

**OUR OFFICE WILL BE CLOSED FRIDAY, MARCH 14<sup>TH</sup>**

**WHAT TO DO IF YOU ARE UNABLE TO LOG INTO MINUTE MENU**

Last month, Minute Menu's server went down for a few hours one day, and the question came up, "What do I do if I can't login to claim?" The quick answer is to call our office (if after our business hours, you must leave a message on our voicemail), record all your meal components and attendance on paper, and keep trying to login.

Most providers who contacted our office were able to complete their claim online that same day. We had to assist some providers with entering their claim the next day. Minute Menu's server rarely goes down. What happens most often is a provider's internet service may have an interruption in service. Again, you must call our office the same day (if after our business hours, you must leave a message on our voicemail), record all your meal components and attendance on paper, and keep trying to login. We can only help you if you have called our office the same day and recorded all the meal components and attendance on paper.

**EXCITING NEW MEAL PATTERN CHANGES COMING EFFECTIVE OCTOBER 1, 2017**

Please check out the enclosed flyer about the New, Healthier Meal Pattern changes going into effect October 1, 2017. Your Field Representative will be sharing more info and training in the months to come; our Annual Training will have a lot of info on the new Meal Patterns. You will also be able to find more info on our website ([www.cnpsc.com](http://www.cnpsc.com)) and our Facebook page—Child Nutrition Program of Southern California.

The Meal Pattern changes were long overdue as the Meal Patterns we are using have been around for 48 YEARS (other than the change with milk a few years ago). 48 Years... can you believe it? Older than over half of our Providers participating on our program. We think you're going to like the changes!



March 2017 reimbursement checks will be mailed in May 2017\*

April 2017 reimbursement checks will be mailed in June 2017\*

\*Checks are mailed when we receive the funds

Checks for late claims are mailed when we receive the late claim funds