POLICY NOTICE

Date: November 2, 2001       Reference #: NSLP/SBP 2002-02
To: National School Lunch/School Breakfast Program (NSLP/SBP) Contractors
Subject: Confirmation of Successfully Submitted Automated Claims

Special Nutrition Programs (SNP) has modified the Internet Nutrition Assistance Payment Processing (INAPP) system giving you the option to receive an e-mail confirmation for each claim that is successfully submitted through the automated claims processing system. The information below outlines the process that will be used if you wish to receive an email confirmation for a successfully submitted claim.

Providing an E-Mail Address and E-Mail Confirmation

SNP has added an e-mail address field to the automated claim form. The authorized representative that is submitting the claim must initially enter an e-mail address into the e-mail address field on the automated claim form. The INAPP system will store the authorized representative's e-mail address so that the authorized representative will not have to re-enter their e-mail address each time they submit a claim. The next time the representative logs on to the INAPP system, the representative's e-mail address will automatically appear in the e-mail address field on each claim form. Each time a claim is submitted successfully, the INAPP system will automatically send a confirmation message back to the e-mail address of the authorized representative who submitted the claim. The e-mail confirmation will be sent after 6:00 p.m. central time, Monday through Friday, when nightly processing of the claim occurs.

Each authorized representative who is listed in the INAPP system may enter their own separate e-mail address into the INAPP system. The system will store each representative's e-mail address and send a claim confirmation notice to the specific e-mail address for the authorized representative who is submitting the claim.

If your organization participates in more than one of the Child and Adult Nutrition Programs, you only need to enter your authorized representative's e-mail address once.

Changing an E-Mail Address

If an authorized representative's e-mail address changes you are responsible for changing the representative's e-mail address in INAPP. To do so, you will

- complete the automated claim form,
- enter the new e-mail address into the e-mail address field on the automated claim form, and
- click the Submit button.

If the claim is submitted successfully, confirmation will then be e-mailed to the authorized representative's new e-mail address.
Deleting an E-Mail Address

If you wish to delete an e-mail address for an authorized representative

- complete the automated claim form,
- delete the e-mail address from the e-mail address field on the automated claim form, and
- click the Submit button.

If you delete the e-mail address for an authorized representative and that authorized representative submits a claim through INAPP, you will not receive an e-mail confirmation if the claim is submitted successfully since the INAPP system will no longer have an e-mail address for that authorized representative.

The on-line help information for INAPP will also assist you in the process for adding and deleting e-mail addresses for authorized representatives.