



Non-School Special Milk Program Claim Manual

How to enter online claims for agencies participating in the
Non-School Special Milk Program

May 2022

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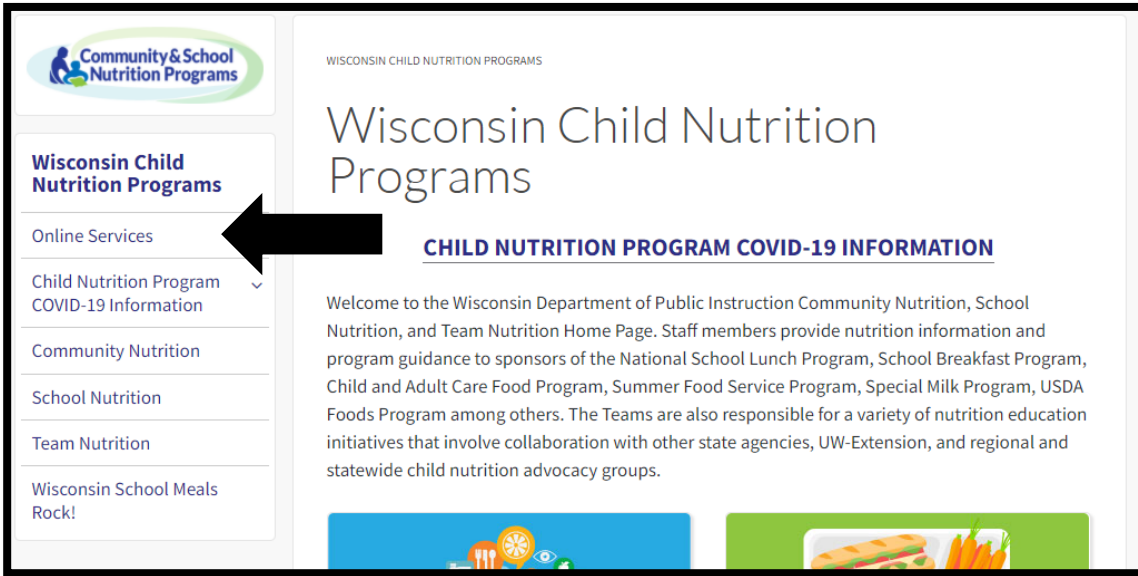


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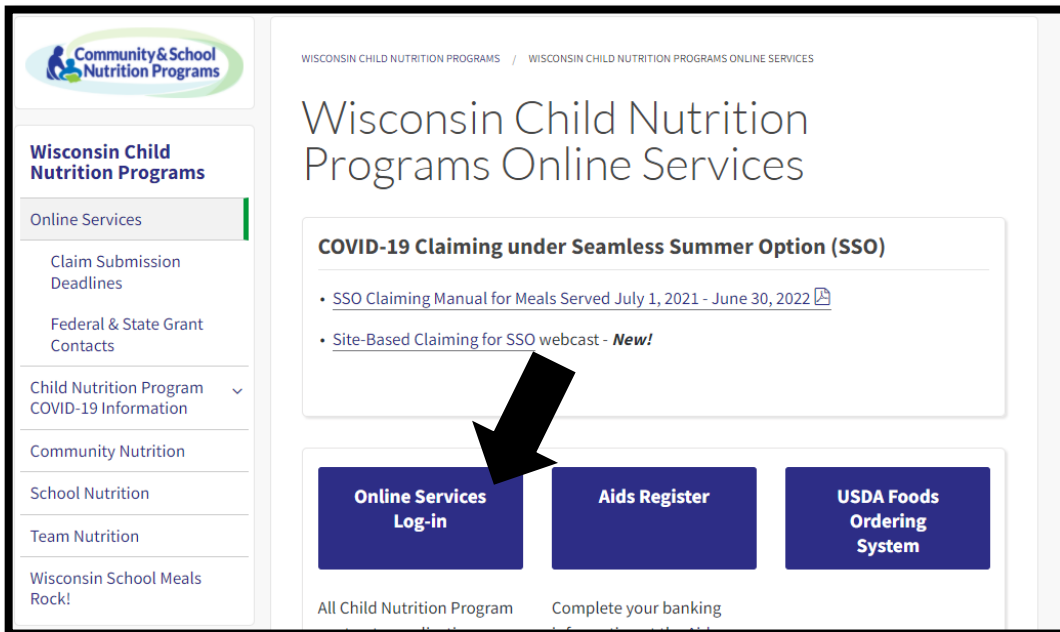
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Entering the Wisconsin Child Nutrition Programs Online Services

1. Go to [Wisconsin Child Nutrition Programs](#). Click on [Online Services](#) on the left navigation bar, which will bring you to the Online Services webpage.



2. On the [Online Services](#) page, click on [Online Services Log-in](#) button for submitting claims. Bookmark this page as a favorite!



We suggest you bookmark the Wisconsin Child Nutrition Online Services Webpage.

3. Log in using your agency code and password, and access your agency's information, including contract and claims. Do not bookmark this log-in screen.

WISCONSIN DEPARTMENT OF
Public Instruction

Community & School
Nutrition Programs

Wisconsin Child Nutrition Programs

Welcome to the Wisconsin Department of Public Instruction
Community and School Nutrition Programs Online Services.

Agency Code

Password

Login

Please do not bookmark this log-in webpage

WISCONSIN DEPARTMENT OF
Public Instruction

Wisconsin Department of Public Instruction
Jill K Underly, PhD, State Superintendent
125 S. Webster Street, Madison, WI 53703

4. Enter your **agency code** – This is your six-digit agency code/agreement number.
 - a. Do not use hyphens - use only the numerals in the agency code.
 - b. Do not enter leading zeroes. For example, if your agency code is “012345”, only enter “12345”.
5. Type in your agency specific **password**. (This is the password assigned by DPI for claiming reimbursement and for contract purposes. If you have forgotten this password, please see page 13.)
6. Click the “**Login**” button.
7. A timer starts from the moment you enter the contract and claims site. If no activity occurs for 30 minutes, an error message will be received and will need to return to the main “Log-in” screen. Any activity on a page (such as going from one screen to another or moving to another entry field on the same page) will reset the 30-minute timer.

Navigating the Menu Options

Once you are logged in, a menu of options will appear at the top of the screen.



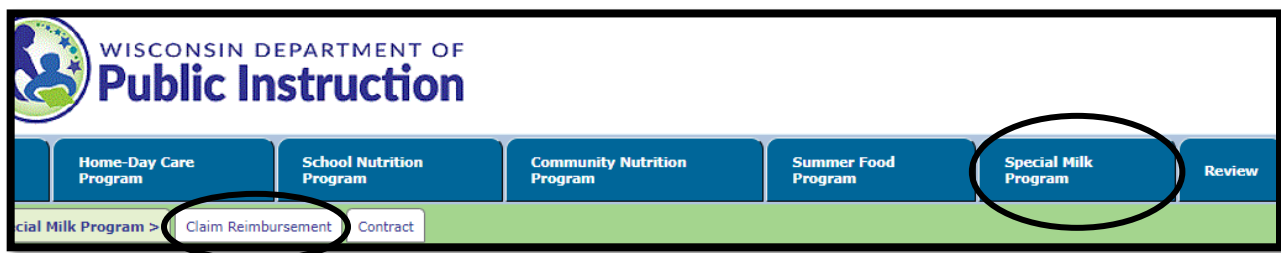
On this screen, the menu bar has the following menu options:

- Home-Day Care: For home day care providers only.
- School Nutrition Program: For school agencies participating in School Nutrition Programs.
- Community Nutrition Program: For agencies participating in the Child and Adult Care Food Program (CACFP).
- Summer Food Program: For agencies participating in the Summer Food Service Program (SFSP).
- **Special Milk Program: For agencies (school or non-school) participating in the Special Milk Program.**
- Review: For CACFP users.
- Other Services: This button links to the Unique Entity Identifier (UEI) entry page for agencies new to the DPI Child Nutrition Programs.
- Log Out: This is where you can click, at any page on the website, to log out of your account. Be sure to click Logout every time you exit the online claiming portal.

Entering a Claim

Note: Best practice is to complete the [SMP paper claim](#) form prior to entering the claim information online. By doing this, all of the claim numbers are compiled and it makes the process go smoother once you are logged in.

1. Click on the blue bar where it says, “Special Milk Program.”
2. Select “Claim Reimbursement” from the menu options.



3. Select “Enter-Modify Claim”.

Screenshot of Online Services Contract and Claim screen



The following information will be needed when submitting the online SMP claim.

- (1) **Claim Date**
Enter the *month you are claiming for*, not the current month. Be sure to select the correct year.
- (2) **Number of Sites/Schools Participating**
The number of sites participating in the SMP during the claiming month.
- (3) **Total Number of Days Operating**
The highest number of days any of the sites served milk during the claiming month.

(4) Cost Per Half-Pint

The agency’s actual cost per half-pint of milk carried to four decimal places (e.g., \$.2150). The cost per half-pint is determined using the [Milk Record Workbook](#).

Note: The U.S. Department of Agriculture (USDA) established reimbursement rate is the maximum amount the agency will receive for each reported half-pint of milk served to children in the paid category. If the per half-pint cost is less than this rate for milk, the agency will be reimbursed at this lower rate. The yearly reimbursement rates can be found on the [Non School SMP webpage](#).

(5) Paid Milk

The number of half-pints or half-pint equivalents (equal to 8 fluid ounces) served to children.

Claim Date:	Month <input type="text"/>	Year <input type="text"/>	*Claim Cannot be more than 60 days old
No. of Schools/Sites Participating:	<input type="text"/>		
Total No. of Days Operating:	<input type="text"/>		
Cost Per 1/2 Pint:	<input type="text"/> [Enter in the format of 0.000 No (\$) sign allowed]		
Free Milk:	<input type="text"/> *Do NOT use commas while entering numbers.		
Paid Milk:	<input type="text"/>		

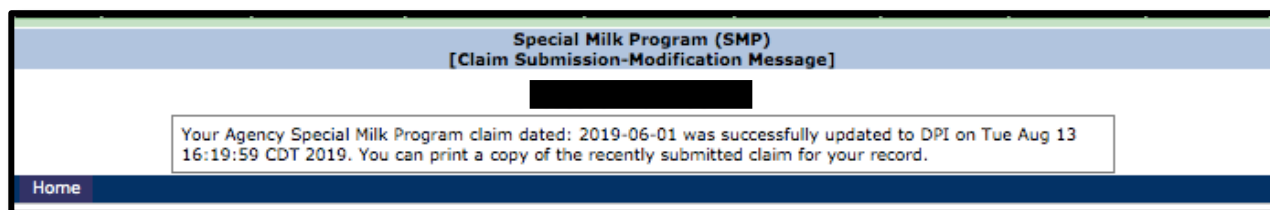
[CERTIFICATION]

I HEREBY CERTIFY to the best of my knowledge that this claim is true, correct, and in accordance with the terms of existing agreement, that records are available to support this claim, and that payment has not been received. Meal counts have been reviewed and analyzed to ensure accuracy. I acknowledge that failure to submit accurate claims will result in recovery of an overclaim and may result in the withholding of payments, suspension, or termination of the program.

Preparer Name and Telephone No.:

When finished entering the claim information, preparer information and preparer phone number, click on the “**Submit**” button. Do NOT use commas when entering numbers.

After you have submitted the claim, the following message will appear.



Points to Remember:

- There is no limit on the number of half-pints of milk that can be served to children per day.
- There is no minimum portion size for milk (e.g., children may be served less than a half-pint of milk to minimize waste). However, agencies must convert milk served to half pint equivalents when submitting the monthly reimbursement claim.
- Only milk served to children may be claimed for reimbursement. Agencies may not include the number of half pints of milk served to adults, including staff. The half pints served to adults are not reimbursable by USDA.
- These daily point-of-service count documents must be kept supporting reimbursement claims.
- Please note that all receipts must show the type of milk purchased, unit purchasing (e.g., gallon, quart, ½ pint), price and date of purchase.

Modifying a Claim

After entering a claim for reimbursement, agencies may modify their claim online until the time the claim is processed by DPI. Processing of claims at DPI is completed, in most cases, on Tuesday mornings. After a claim has been processed by DPI it **CANNOT** be modified online.

Modifying Online: Required method of modifying a claim that has NOT been processed. To modify online, simply follow the steps for entering a claim that begin on page 6 of this manual. The unprocessed claim will be available for selection on the Participation Reimbursement Information – Parent Form screen.

Modifying After Claim has been Processed: After a claim has been processed (“Paid” Status) by DPI, it CANNOT be modified online. To submit a revision, after the claim is in “Paid” status, print a copy of the submitted claim. Write “Revised Claim” at the top of the page. Cross-off any incorrect numbers and write in what they should be. Sign and date the copy. Scan and email the modified claim to Jacque Darrow at Jacqueline.Darrow@dpi.wi.gov for the revision to be processed.

Points to Remember:

- Claim adjustments for claims that have been paid must be made within 60 calendar days after the end of the claiming month unless a one-time exception is granted. An agency can only have one exception per program each 36-months/3-years per USDA.
- The website will show the unpaid claim for modification after selecting “**Enter-Modify Claim.**” All data is modifiable except date claim. If no such claim is found, a relevant message will be displayed. When finished updating the claim, click on the “**Submit**” button at the bottom to submit the claim to DPI to be processed.
- If any data is entered incorrectly, you will receive an error message telling you what to correct (make sure your claim is entered within 60 calendar days of the end of the claiming month and make sure that you are not entering any commas or symbols).
- You can only have one claim pending in the system for each program at any given time. If you have two months of claims to enter, enter the earlier month first. Once the claim has been processed (generally on Tuesday morning), you can then enter the later month for reimbursement.

View and/or Print a Claim

After submittal of a claim, you will need to print a copy of the submitted claim for your records, select "**View-Print**". The dollar amount of reimbursement, as well as the "Paid Date" will populate. This is assurance that the claim has been received at DPI. It may be viewed and/or printed anytime after it has been submitted to DPI. The claim does not have to be processed to be viewed.

The screenshot shows the Wisconsin Department of Public Instruction website. The navigation bar includes links for Home-Day Care Program, School Nutrition Program, Community Nutrition Program, Summer Food Program, Special Milk Program, and Review. Below this, there are sub-navigation links: Special Milk Program >, Claim Reimbursement >, and View-Print Claim (circled in red). The main content area is titled "Special Milk Program (SMP) [View Participation Monthly Reimbursement Information]". Below this, there is a search form with "Date Claim Month" and "Year" dropdown menus, a "SEARCH" button (circled in red), and a table with columns "Claim Type" and "Date Submitted".

Select Date Claim Month and Year from drop down list box and click the "Search" button.

The screenshot shows the same website as the previous one, but with search results. The "Date Claim Month" dropdown is set to "July" and the "Year" dropdown is set to "2021". The "SEARCH" button is still present. Below the search form, there is a table with columns "Claim Type" and "Date Submitted". The "Claim Type" column has a value "New (Paid)" (circled in red) and the "Date Submitted" column has a value "8/02/2021".

If a claim is found for the given criteria, it will show up in the box below.

Click the hyperlink under “Claim Type” to view the full claim information.

WISCONSIN DEPARTMENT OF
Public Instruction

Home-Day Care Program | School Nutrition Program | Community Nutrition Program | Summer Food Program | Special Milk Program | Review

Special Milk Program > | Claim Reimbursement > | View-Print Claim

Special Milk Program (SMP)
[View-Participation Monthly Reimbursement Information]

Date Claim: 07/01/2021

Participation Information	# of 1/2 Pints of Milk	Payment Information	Amount
No. of Schools/Sites Participating:	1	Total Meal Reimbursement	\$ 339.24
Total No. of Days Operating:	21	Voucher No.:	2022000152
Cost Per 1/2 Pint:	\$0.2999	Date Submitted:	08/02/2021
Free Milk:	0	Date Processed:	08/03/2021
Paid Milk:	1,542	Date Paid:	08/09/2021
		Claim Status	New (Paid)

You can print the claim by clicking the print button of your browser. If required, use the “Back” button to view more claims.

You cannot modify the claim on this screen. If your claim is unpaid, and you need to modify it, return to the “Claim Reimbursement” menu option, by clicking on “Special Milk Program” in the blue menu bar, and select “Enter-Modify Claim.” If your claim has already been paid, you will need to submit a paper copy of the original entry, with the corrections indicated.

Frequently Asked Questions

1. CLAIMS DUE - WHEN?

60 Calendar Day Cut-off Deadlines for Submitting Reimbursement Claims
Federal regulations impose a claim submission deadline of 60 calendar days after the last day of the month for which the claim applies. The following chart gives the deadline date for each monthly claim period.

Claiming Month	Last Day for Online Submission
January	April 1 (March 31 on leap years)
February	April 29
March	May 30
April	June 29
May	July 30
June	August 29
July	September 29
August	October 30
September	November 29
October	December 30
November	January 29
December	March 1 (February 29 on leap years)

In the event that the 60th day falls on a Saturday, Sunday, or Federal holiday, the claim is due on the next business day. If you are submitting a claim under this situation, you will not be able to submit your claim online. Instead, you need to complete a paper copy of the claim. Plan ahead to avoid paper claim submissions.

If you are unable to submit your claim online, make sure to scan and email it to Jacqueline.Darrow@dpi.wi.gov to meet these deadlines.

2. IS THERE ANY TIME WHEN I CANNOT ENTER A CLAIM?

Yes. When the DPI Payment Process Package that pays the claims is running, we cannot take claims. This process usually lasts only a short time and is usually done on Tuesday mornings. If this process is running, you will get an error message telling you to wait one hour, and then retry. Other than while we are processing payments, the claims area of the Internet site is available anytime from anywhere.

3. CLAIM DATA WILL NOT GO INTO SYSTEM

There are "edit checks" on certain fields on the claim forms. If you think you have valid data and the website will not accept it, call Jacqueline Darrow at 608-267-9134. A paper claim may need to be submitted in some instances by completing the [Non-School SMP Claim Worksheet PI-1409-NS-SMP](#).

4. **WHY or WHEN WOULD I MODIFY A CLAIM?**

If a previous claim's data is incorrect and it has NOT been paid, you can change the data so it is correct. Once the claim is paid, it CANNOT be modified online. You will need to submit a paper copy of the original entry, with the corrections shown. *Note: claim adjustments for claims that have been paid must be made within the 60-calendar day period after the end of the claiming month unless a one-time exception is granted. Only one exception may be granted once every 36 months. The Federal and State Grants Program of DPI must approve all exception corrective action plans.*

5. **CAN'T GET INTO PROGRAM TO ENTER INFORMATION**

The Online Services checks the agency code against our valid contract file. If you do not have a valid contract on file, you will not be able to log-in. If you are not sure if you have a valid contract, call 608-267-9129.

6. **TIME LIMITATIONS**

A timer starts from the moment the site is entered. If there is no activity at all for 30 minutes, the user will get an error message and have to return to the main "Log-in" screen. Any movement on a page at all, such as going from one screen to another or even just moving to another entry field on the same page will reset the 30-minute timer. If you time-out, the data that you entered will not be saved.

7. **LOST or FORGOTTEN PASSWORD?**

Contact the DPI Federal and State Grant Programs for assistance: Jacque Darrow at 608-267-9134 or Jacqueline.Darrow@dpi.wi.gov.

8. **TROUBLESHOOTING**

If you forget or need to change your password: Contact: Jacque Darrow at 608-267-9134 or Jacqueline.Darrow@dpi.wi.gov. Changing this password will change the password for all related child nutrition applications including claims for reimbursement, contract access, etc. If you change your agency's password, you will need to notify other staff in your agency that need to use those functions of the new password.

Prior to contacting DPI with questions related to entering data on your claim, please be prepared to answer the following questions:

- a) What is your agency code?
- b) What information are you trying to enter? (**Example: "October Claim Data"**)
- c) What screen are you viewing? (**Example: "View-Print Claim"**)
- d) What page/s in this manual are you referring to? **Page numbers are listed at the bottom-center of each manual page.**
- e) Be sure you have the manual with you when you call, so that you can note the answer to your question in the manual for future reference.

Contacting the Community Nutrition Team: If you have questions contact the DPI Community Nutrition Team at 608-267-9129 or CNT@dpi.wi.gov.

USDA Non-Discrimination Statement and Complaint Procedure

In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), age, disability, and reprisal or retaliation for prior civil rights activity. Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, and American Sign Language) should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online, at www.usda.gov/sites/default/files/documents/usda-programdiscrimination-complaint-form.pdf, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

mail:

U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; or

fax:

(833) 256-1665 or (202) 690-7442; or

email: program.intake@usda.gov.

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