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# MEMO

**To:** All Providers

**From:** Shedron Davis, Executive Director

**Re:** **New Change:** Claim Submission Policy

**RV/Date:** 3/2024

Alpha & Omega Nutrition Program, Inc. is a federally funded program that is governed by the Tennessee Department of Human Services Child and Adult Care Food Program Services.

In 2015 TDHS. CACFP implemented a new payment system which impacts timely processing for sponsors and submission for participating providers. Therefore, the provider's claim submission date must be changed to reflect new requirements and assure timely reimbursement. Please be advised that claims are now due on the **1st** day of every month. Claims received later will result in a delayed reimbursement payment date. [Review claim calendar.](#)

**Below are the following actions to be taken:**

1. Providers must now submit claims via kidkare & Receipts (centers/ARAS) via email by the **1st** day of each month to Alpha & Omega Nutrition Program
2. Sponsor New Payment date shall be no later than the 20<sup>th</sup> day of each month.
3. Late claims submitted after the 1<sup>st</sup> will be processed as always, but payment will be delayed until the following month (ex: submit claim on 3<sup>rd</sup> of the preceding month payment received by the next month)
4. State system is not guaranteed to pick up and process late claims. Late claims will be processed in the second claim batch- NO exceptions.
5. KIDKARE is now an application (log into [app.kidkare.com](http://app.kidkare.com)) for homes and daycare centers!

It is the sole responsibility of the childcare provider to submit their meal reimbursement claim online through KidKare by the **1st** day of each month. If centers and At Risk after school program receipts are not received by the 1<sup>st</sup> or claim has not been submitted via kidkare the claim is considered late. All documents must be submitted on time. Centers must print receipt journal and compare receipts prior to submission to avoid reimbursement delay. Applications are processed and activated for the date they are completed and or received by our office.

In all fairness to maintain business and program integrity, courtesy calls, favors, or exceptions will not be extended by Alpha & Omega Nutrition Program, Inc. for any program policies.