[VIDEO] Process Claims

> **Note:** This article is for sponsors of centers. If you are an independent center who needs to process claims, see **Calculate Claims**. If you're a sponsored center, see **Submit Claims to Your Sponsor.**

Once a site submits a claim, process it in KidKare. When a claim is processed, KidKare looks at the dat aentered into the program and ensures that it meets CACFP requirements.

Before You Begin

Before you begin processing claims, make sure that:

- Center data is accurate.
- Pending children have been activated (if the signed enrollment form has been received).
- Site visits/reviews have been entered (if applicable).
- Receipts have been entered (if applicable).
- School out days have been entered on the school calendar (if applicable).

It is okay if these tasks are not complete by processing time, as errors display for any disallowances once the claim is processed. However, you will save time by ensuring that all data is entered and accurate before you process claims.

Processing Claims

1. From the menu to the left, click **Claims** and select **Process Claims**. The Process Claims page opens. If you do **not** operate in multiple states, go to **Step 3.**
2. Click the **State** drop-down menu and select the state for which to process claims. You can select multiple states, or you can select **All**.
3. Click the **Claim Month** drop-down menu and select the correct claim month.
4. Click the **Processing Actions** drop-down menu and select **Process New Claims**.
5. Clear the box next to each claim you do not need to process. All claims are selected by default.
6. Click **Process**. or, to print the OER, click the down arrow next to **Process** and select **Process and Print OER**.

Review Errors

Review each error on the OER. Each error results either in an Allow/Warn or Disallow message. Errors resulting in a disallowance are deducted from the reimbursement. Errors resulting in a warning are notification messages that do not deduct from the reimbursement but need to be researched. If there are no claim errors, a Congratulations message displays.

You can correct some errors and re-process the claim.

Re-processing Claims

1. From the menu to the left, click **Claims** and select **Process Claims**. The Process Claims page opens. If you do **not** operate in multiple states, go to **Step 3.**

2. Click the **State** drop-down menu and select the state for which to process claims. You can select multiple states, or you can select **All**.

3. Click the **Claim Month** drop-down menu and select the correct claim month.

4. Click the **Processing Actions** drop-down menu and select **Reprocess Existing Claims**.

5. Click **Process**. or, to print the OER, click the down arrow next to **Process** and select **Process and Print OER**.

> **Note:** You can also re-process claims from the Claim Details page.

Some errors may be legitimate and should cause a disallowance. For example, Error 31 (Child served more than 2 meals and a snack or 2 snacks and a meal) is generated for children claimed over two (2) snacks and one (1) meal or two (2) meals and one (1) snack. The software automatically disallows the extra meals/snacks. This is a legitimate error and should be left as-is. In this example, move to the next error.