

## CLAIM VALIDATION REVIEW PROCESS

When a provider's claim is selected for review, the selected claim will not be released for payment until the invoices and other supporting documentation are validated. All invoices and other supporting documentation requested must be received prior to the claim being reviewed. The claim and related supporting documentation will be reviewed and validated based upon the order a complete set of documents are received by DHS-DCCECE. It is the provider's responsibility to insure that all documents provided are complete and legible.

If the invoices and other supporting documentation do not support the purchase of sufficient quantities of food and/or milk, an adjusted claim is required.

DHS is diligently working to validate claims in a timely manner. However, please note that DHS has up to 45 days from the date the claim is submitted to review the claim and release payment.

In order to comply with the Arkansas Department of Health standards, all food and milk used for the special nutrition programs must come from an approved source. Therefore, donations of milk and other food items are not acceptable for the special nutrition programs.