

Process Claim: Rolling Back Claims



Claims can be rolled back in My Food Program, but this feature should be used with great care as no record of the claim will be retained. **If a claim has already been submitted to the state agency for reimbursement, then we strongly recommend printing or saving the following reports to substantiate the original claim prior to rolling back the claim:**

1. Meal Count by Name Report
2. Participant Report
3. Claim Summary Report

Common reasons to roll back a claim include:

- Receiving household income eligibility forms or enrollment forms for the prior month that should be included in the claim.
- Receiving additional paperwork to substantiate a claim or provide reason to disallow meals.

To roll back a claim:

- Click on “Process Claim” on the main dashboard.
- Select the correct month/year from the drop down.
- Click on the red “Rollback Claim” button.
- Click “OK” when the system prompts you to confirm.
- The claim is now rolled back and the meals are set to new. Menus, meal counts, income forms, enrollment forms and other data can now be changed. To re-create a claim, start-over at step 1 of the claims process.