Summary Page.

                                                      OK
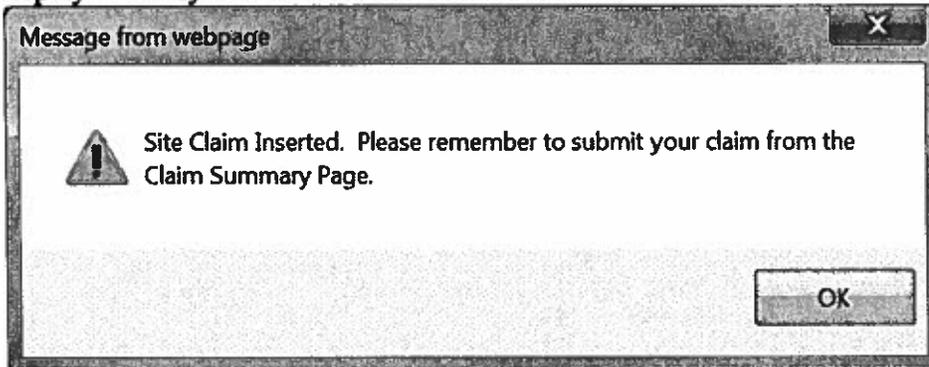
1.6 Submit Claims

After saving all claims you want to enter, you must submit the claims to SNP.

1. View Claim Summary
    a. Select the month and enter the year for the claim you would like to view.

b. Choose **SELECT** next to the claim to be submitted, and choose **View Claim Summary**

If the claim has already been submitted, the form is Read Only with the exception of buttons at the bottom of the form that will enable users to Return to Site Claims, Print Site Summary, Print Claim Summary or Print Disbursement.

      c. Review the Claim Summary Data, enter the date, Food Cost and choose **SUBMIT** for the claim to be sent to SNP Personnel for authorization. *Once user has chosen SUBMIT, no adjustments can be made unless an authorized Home Sponsor. Users not authorized to make their own adjustments must submit adjustments in writing to SNP personnel.*

      d. Return to Site Claims

1.7 Adjust Claims

2. Search for an Existing Claim

      a. Choose **SELECT** next to the site for which the user wishes to adjust a claim. Based on the business type, the appropriate data entry fields will be displayed.

Select	Prefix	Number	TIN	Name	Phone	Status
Select	R	37	1234777777	SEVEN SEAS	5017777777	ACTIVE

1

Enter Claims   Payment Plan   Advance Payments   Facility Payment   Additional Payments

      b. Select the month and enter the year for the claim to be adjusted, click **Search**.

Print Documents
Discussion Forum
Home
Rates
Accounting Codes
Payment Approvals
Print Reports
Admin Functions
Status Mgmt
Payment Data
Privacy Statement
AR DHS Site
Log Out

CACFP Child/Adult Care Food Program - Claim Entry

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Claim Month   June
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Verify Eligibility

Claim Listing for Month/Year Requested

Select	Adjust	Submit Date	Month	Claim Year	Status
Select	Adjust		6	2012	Inactive

1

View Claim Summary

      c. Click on Adjust

      d. Select the Adjusted Claim from the Claim List

         i. Make changes, save, View claim summary and submit adjusted claim.

Select	Adjust	Submit Date	Month	Claim Year	Status
Select	Adjust	9/6/2012 10:02:23 AM	1	2012	Inactive
Select	Adjust	9/6/2012 3:06:01 PM	1	2012	Active
Select	Adjust		1	2012	Inactive

1

View Claim Summary

      e.

f. If the Business is NSLP or SFSP Entity Types, when the **View Screening** button is selected, the user will receive the message, "*This function is not available for SFSP or unassigned facilities.*"

Use 60 Day Exception

Override 60 Day Exception

Return to Site claims

Print Disbursement

LAST

LINKS

Home

1.8 Reimbursement Rates

Select the *Rates/Poverty Levels* hyperlink on the main menu to access the Poverty Levels and Reimbursement Rates form. (see *Figure 13.1-1*)

Note: This hyperlink is only available when the user is not logged on to the system.

Home
Existing User Log-On
NSLP
Centers
CACFP Homes
Summer Food
Rates/Poverty Levels
USDA Web Site
USDA NSLP Site
School Nutrition Assoc.
USDA CACFP Site
USDA SFSP Site
Resource Library
Privacy Statement
AR DHS Home Page

Select Fiscal Year 2012 ▼

Reimbursement Rates By Program

Day Care Home Rates

Tier 1 Rates

Breakfast	$1.24
Lunch	$2.32
Supplement	$0.69
Supper	$2.32

Tier II Rates

Breakfast	$0.45
Lunch	$1.40
Supplement	$0.19
Supper	$1.40

Administrative Rates

1 - 50 Homes	$106.00
51 - 200 Homes	$81.00
201 - 999 Homes	$63.00
1000+ Homes	$55.00

Day Care Center Rates

Breakfast

Free	$1.51
Reduced	$1.21
Paid	$0.27

Lunch and Supper

Free	$2.77
Reduced	$2.37
Paid	$0.26

Supplement

Free	$0.76
Reduced	$0.38
Paid	$0.07

National School Lunch Program Rates

Breakfast

Free	$1.80
Reduced	$1.50
Paid	$0.27

Lunch

Free	$2.79
Reduced	$2.39
Paid	$0.28

Supplement

Free	$0.76

Summer Food Service Program

Operating Cost

Breakfast	$1.80
Lunch/Supper	$1.50
Supplement	$0.27

Administrative Costs - Rural/Self Prep

Breakfast	$1.51
Lunch/Supper	$0.00
Supplement	$0.00

Administrative Costs - Vended/Urban

Breakfast	$0.00

Accounting Codes

Payment Approvals

Print Reports x need to add to main user guide

Payment Data

Privacy Statement x

AR DHS Site x

Log Out x