

Process Claim: Claims Step 4: Review of Errors and Meal Disallowances by Sponsor



NOTE: the dashboard icon “Review Disallowed Meals” is called “Submit to Sponsor” if logged in as a site-level user. In addition, site-level users do not have a “Process Claim” dashboard button.

The claims process has five steps:

1. Meal validation (“check for errors”) by the site.
2. Review and correction of any errors by the site.
3. Submission to sponsor by the site.
4. Correction of any errors and meal disallowances by the sponsor.
5. Claims creation by the sponsor.

Once a site has indicated that they have completed the review of their meal counts and attendance for the month, the next step is for the sponsor to complete a second review and also disallow any meals. Any errors that have been identified by My Food Program are listed on the “Review Disallowed Meals” screen. Below is a list of all potential errors and the method used to resolve the errors if it is possible. You may be asking the site for additional documentation in order to clear errors. **Sponsors must not resolve errors unless they are genuine, have documentation and a logical explanation. If errors are true violations of CACFP rules and not incorrect input, the corresponding meals will be disallowed in the claims creation process.**

#	ERROR	HOW IT GETS TRIGGERED	HOW TO GET DETAILS	WHAT TO DO NEXT
1	Meals claimed for children who are not enrolled in the program.	Site Details are configured to “Error” for Enrollment Form Errors AND child does not have an enrollment form entered into My Food Program.	Disallowed Meals Report will list the names of the children with missing enrollment forms. Also: the Missing Forms Report will show any missing or expired forms and can be run at any time.	Add an enrollment form for each child that is missing one. If no enrollment form exists, meals must remain disallowed. If enrollment forms are not required in your state: Change Site Details configuration to “Ignore”.
2	Meals claimed for children who have expired enrollments in the program.	Site Details are configured to “Error” for Enrollment Form Errors AND child has an expired enrollment form.	Disallowed Meals Report will list the names of the children with expired enrollment forms.	Update enrollment form dates for each child with an expired form. If no form exists, meals must remain disallowed. If enrollment forms are not required in your state: Change Site Details configuration to “Ignore”.

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3	Meals/snacks claimed in excess of the approved total license capacity.	Site Details are configured to “Error” for Licensing Age Range Errors AND a meal or snack has more children checked in than is allowed by the total licensed capacity.	Disallowed Meals Report will list the meal(s) or snack(s) that exceed the total licensed capacity.	Verify that the license capacities on the site setup page are accurate. If so, meals must remain disallowed. If you have another system to track that licensing is met: Change Site Details configuration to “Ignore” Licensing Age Range Errors.
4	Meals/snacks claimed outside of the operating days.	A meal count is entered for a meal or snack that is not on a day that the facility is open. NOTE: this can only occur if site days of operation are changed in Site Details after a meal count is entered.	Disallowed Meals Report will list the meal(s) and/or snack(s) that were recorded and are now outside the operating days.	Verify the days and meals that the facility is open under “Site Details”. Remove or disallow the meal/snack counts for the days that are outside of operating days.
5	Meals/snacks claimed outside of the operating hours.	A meal count is entered for a meal or snack that is during a time that the facility is not open. NOTE: this can only occur if site times of operation are changed in Site Details after a meal count is entered.	Disallowed Meals Report will list the meal(s) and/or snack(s) that were recorded and are now outside the operating times.	Verify the times and meals that the facility is open. If accurate, meals must remain disallowed. Remove or disallow the meal/snack counts that are outside of operating hours.
6	Meals served to children over age 13* *This error only applies to child care facilities.	A child is checked in for a meal and their birthdate makes them 13 years or older.	Disallowed Meals Report will list the children that are 13 years or older.	Verify the birthdate of the child is correct. If they are over 13, meals must remain disallowed.
7	Meals/snacks claimed in excess of the approved age range license capacity.	Site Details are configured to “Error” for Licensing Age Range Errors AND a meal or snack has more children checked in in a specific age range than is allowed by licensing.	Disallowed Meals Report will list the meal(s) or snack(s) that exceed the age range licensed capacity.	Verify that the license capacities on the site setup page are accurate. If so, meals must remain disallowed. If you have another system to track that licensing is met: Change Site Details configuration to “Ignore” Licensing Age Range Errors.

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8	Meals which do not meet the USDA meal pattern requirements.	Site Details are configured to validate menus AND a meal or snack does not meet the meal pattern requirements.	Disallowed Meals Report will list the meal(s) or snack(s) that are not creditable.	Verify that the meal or snack menu to accurate as to what components were served. If so, meals must remain disallowed. If you are using another system to track menus: Change Site Details configuration to "Ignore meal validation".
9	Meals claimed that differ from those recorded by the field monitor at the time of the visit.	A meal recorded by a site differs from the meal recorded by a monitor.	Disallowed Meals Report will list the meal or snack that is a mis-match. Visits will have details about the menu recorded by the monitor while the Menus section will have the menu recorded by the site.	Revise the site menu to match that recorded by the field monitor. This is most likely related to specific callouts on units or product numbers. Ex: Blueberries, fresh, lbs VS Blueberries, cups.
10	Meals for which there are no menus.	Site Details are configured to enforce meal validation AND a meal count has been entered for a meal or snack and no menu was entered.	Disallowed Meals Report will list the meal(s) and snack(s) without menus.	Delete or disallow the meal counts. Add a creditable menu that matches what was actually served. If you are using another system to track menus: Change Site Details configuration to "Ignore meal validation".
11	Meal total count greater than number of participants.	The number of children checked in for a meal is greater than the number of children checked in for attendance.	Disallowed Meals Report will list the meal(s) and snack(s) with meal counts greater than attendance.	Verify which count matches reality: the attendance or the meal count (requires another system such as a parent check-in at the door). Delete or disallow meal counts for children recorded in error, revise attendance if it can be proved.
12	Meal count is zero for head count based site.	A menu is entered but no children were marked in for the meal.	Disallowed Meals Report will list the meal(s) and snack(s) without a count entered.	Enter meal counts if they were recorded on a backup (ex: paper or other system), otherwise they must remain disallowed.

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#	ERROR	HOW IT GETS TRIGGERED	HOW TO GET DETAILS	WHAT TO DO NEXT
13	No age range configured for participant on meal.	A child with a birthdate of an infant was checked in for a meal and then the birthdate was changed to be a non-infant.	Disallowed Meals Report will list the children with the birthdate that was changed.	Ensure the child's birthdate is correct, then remove their meal attendances and re-enter them with the correct birthdate.
14	Meals for which there is no infant menu.	Site Details are configured to Error for "Missing Infant Menu Errors" and an infant was checked in for a meal and no infant menu was entered.	Disallowed Meals Report will list the meal(s) and snack(s) that are missing an infant menu.	Enter an infant menu that matches what was actually served. Remove or disallow the infant meal counts. If you use another system to track infant menus: Change Site Details configuration to Ignore "Missing Infant Menu Errors".
15	No licensing age range for participant.	A child was checked in for a meal and their birthdate is outside the age ranges set in Site Details under Licensing.	Disallowed Meals Report will list the child that is outside the age range of the facility license.	Verify that the correct the birthdate of the child was input. Verify that the school attendance flag is correct. The "attends or is enrolled in school" check box determines which age range they are counted against. If you have another system to track licensing: Change Site Details configuration to Ignore "Licensing Age Range Errors".
16	Meal does not meet 2016 meal pattern (Juice).	Site Details are configured to validate menus and juice was included on the menu twice in one day.	Disallowed Meals Report will list the date on which juice was on the menu twice.	Verify that the menu matches what was served. If so, meals must remain disallowed.
17	Meal does not meet 2016 meal pattern (Proteins).	Site Details are configured to validate menus and meat/meat alternate was served instead of grain more than three times in a week.	Disallowed Meals Report will list the dates on which meat/meat alternate was substituted for grain.	Verify that the menu matches what was served, that ONLY a protein was served at breakfast more than three times in a week. If so, meals must remain disallowed.
18	No whole grain-rich food served on this date.	Site Details are configured to validate menus and no whole grain-rich foods were included on the menu.	Disallowed Meals Report will list the dates on which a whole grain-rich food was missing.	Verify that there wasn't an input error where an enriched food was input instead of a whole grain-rich. If not, meals must remain disallowed.

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There are also instances in which a sponsor will need to disallow meals, even though they pass the My Food Program meal validation process.

To disallow meals:

- Click on “Meal Count” on the main dashboard.
- Select the date, meal and roster.
- Disallow meals as follows:
 - If you are disallowing only some of the meals (for example, at a review visit it was observed that a child brought a meal from home and should not have been included in the meal count) , or the meals are being disallowed for different reasons, then check the boxes next to the child’s name and select the reason.

The screenshot shows a web interface for disallowing meals. At the top, there are input fields for Date (08/13/2018), Roster (Toddler), and Meal (Breakfast). Below these is a "Current Total" field with the value 6. A section titled "Disallow Meal" contains a table with columns for Name, Ate (checkbox), and a dropdown menu for selecting a reason. The table lists three children: Jane Doe, Roger Jones, and Gavin Parker. For Gavin Parker, the "Ate" checkbox is checked, and the reason selected in the dropdown is "Special dietary need not correctly accor". This row is circled in orange.

Name	Ate	Select
Jane Doe	<input checked="" type="checkbox"/>	Parent-provided meal
Roger Jones	<input checked="" type="checkbox"/>	Select
Gavin Parker	<input checked="" type="checkbox"/>	Special dietary need not correctly accor

- If you are disallowing all the meals for that date, meal and roster, then select the upper-most “Disallow Meal” box and select the reason. This will then select all the children’s names and apply the reason to all of them.

The screenshot shows the same web interface as above. In the "Disallow Meal" section, the "Ate" checkbox is checked for all children, and the reason selected in the dropdown menu for all is "Meal counts not taken at point of servic". This row is circled in orange.

Name	Ate	Meal counts not taken at point of servic
Jane Doe	<input checked="" type="checkbox"/>	Meal counts not taken at point of servic
Roger Jones	<input checked="" type="checkbox"/>	Meal counts not taken at point of servic
Gavin Parker	<input checked="" type="checkbox"/>	Meal counts not taken at point of servic

- Click “Save” and these meals will now be disallowed and appear on the Disallowed Meals Report with the special designator “Disallowed by Sponsor”.