

# OSPI Child Nutrition Services Claim Status Guide

## Claim Status

When entering a claim in the Washington Integrated Nutrition System (WINS), it is important to “preview errors” to ensure that the claim will process for payment. Once you “preview errors” the claim will give you a description of the error(s) and how to correct the claim.

WINS provides users with a color-coded banner for the claim; this banner informs the user of the status of the claim. If the claim is left in error status it will not be processed for payment. If you have questions about the claim or need assistance, you can contact your Program Specialist or CNS Fiscal Services at [cnsfiscalservices@k12.wa.us](mailto:cnsfiscalservices@k12.wa.us).

## Claim Colors

WINS has a total of six colors for the status of claims.

<b>Blue</b>	Claim was paid.
<b>Green</b>	Claim is in “Ok to Pay” status.
<b>Grey</b>	Claim was not paid.
<b>Purple</b>	Claim is on “Stop Pay” status.
<b>Red</b>	Claim is in “Error” Status, will not process for payment.
<b>Yellow</b>	Claim is in partially “Ok to Pay” status.

## Frequent Claim Errors

A list of the most common errors for each CNS program and how to resolve them are shown below. Entering claims early ensures you have proper time to correct any errors and reach out to CNS for assistance.

Claim deadlines and resources can be found on the [Claims, Fiscal Information and Resources | OSPI webpage](#).

## CACFP Errors

Claim Error	How to resolve
Missing Monthly Food Operating Cost.	Go to claim “rollup” and enter monthly food operating costs. Value must be greater than \$0.
Missing Administrative Costs.	Go to “CACFP Administrative Expense Summary” and enter expenses.
Missing Claim Data/ Data value needs to be greater than zero.	Go to claim and enter values in all required fields. In some fields this value must be greater than zero.



Missing October Study Month.	From the "Claims" tab select the "Study Month" tab. Select the Program Year and then "Add". Enter the Study Month Begin and End Dates, Effective Claim Date along with the Free, Reduce Price and Above Scale counts.
Operating days exceed approved calendar days.	Reduce operating days or increase operating days in calendar. Program Specialist will need to approve revisions to calendar prior to the claim being processed. *Note: Check non-operating days in the site calendar to ensure operating days are not listed.
Claim exceeds the 60-day window.	Claim was entered after the 60-day deadline, if applicable you may request a 1-in-36 late claim pay exception. Only one exception can be used in a 36-month period.

## NSLP

Claim Error	How to resolve
Missing Claim Data/ Data value needs to be greater than zero.	Go to claim and enter values in all required fields. In some fields this value must be greater than zero. Operating days exceed approved calendar days.
Operating days exceed approved calendar days.	Reduce operating days or increase operating days in calendar. Program Specialist will need to approve revisions to calendar prior to the claim being processed.
Claim exceeds the 60-day window.	Claim was entered after the 60-day deadline, if applicable you may request a 1-in-36 late claim pay exception. Only one exception can be used in a 36-month period.

## SFSP

Claim Error	How to resolve
Operating days exceed approved calendar days.	Reduce operating days or increase operating days in calendar. Program Specialist will need to approve revisions to calendar prior to the claim being processed.
Claim exceeds the 60-day window.	Claim was entered after the 60-day deadline, if applicable you may request a 1-in-36 late claim pay exception. Only one exception can be used in a 36-month period.

## SMP

Claim Error	How to resolve
Operating days exceed approved calendar days.	Reduce operating days or increase operating days in calendar. Program Specialist will need to approve revisions to calendar prior to the claim being processed.
Claim exceeds the 60-day window.	Claim was entered after the 60-day deadline, if applicable you may request a 1-in-36 late claim pay exception. Only one exception can be used in a 36-month period.



### Acronym Reference

- CNS - Child Nutrition Services
- CACFP – Child and Adult Care Food Program
- NSLP – National School Lunch Program
- OSPI - Office of Superintendent of Public Instruction
- SFSP – Summer Food Service Program
- SMP – Special Milk Program
- WINS – Washington Integrated Nutrition System

