

Understand the Billing Structure

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CST

This article provides comprehensive guidance for KidKare by Minute Menu's billing structure, processes, and how you can reconcile and dispute invoices.

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Click a link below to jump to a specific topic.

Understand Invoices

Invoices are generated and sent on the first of every month for the previous month's services. Your invoice will come from orders@kidkare.com. It lists the following:

- Billed Items
- Description of Billed Items
- Quantity of Billed Items
- Applied Discounts
- Total Billed Amount
- Refer to your contract for specific line-item pricing and any applicable discounts.

Payment Options

We offer three payment options:

- Click the link in the lower-left corner of your invoice and pay with a credit card or via ACH.
- Mail a physical check to our lockbox.
- Send an ACH payment directly to us through your banking institution. If you choose to remit payment this way, contact finance@kidkare.com for banking details.

You can also pay your invoices (credit card or ACH), view past invoices, and view past payments in our Customer Portal. For more information and to register, email finance@kidkare.com.

Note: KidKare accepts Visa, MasterCard, American Express, and Discover with an applied 3% convenience fee that will be added to your account within 1-3 business days after remitting payment.

We strongly recommend you pay your invoice online via ACH. However, if you choose to pay your invoice via a physical check, please mail your check to the following address:

Minute Menu Systems, LLC
DEPT 0603 PO BOX 120603
DALLAS, TX 75312-0603

Billing Timeline

KidKare by Minute Menu bills on the calendar month, not the claim month. If you enter June data in month of July, you are charged for this activity on the August 1st invoice for the July billing period.

This timeline is important to remember as you review and reconcile your invoices, as Billing does include active non-claiming center fees. We'll discuss center status in greater detail under the Center Status & Billing heading, but remember that centers must meet several conditions before we consider them active for billing purposes.

Billing Period vs Usage Period

Billing is split into two different periods:

- **Billing Period:** One month prior to your invoice date.
- **Usage Period:** 60 days prior to your invoice date.

For example, for an invoice dated April 1:

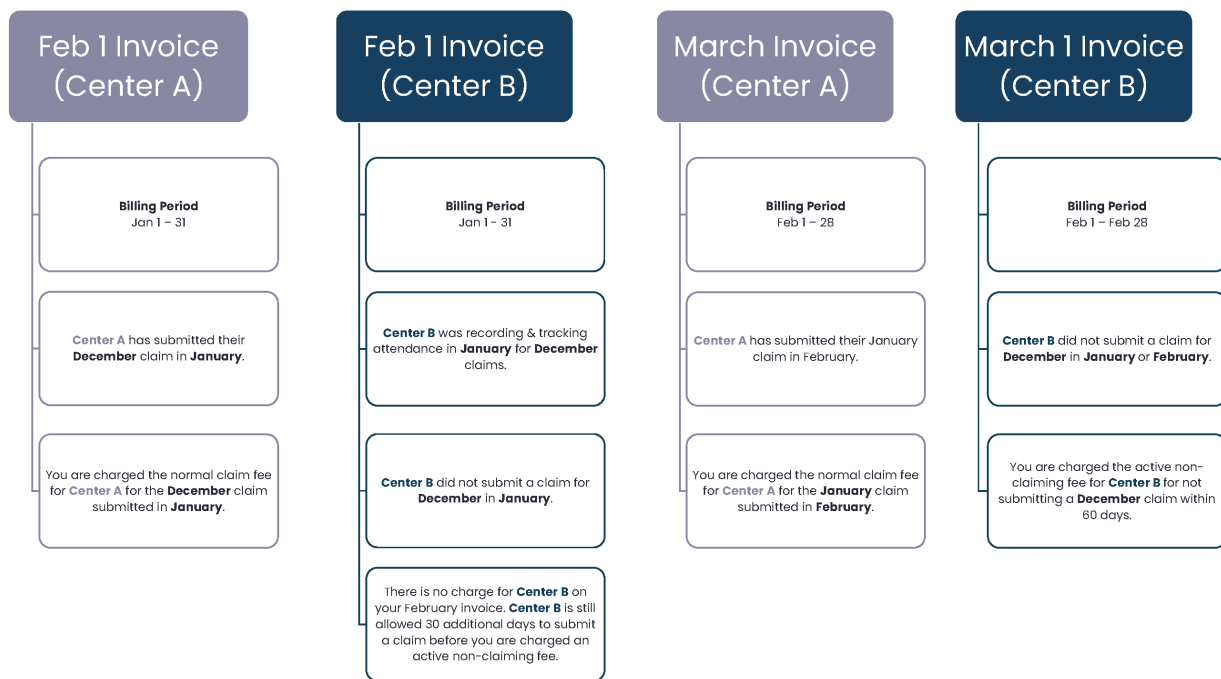
- The billing period is March 1 - 31.
- The usage period is January - February.

Center Status & Billing

KidKare by Minute Menu charges a \$99 fee for active non-claiming centers. We consider a center active if all of the following criteria are met:

- The center was active during the **billing period**.
- The center was active at any time during the **usage period**.
- The center recorded attendance during the **usage period**.
- The center has previously submitted a claim at least once.

The figure below walks through a possible billing scenario. Click the image to enlarge it.



Note that, in the example above, Center B was given 60 days to submit their December claim before the sponsor was charged the active non-claiming fee. KidKare by Minute Menu allows 60 days for claim submission in accordance with the federal 60-day claim submission requirement.

We strongly recommend that you encourage your centers to submit a claim—even if they only recorded a few days worth of attendance/meal counts. This way, you still get paid and avoid the active non-claiming center fee.

Implementation fees are billed under the same conditions as active center fees, except the center being billed has not previously submitted a claim at any time. This fee is charged until the center being billed submits their first claim.

Best Practices for Managing Center Status

When a center is not claiming or doesn't plan to claim, it is important that you update their status in Minute Menu CX accordingly. This means removing any sites who are not actively claiming from your system. You can reactivate centers who decide to start claiming again at any time.

Remove centers on or before the last day of the month For example, if you've been billed for a center in January and do not want to be billed for them for February, you must remove them on or prior to January 31.

Remove Centers if They Close for Several Months

If a center notifies you that they will be closed for an extended amount of time, remove them so they do not appear in your active center searches. You can reactivate the center once they resume operations.

To remove a center:

1. Click the **Select Center** drop-down menu at the top of the window and select the center to remove.
2. Click **Centers** from the toolbar. The Manage Center Information window opens.
3. Click **Remove** in the bottom-left corner. The Remove Center dialog box opens.

Manage Center Information: Jess Center 123

Children List Children Activate Children Claims Reviews Payments Staff Calendar

General License / Schedule Oversight

Center # 123 Center Name Jess Center Corporation Name External Id Status Active

[Primary Center Contact Info]
 Director's Name: Bob Jones Primary Ph.(Ext)# (817) 123-4567 Fax Number
 Email Address: bjones@ihaveemail.org Alt Phone # (817) 456-7891

[Center Site Info]
 SITE Address: 122 Main City: Seabrook State: TX Zip code: 77586-____
 Center Web URL: jesscenter.com
 County: --- Select ---
 Primary School District: --- Select ---

[Mailing Address Info]
 Address: 822 Lake Villa Dr
 City: Seabrook
 State: TX Zip: 77586-____

[Inspection Expirations]
 Req'd ?
 Fire: ☒ 11/30/2050
 Health: ☒ 11/30/2050
 Sanitation: ☒ 11/30/2050

[Center Business Info]
 Business Type: Private Non Profit
 Profit Status: Non-Profit

[Food Service Info]
 Service Type: On-Site Preparation Service Style: Family
 Annual Cost: 0.00
 Contact Name: Email: Contact Phone:

[Center Basics]
 State Agreement #
 Alternate #
 Federal Tax ID #
 Center Title XX #
 Center Title XX #
 Current Start Date
 Current End Date: 12/1/2050
 Allowed Start Date
 Original Start Date: 11/1/2018

[Center Notes]

Remove Print Print Roster Save Close

- Click the **Withdrawal Date** box and select the date on which to remove the center. This box defaults to today's date.
- Click the **Removal Reason** drop-down menu and select the reason you are removing this center. If in doubt, select **Other**.

Remove Center

Please supply an effective withdrawal date for:

Center Name: Jess Center


Withdrawal Date: 10/19/2020

Removal Reason: Other


Continue Cancel

- Click **Continue**. The center is removed.

Once the center notifies you that they are resuming normal operations or that they are ready to claim with you again, you must reactivate them before you can process claims for them.

- Click , clear the **Active** and **Pending** boxes, and check the **Removed** box. This filters the Select Center list to removed centers only.

Select Center — Select —

 [#]

List Centers

☐ Active

☐ Pending

☒ Removed

☐ All

- Click the **Select Center** drop-down menu and select the center to remove.

3. Click **Centers** from the toolbar. The Manage Center Information window opens.
4. Click **Reactivate** in the bottom-left corner.
5. At the **Do You Want to Reactivate This Center** prompt, click **Yes**.
6. At the **Center Reactivated** prompt, click **OK**. The center can now resume claiming with you.

Use Track Received Claims to Find Non-Claiming Centers

The Track Received Claims feature allows you to see which centers have submitted claims for processing for the claim month. You can print or export this information and use the resulting data to contact centers who are not claiming and take action accordingly.

1. Click the **Claims** menu and select **Track Received Claims**. The Track Received Claims window opens.

Track Received Claims

Select States September, 2020

Overview Not Received search

print Excel .pdf

Center Name	License	Claim Month	Received Online	Received Paperwork	Processed	Submitted	Pa
Tit - C	CenterPS	9/2020					
Tit - C	CenterB	9/2020					
Tit - C	At-Risk	9/2020					
Tit - C	CenterIT	9/2020					
Tit - C	CenterC	9/2020					
-	Center	9/2020					
-	At-Risk	9/2020					
-	Provisional	9/2020					
-	At-Risk	9/2020					
0627releaseup	Center	9/2020					
198center	Center	9/2020					
198center	At-Risk	9/2020					
254229test	Center	9/2020					
aaa_testing	Center	9/2020					
ABC	Center	9/2020					

2. Click the **Month** drop-down menu and select the claim month(s) to view.
3. Click the **Not Received** tab. Centers who have not submitted claims for the selected month(s) display in this tab. You can also see whether attendance was recorded, meals were recorded, and the last month in which you processed a claim for the listed centers.

Track Received Claims

Select States: August, 2020

Overview Not Received search

print Excel .pdf

Center Name	Last Claim Month	License	Last Claim Type	Last Claim Amount	Days of Attendance	Days of Menu	Monitor
Tit - C		CenterPS		0	0	0	
Tit - C		CenterIT		0	0	0	
Tit - C	4/2020	At-Risk	WebCX - Attenda...	0	0	0	
Tit - C	4/2020	CenterC	WebCX - Attenda...	0	0	0	
Tit - C	5/2020	CenterB	Manual Entry	35.86	0	0	
-		Center		0	0	0	
-		Provisional		0	0	0	
-		At-Risk		0	0	0	
-	6/2018	At-Risk	Manual Entry	4.4	0	0	
0627releaseup	6/2019	Center	WebCX - Attenda...	0	0	0	
254229test	6/2018	Center	WebCX - Attenda...	7.12	0	0	Monitor, Watch
aaa testing		Center		0	0	0	
ABC	8/2019	Center	WebCX - Attenda...	0	0	0	
ABC	10/2019	At-Risk	Manual Entry	182.66	0	0	

4. Print or export the report:

- Click **Print** to send the report to your printer.
- Click **Excel** to export an Excel file. When prompted, click **Save** to save the export to your computer.
- Click **PDF** to export to PDF. When the PDF opens, click **Save** to save a copy to your computer.

Use the Centers List Export to Find Non-Claiming Centers

You can also use the Centers List Export to generate a list of centers who did not submit claims for a selected month. Review this list each month and take action accordingly. This could include contacting non-claiming centers and encouraging them to submit claims, as well as removing centers who are not/will not submit claims.

- Click the **Reports** menu, select **Centers**, and click **Centers List Export**. The Center Filter window opens.
- Ensure the **Active** box in the **Status** section is checked.
- Check the **Claims** box.
- Select the **Did Not Claim In** option.
- Use the drop-down menus to select the month and year on which you need to report.

Center Filter

Choose filtering criteria. Only centers that match all selected criteria will be examined for report.

Status

☒ Active

☐ Removed

☐ Hold

Payment Type ☐

☐ Direct Deposit

☐ Checks

Profit Status ☐

☐ For-Profit

☐ Non-Profit

State ☐

Choose all that apply

AK
AL
AR
AZ
CA

Original Start Date

After:

Before:

Claims ☒

☐ Claimed In ☒ Did Not Claim In

County ☐

District of Columbia

City ☐

Administration Type ☐

☐ Legally Separated From Sponsor

☐ Legally Affiliated With Sponsor

Review Due Before

Monitor ☐

Choose all that apply

Monitor-Watchdog
Orwell, George
than, dapchai

Program Type ☐

Choose all that apply

Adult Care Center
Child Care Center
At-Risk - ARAS
OSHC
Head Start
Emergency/Homeless S
Summer Food Program

☐ Manually select centers from a list of those that match the above criteria

Cancel **Next**

Note: You can set additional filters, as needed. For example, you could run this report for a specific program type, such as ARAS.

- Click **Next**. The Select Output for Export File window opens.
- Check the **Director's Contact Info** and **Director's Name** boxes. This ensures that you have a list of contact information for each non-claiming center.

Select Output for Export File

Choose any/all fields that you wish to include in the export file's output

Output Column
<input type="checkbox"/> Administration Type
<input type="checkbox"/> Allowed Start Date
<input type="checkbox"/> Alternate #
<input type="checkbox"/> Business Info (Corp Name, Business Type, Tax ID)
<input type="checkbox"/> Child Racial Counts
<input type="checkbox"/> Claiming Method
<input type="checkbox"/> County
<input type="checkbox"/> Current End Date
<input type="checkbox"/> Current Start Date
<input type="checkbox"/> Days of Operation
<input type="checkbox"/> Directions / Location
<input checked="" type="checkbox"/> Director's Contact Info (Phone, Fax, Alt Phone, Email)
<input checked="" type="checkbox"/> Director's Name
<input type="checkbox"/> District
<input type="checkbox"/> Enrollment Counts (F/R/P of Active Children, Pending, Expired)
<input type="checkbox"/> Food Service Info (Type, Vendor/Contract Info)
<input type="checkbox"/> Hold Notes / Sponsor Notes
<input type="checkbox"/> Hours of Operation (Normal and Night)
<input type="checkbox"/> Inspection Expirations
<input type="checkbox"/> Insurance Info (Vendor, Description, Type, Dates)
<input type="checkbox"/> License Info (Type, #, Capacity, Dates, Ages, Waiver)
<input type="checkbox"/> Login Info (Login, Password)

- Check the box next to any other information you wish to see on this report.
- Click **Next**. The report is generated as a spreadsheet.

Note: You may also consider investigating non-claiming centers further before contacting them. Run attendance reports, such as the **Weekly Attendance + Meal Counts** report, to see if they've recorded attendance and/or meal counts. If your centers use KidKare, you can also view centers on this list in Observer Mode to see if data is being recorded during the claim month.

Reconcile Your Bill

Use the Billing Details report in KidKare to reconcile your invoice against your data. However, it is important to note that this report may not match your invoice exactly, as contracts typically cap claim fee charges at \$99 for one (1) center. Keep this in mind as you review the Billing Details report.


Note: Refer to your contract for specific caps for your sites.

The Billing Details report lists your monthly invoice details by site, including:

- **Center #:** This is the number for the center for which there was a charge associated.
- **Center Name:** This is the name of the center associated with the Center ID.
- **Fee Type:** This column lists the type of fee charged for the center. This can include the following:
 - Claim Fee
 - Claiming Center Fee
 - Implementation Fee
 - Active Center Fee
- **Claim Month:** This is the claim month associated with the displayed reimbursement. If a center has claims for more than one month, the center will appear multiple times on the report (once for each claim month claim fee).
- **Date Processed:** This displays the most recent date a claim associated with the reimbursement was processed. This includes claims that were re-processed, where billing is charging for an adjustment. For example, if billing is run in December, and there is a September claim that was processed in October and re-processed in November, the Billing Details report shows a Claim Month of September and a Date Processed for November.
- **Total Federal Reimbursement:** This is the sum of the total federal reimbursement amount, including cash in lieu for the center. If this is the result of a claim adjustment, this amount displays in parenthesis.
- **Cash in Lieu (Lunch):** This is the sum of the cash in lieu amounts for lunch for the center.
- **Cash in Lieu (Dinner):** This is the sum of the cash in lieu amounts for dinner for the center.
- **Billable Reimbursement:** This is the total billable reimbursement for the center. This is calculated by subtracting the Cash in Lieu (Lunch) and Cash in Lieu (Dinner) amounts from the Total Federal Reimbursement amount.
- **Billing Amount:** This is the total billable amount for each center.

View the Billing Details Report

As stated previously, you generate and view the Billing Details report directly from KidKare. This means you can access your data at any time from any Internet-connected device.

1. Log in to app.kidkare.com. Use the same credentials you use to access Minute Menu CX.
2. From the menu to the left, click **Billing Report**. The Billing Report page opens.
3. Click  and select the month for which to print the report.

Note: You cannot select future months.

4. Click **Go**. The report is generated.

Please select a month to view the activity for the billing period.

September 2020 [Go](#) [Export](#)

Billing Summary September 1 - September 30, 2020

Center #	Center Name	Fee Type	Claim Month	Date Processed	Total Federal Reimbursement	Cash in Lieu (Lunch)	Cash in Lieu (Dinner)	Billable Reimbursement	Billing Amount
111	chansey1	Claiming Center Fee			-	-	-	-	\$0.25
111	chansey1	Claim Fee	September 2020	16 Sep, 2020 CST	\$3.69	\$1.47	-	\$2.22	\$0.10
123	Jess Center	Active Center Fee			-	-	-	-	\$85.50
1234	WA test center	Active Center Fee			-	-	-	-	\$85.50
200	House of Love	Active Center Fee			-	-	-	-	\$85.50
222	releaseSep1620	Claiming Center Fee			-	-	-	-	\$0.25
222	releaseSep1620	Claim Fee	September 2020	16 Sep, 2020 CST	\$0.65	\$0.24	-	\$0.41	\$0.02
345	wafcenter	Claiming Center Fee			-	-	-	-	\$0.25
345	wafcenter	Claim Fee	September 2020	19 Sep, 2020 CST	\$3.26	\$0.98	-	\$2.28	\$0.10
511	Thanhdaichai v2	Claiming Center Fee			-	-	-	-	\$0.25
567	Tit - C - Alakazam	Active Center Fee			-	-	-	-	\$85.50
691	Automation 1	Active Center Fee			-	-	-	-	\$85.50
692	Automation 2	Active Center Fee			-	-	-	-	\$85.50
777	Active Lifestyle	Active Center Fee			-	-	-	-	\$85.50
909	Tit - C	Active Center Fee			-	-	-	-	\$85.50

Showing 1 to 15 of 15 entries.

- Click **Export** to export the report to a spreadsheet (XLSX) file.

Review the Billing Details Report

Once you generate and/or export the Billing Details report, compare the sites listed here to the items for which you were billed on your invoice.

Remember to reference your contract for any claiming fee caps that may apply, as these likely account for claim amount differences between your invoice and the Billing Details report.

Review Fees & Investigate

There are several fees you may be charged each month, depending on site activity:

- Claim Fee
- Claiming Center Fee
- Implementation Fee
- Active Center Fee

Of these, the fees that appear to cause most concern is the Active Center Fee and the Implementation Fee. To begin investigating the charges for these fees, click the **Fee Type** drop-down menu and select **Implementation Fee** and/or **Active Center Fee**. The Billing Details report filters to display only those centers for which you were charged these fees.

Once you have a list of these centers—particularly those for which you were charged the Active Center Fee—use tools, such as Track Received Claims, to investigate whether these centers were billed in error.

- Click the **Claims** menu and select **Track Received Claims**. The Track Received Claims window opens.
- Click the **Month** drop-down menu and select the month to view. Since billing looks at the first month of the usage period when considering attendance, it may be good to filter to the first month of the usage period. If your invoice is dated April 1, this would be January.
- Click the **Not Received** tab. Centers who have not submitted claims for the selected month(s) display in this tab.

4. Review the **Days of Attendance** column. This column indicates the number of days attendance and/or meals were recorded during the month you selected.
5. The **Active Fee** should be accurate for a listed center if:
 - The **Last Claim Month** column contains a date, showing the center has submitted a claim at least one time previously.
 - There is a number other than **0** in the **Days of Attendance** column.

Track Received Claims

Select States: September, 2020

Overview Not Received search

print Excel .pdf

Center Name	Last Claim Month	License	Last Claim Type	Last Claim Amount	Days of Attendance	Days of Menu	Monitor
abccc		Center		0	1	1	
Active Lifestyle	4/2020	Center	WebCX - Attenda...	0	1	0	
Automation 1		Center		0	1	0	
Automation 2		CenterPS		0	1	0	
Tit - C		CenterPS		0	0	0	
Tit - C		CenterIT		0	0	0	
Tit - C	4/2020	At-Risk	WebCX - Attenda...	0	0	0	
Tit - C	4/2020	CenterC	WebCX - Attenda...	0	0	0	
Tit - C	5/2020	CenterB	Manual Entry	35.86	0	0	
-		Center		0	0	0	
-		Provisional		0	0	0	
-		At-Risk		0	0	0	
-	6/2018	At-Risk	Manual Entry	4.4	0	0	
0627releaseup		At-Risk		0	0	0	
0627releaseup	6/2019	Center	WebCX - Attenda...	0	0	0	

- The listed center is at **Active** status. Check this in the **Manage Center Information** window, or run the **Center List Export** for the centers listed on the Billing Details report. Be sure to include **Status** in the report output.
6. The **Implementation Fee** should be accurate for a listed center if:
 - The **Last Claim Month** column does not contains a date, showing the center has not submitted a claim previously.
 - There is a number other than **0** in the **Days of Attendance** column.

Track Received Claims

Select States: September, 2020

Overview Not Received search

print Excel .pdf

Center Name	Last Claim Month	License	Last Claim Type	Last Claim Amount	Days of Attendance	Days of Menu	Monitor
Tit - C		CenterPS		0	0	0	
Tit - C		CenterIT		0	0	0	
Tit - C	4/2020	At-Risk	WebCX - Attenda...	0	0	0	
Tit - C	4/2020	CenterC	WebCX - Attenda...	0	0	0	
Tit - C	5/2020	CenterB	Manual Entry	35.86	0	0	
-		Center		0	0	0	
-		Provisional		0	0	0	
-		At-Risk		0	0	0	
-	6/2018	At-Risk	Manual Entry	4.4	0	0	
0627releaseup		At-Risk		0	0	0	
0627releaseup	6/2019	Center	WebCX - Attenda...	0	0	0	
198center		At-Risk		0	0	0	
198center	8/2020	Center	WebCX - Attenda...	20.58	0	0	
254229test	6/2018	Center	WebCX - Attenda...	7.12	0	0	Monitor, Watch
254229test		Center	WebCX - Attenda...	0	0	0	

- The listed center is at **Active** status. Check this in the **Manage Center Information** window, or run the **Center List Export** for the centers listed on the Billing Details report. Be sure to include **Status** in the report output.

Contact the Finance Team

Direct all billing questions to the Finance team. This includes any billing questions, concerns, or disputes. Please do not submit a ticket for billing inquiries to our Support team. You can reach the Finance team at the following email addresses:

- accountsreceivable@kidkare.com
- finance@kidkare.com

Note: You can also contact our Administrative Accounting Specialist **Jasmin Amaya** at (972)-954-3868.

Frequently Asked Questions

The following are frequently asked questions surrounding billing processes for Minute Menu CX. If you have a question that is not answered here, please contact finance@kidkare.com for assistance.

How do I avoid being charged the non-claiming fee going forward?

If you have active centers who are not submitting claims each month, we recommend you encourage them to submit their claims—even if they are only claiming a handful of days out of the month. If they are not, contact the affected sites and determine whether they plan to actively claim in the near future. If they are not planning to do so, remove them until they are ready to resume claiming.

However, remember that timing removal is important. You should remove centers on or before the last day of the month as soon as you know they do not plan to claim.

Some of my sites are not going to be claiming for an extended period of time. Do I need to remove them to avoid being charged an active non-claiming fee?

Yes. Remove centers as soon as they notify you that they will not be claiming for an extended amount of time. Remove centers on or before the last day of the month. You can reactivate them as soon as they notify you that they are ready to begin claiming again.

I don't know if certain centers will resume claiming, but I don't want to completely remove them. Is there another way to handle this?

Currently, Minute Menu CX only allows you to remove or activate centers. However, you can reactivate a removed center at any time. If a center advises that they are going to resume claiming, reactivate them in the month in which they plan to begin claiming again.

If a center is not recording attendance, then they are not technically “active.” They are only getting the software set up. Are they expected to enroll many children, plan meals, and begin claiming in a short period of time? If they get prepared to start early, we have to pay the implementation fee as they don't have a claim at all yet?

You are charged an Implementation Fee for centers who meet all of the following conditions:

- The center was active during the billing period. This is the month prior to your invoice date.
- The center was active during the usage period.
- The center recorded attendance during the first month of the usage period.
- The center has not submitted a claim at any time.

This means that a center can be at Active status, working to enroll children and get set up, and not be considered Active by billing if they have not recorded attendance during the usage period.

Once the center begins recording attendance, you are charged the Implementation Fee, as that center has not submitted a claim previously. However, once the center does begin claiming, you will no longer be charged the Implementation Fee, and, as long as they continue to claim, you are not charged the Active Center Fee.

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KidKare by Minute Menu strives to be fair in all billing aspects. If you are experiencing unforeseen circumstances and need to discuss your bill, please contact our Finance team at finance@kidkare.com.