

Un-Submit or Delete Center Claims

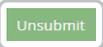
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Un-Submit Center Claim

When a center submits their claims to their sponsor, KidKare locks down the month so that no changes can be made at the center level. If you need to send the claim back to the center to make adjustments, use **Un-Submit Center Claims**.

1. From the menu to the left, click **Claims**.
2. Select **Un-Submit Center Claims**.
3. In the **Find Records** section, select the state(s) and month to view claim records for. The list of claims loads.
4. Select the claim(s) that needs to be unsubmitted but using the checkbox to the left of the center name.

The screenshot shows a 'Find Records' form with two dropdown menus: 'State' set to 'All states' and 'Claim Month' set to 'March 2024'. A green 'GO' button is to the right. Below the form is a table with columns for 'Center' and '#'. The table contains one row: 'Peppa's Play Yard TX #9999' with a checked checkbox and the number '1234'. A red warning message 'You will not be able to process the claim after [Unsubmit]:' is visible above the table, with a green 'Unsubmit' button to its right.

5. Click  .
6. The center now has access to make adjustments and can resubmit their claim when they are done.

Delete Center Claim

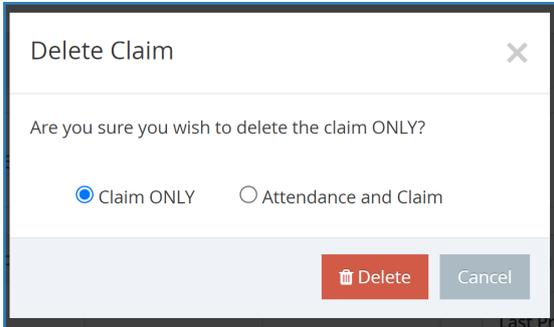
Typically, when you delete a claim it is the result of a data entry error. If the claim you need to remove has not yet been submitted to the state, you can completely delete the claim from your system.

Wait! Has this claim been submitted and/or paid? If so, do *not* delete it. You must zero the claim amounts, instead.

1. From the menu to the left, click **Claims**.
2. Select **List Claims**. The View Claims page opens.
3. Set filters for the claims to view:
 - a. Select the **All Centers** option or the **Selected Center** option. If you choose **Selected Center**, you must select a center at the top of the page.
 - b. If you operate in multiple states, click the **State** drop-down menu and select the state(s) to view. You can also select **All States**.
 - c. Click the **Claim Month** drop-down menu and select the claim month to view. You can also select **All**

Months.

4. Click **Go**.
5. Click the link in the **Month** column to open the Claim Details page for the claim to un-submit.
6. Click **Delete**.
7. At the confirmation prompt, choose **Claim ONLY** option or the **Attendance and Claim** option.



8. Click **Delete**.
9. If the claim has already been processed, proceed to Un-Submitting the claim as shown in the instructions at the top of this page.