

Visit Related Errors

Visits to your home come every 3 to 4 months. This is required by USDA as part of participation. During that visit there are a whole number of things that we are required to check on. Let's just look at an example and see how they can effect your claim.

Menus Not Up-to-Date

One common problem found during reviews of the homes of Providers is that the Menus are not being kept up-to-date. When the Home Monitor checks on this, she is required to report that the menus have not been filed out.

What is the result of this finding? You cannot be reimbursed for those meals that were not recorded on time!

If the Home Monitor sees that you have not been keeping your menus up-to-date, she will be forced to disallow the days prior to the visit that have not been recorded. That means that you cannot go ahead and fill out those days anyway and expect to be reimbursed for those meals. It is a part of the USDA requirements that the attendance and menus are recorded at point of service.

When those menus are submitted to the office, the meals will automatically be disallowed in Minute Menu. A note about this error will appear on the report sent to you (as we discussed last month).

WEB CLAIM PROVIDERS

If you submit your claim using the Internet, you will not receive your Error Report by mail. To see your Error Report please follow this:

Go to Claim > Review Claims > double click month of the error report you wish to see > select Claim Summary and Error Letter.

Don't forget, it is up to you to LOOK at the report and read what it tells you!

Sometimes, a Provider will think that the Monitor just doesn't like them and is being mean to them by disallowing those meals. Please understand that this is not true. There is nothing we would like better than to see you, the Provider, receive the full reimbursement for the meals you serve.

We know that all of you are working VERY hard to take the best care of the children. There is a lot of things to juggle during the day to do the best job. Please do not forget to keep those menus up-to-date so that the Monitor does not need to disallow ANY meals at all!

NOT BEING HOME

Children love Field Trips! It can be such a rewarding experience to take a child on a trip to the zoo or a museum and see the wonder on their face as they experience something new. And certainly we all look forward to Springtime when everyone can finally go outside and enjoy the weather again!

Please do not forget that it is part of your contract requirements to call in to our office to let us know anytime you will not be home during your normal business hours. It's no problem to be away, but please call us when you do.

WHY?

It is not that we are keeping tabs on you or that we are going to complain if you take too many trips! It is simply that our monitors are required to visit your home unannounced. As part of the USDA regulations, we are required to make visits without telling you that we are coming. Quite often, our Home Monitor makes a trip all the way to a Provider's home only to find nobody there!

Not only is this a waste of gas and time, but it becomes a problem for you as a Provider if you never notified the office. Remember, USDA requires you to let us know. To NOT call us is a violation of your contract. It has happened that the Monitor coming to your home is doing so as a part of an Audit being performed by the State. She may be accompanied by a State Reviewer who then takes note of the fact that you, the Provider, did not follow the procedures correctly. This can end up in a Serious Deficiency notice if it happens again!

We don't want to see any of you going through that trouble, so please be sure to call us and you will not be blamed for it!

Enjoy the weather!! Enjoy the children! Just call us first and you will never have a problem!



**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!**