

HEALTH AND NUTRITION OPERATIONS FAQs

1) Q: When are claims due?

A: All claims are due by the 10th day of each month. If the 10th falls on a weekend or holiday, then claims are due the following workday.

2) Q: When are reimbursement checks issued?

A: Reimbursement checks are issued no later than the end of the month for valid claims submitted online by the 10th of the month.

3) Q: What if I cannot submit my claim because my Internet access is down?

A: Then submit your claim as soon as possible. If you cannot submit it by the 10th of the month, please contact the Child Nutrition office.

4) Q: What is ADE Common Logon?

A: It's the main security database that is used for all of the Arizona Department of Education's online applications.

5) Q: How do I get access to ADE Common Logon?

A: Contact Health & Nutrition Services to complete a CNP Web User Agreement.

6) Q: Who do I call when I forget my User ID and password for CNP Web?

A: Contact the ADE Support Center at (602) 542-7378.

7) Q: How can I find out if my check was mailed?

A: Check the CNP Web claims index page for desired claim month. If your status shows "Submitted for Payment" then your check will be mailed within 10 to 15 days after its "Submitted to Accounting" date. To learn more about payment information call (602) 542-5300.