

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.

Claim Colors

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

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

Frequent Claim Errors

A list of the most common errors for each Child Nutrition Services (CNS) program and how to resolve them are shown below. Entering claims early ensures you have enough time to correct any errors and contact CNS for assistance.

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

CACFP

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.



Operating days exceed approved calendar days	Reduce operating days in claim or increase operating days in calendar. Program Specialist will need to approve revisions to calendar prior to claim being processed. *Note: Check non-operating days in 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	Reduce operating days in claim or increase operating days in calendar. Program Specialist will need to approve revisions to calendar prior to 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 in claim or increase operating days in calendar. Program Specialist will need to approve revisions to calendar prior to 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 in claim or increase operating days in calendar. Program Specialist will need to approve revisions to calendar prior to 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

