POLICY ALERT

Date: March 14, 2005
Reference: # SFSP 2005-3
To: Summer Food Service Program (SFSP) Contractors
Subject: Electronic Claim Submittal
Effective Date: June 1, 2005

Purpose
The Special Nutrition Programs (SNP) is committed to refining its business practices to support State legislation encouraging State agencies to migrate into an electronic business environment. This Policy Alert implements the requirement that contractors must use the SNP Internet Nutrition Assistance Payment Processing (INAPP) system to submit a claim for reimbursement. You received advance notification of this requirement in December 2004 (via Notice dated December 17, 2004, entitled Electronic Claims Notice).

Effective
Beginning June 1, 2005, regardless of the service month you are claiming, you must submit your reimbursement claims electronically via the internet through the system referred to as “INAPP.”

Procedure
Training
SNP Automation staff will provide state-wide training to contractors and staff regarding how to submit a claim using INAPP. Please review the enclosed training schedule for a date/site suitable to your needs. This training is not mandatory, but if you wish to attend, you must register using Learning Management Systems (LMS) as directed in the enclosed Training Schedule/Registration Guide.

Resources
A copy of the revised INAPP User’s Guide will be sent to you by March 31, 2005. You will also be provided with a copy at the training session. The INAPP User’s Guide gives instructions on how to

- obtain your security password for accessing INAPP,
- submit a claim for reimbursement using INAPP,
- use an internet browser,
- determine if your computer equipment meets the minimum requirements / capabilities for using INAPP,
- access / logging onto INAPP,
- open an internet web site,
- use the internet tool bar, and
- obtain a user ID and password.

continued

This Policy Remains in Effect Until Further Notice
SNP Financial Services mails a user ID and initial password to new contractors upon contract approval. If you lose or forget your password, you can call the Health and Human Services Commission (HHSC) Help Desk at 512-438-4720 or toll free at 1-888-221-4339 between 7:00 am – 7:00 pm Central Time, Monday – Friday, to reset your password.


The address for accessing the INAPP system is http://www.snpclaims.org. When you enter this address, the INAPP claim user ID and password screen appears. Before you can enter the INAPP system, you must enter your user ID and security password (refer to Resource section above).

When you have submitted a claim via INAPP, you will receive confirmation via e-mail of receipt of your claim. You must enter your e-mail address on the claim screen as directed so that the system can notify you of your claim receipt status. If you want to call to confirm the receipt status of your claim, you must wait until the following day after you submitted your claim. SNP Financial will not know the status of your claim until after the system “runs” each night after 6:00 pm Central time (refer to INAPP User’s Guide).

Note: There is no change in the timeframes for submitting a claim for reimbursement. Refer to your program handbook and the INAPP User’s Guide for the timeframes for submitting an original claim for reimbursement and for the procedures for submitting a late claim or an amended claim.

**Policy Change**

You must submit your claim electronically via the INAPP system. SNP will not accept a claim submitted via FAX or mail within 60 days of the end of the service month to which the claim pertains. *(See the following section “Exceptions” in this Policy Alert.)*

If the INAPP web site is down on the last day of the filing deadline, you may submit a paper claim via FAX, mail, or by personal delivery to the HHSC Financial Office if postmarked or received by the 60th day. You must attach a cover letter explaining why you could not submit your claim electronically via INAPP.

If you wait until the 60th day to submit a claim electronically and are unable to access INAPP due to any problem other than the INAPP web site being down, you must

- find an alternative site to access INAPP before the deadline, or
- submit your claim via the paper process as a late claim.

Refer to your SNP program handbook for specific guidance for submitting a late claim.
Exceptions

SNP will accept a paper claim that is submitted via FAX or mail within 60 days of the end of the service month to which the claim pertains if:

- the INAPP system was down or inaccessible at any time for the 24-hour period marking the 60th or last day to submit a claim electronically for that service month. SNP must verify that the system was inaccessible at that time; or
- the claim is accompanied by an Interagency Transfer Voucher (ITV) from a State agency.

Note: The following types of claims must always be submitted on the paper claim via FAX or mail to SNP Financial Services:

- a Child and Adult Care Food Program claim that contains second meals;
- a claim or amended claim that is submitted after the 60 day claim submittal deadline.

An amended claim that is required as a result of an administrative review must be submitted via FAX or mail to your area office.

Internet Accessibility

You can gain internet access by:

- Obtaining your own internet service provider (ISP) through an independent provider or through your telephone or cable service, or
- Using the computer facilities at your local public library.

Allowable Cost

The purchase of a computer and ISP support is considered an allowable operating cost. If you use the automation equipment and ISP for any activity – personal or business - other than the operation of your nonprofit food service, you must prorate the cost. The only allowable cost is the portion used in the operation of your nonprofit food service. (Refer to Section 4000, Managing the Program, of your program handbook.)

Contact

If you have any questions please call the HHSC Helpline at 512-438-4720 or toll free at 1-888-221-4339 between 7:00 am – 7:00 pm Central Time, Monday – Friday.

ENCLOSURE

- Training Schedule and Registration Guide