



November 29, 2010

Dear Family Child Care Provider:

Children's Hunger Alliance would like to thank you for all that you do to ensure children in Ohio are fed healthy and nutritious meals.

This letter is to inform you of some upcoming changes to our program. We are currently updating our procedures to implement efficiencies that allow us to process claims accurately and effectively.

Our goal is to improve your experience by providing you with the best customer service! If you have any questions, please feel free to contact your Field Representative.

Effective March 31, 2011, all food reimbursements will be issued using Direct Deposit or AccelaPay card. You will benefit by no longer having to rely on the postal service for delivery of your reimbursement.

If you currently receive your reimbursements through a physical check, you have two options. You may contact your Field Representative or:

- Print a Direct Deposit or AccelaPay form from our website
 - Go to the website, www.ChildrensHungerAlliance.org
 - Click on **Programs** and then click the drop-down option **Early Childhood Nutrition & Education**
 - On the left side click on **Resources & Training Opportunities**
 - The forms are listed under **Provider Resources**

- Complete the form and fax it to **(614) 358-7701** or mail it to:
Children's Hunger Alliance
370 South Fifth Street
Columbus, OH 43215

This institution is an equal opportunity provider.



Effective with the MARCH 2011 claim, all claims and weekend/holiday logs must be postmarked (scannable menus) or submitted (online claims) by the 2nd of each month. This will allow us to provide better customer service as well as more timely and accurate claim processing.

Claims and logs postmarked (scannable menus) or submitted (online claims) between the 3rd and the 9th will be considered late and your payment will be delayed. All claims and logs postmarked or submitted **after the 9th of the month will not be accepted.**

Weekend/Holiday logs may be faxed to (614) 358-7701. Please be sure to keep a copy for your records.

Adjustment requests will be accepted for 7 days after you receive your reimbursement. Please verify your error report as soon as possible.

Going forward, you will be receiving Income Eligibility forms and Enrollment Renewal forms at the same time each year. You will have to fill out and mail information to us only once during the year rather than multiple times.

During the conversion period, you may need to fill out the forms an additional time in order for us to move you to the correct schedule. Please contact your Field Representative for more details.

We would like to recommend that you consider on-line claiming.

Not only is on-line claiming easier and quicker, it helps you increase your reimbursement dollars by reducing the number of claim errors. Please contact your Field Representative for more information.

We admire and appreciate your dedication to the health and well-being of the children. We are here to support you in your efforts!

Sincerely,



Mary Lou Langenhop, CEO
Children's Hunger Alliance.