

## Submitting a Ticket in KidKare

If at any time you are unable to access KidKare due to internet or site connectivity issues, you may contact KidKare tech support directly at <https://help.kidkare.com/help/contact-us>. From there, you will find instructions on how to submit a ticket directly to KidKare so that they may troubleshoot your issue directly with you. We have been told that during certain times of the month and/or day, there might be an increase in the number of providers accessing KidKare at the same time or maintenance is being done to the site. This can cause the site to become slow or you may not be able to connect at all. When this occurs, they want you to also be sure to clear your browser cache (not just history or cookies) and then try again at least an hour later to see if that helps.

As always, you may contact your advisor or the office for assistance if it is during regular business hours. If you are experiencing issues after 5:00 pm, please leave a message at the office or email us on the same day and someone will get back to you.

### January PNI Training Opportunities

Due to the holidays, no classes are offered in December

**Class dates are subject to change due to COVID 19 throughout the community.**

**Rates for CPR/First Aid: PNI Providers: \$60.00 • Non-PNI Providers: \$65.00**

**Class fee is non-refundable. Payment must be received in our office prior to class date to secure spot.**

**\*\* PRE-REGISTRATION IS REQUIRED FOR ALL CLASSES BY CONTACTING THE PNI OFFICE. \*\***

#### **PEDIATRIC CPR/FIRST AID - LINCOLN**

January 15, 2022 • 9:00 am - 12:00 pm

Instructor: Becky Burns

#### **PEDIATRIC CPR/FIRST AID - COLUMBUS**

January 15, 2022 • 9:30 am - 12:30 pm

(class date subject to change based on library availability)

2419 14th Street - Old Police Department

(across from the current library)

Instructor: Lisa Benson



***We recommend you bring a mask to class in case one will be needed.***

***Please bring your own writing utensil. Food and beverages will not be offered but participants are welcome to bring their own.***

### **The holidays are here! Remember to:**

- ✓ Add all non-school days in the calendars for each preschooler and school age child for the upcoming holiday breaks.
- ✓ Call or email the office or your advisor if you will be closed during the holidays, as well as enter it in your KidKare calendar. Notifying us of a closure is a USDA regulation. Should your advisor conduct a visit and the office was not notified of a closure, you will be deducted if you claimed a meal during that time and the meal could not be reviewed by your advisor.
- ✓ Submit or mail/drop off your claim on the last day you will be claiming for the month, after your last meal has been recorded.
- ✓ Make sure any CRF's for newly enrolled children are received in our office before the end of the month.

*During the holiday season our office may not be fully staffed. Please leave us a voicemail message at the office or send us an email and we will get back to you as soon as we can.*

**Remember to mail your CRF's right away when a child starts in your care. Please do not wait towards the end of the month to mail them. Should you have a child start after the 25th of the month, please contact the office or your advisor for further direction.**

**We would like to  
THANK and CONGRATULATE Angie Fletcher of Clearwater  
for her provider referral!!**

Angie will receive a \$50.00 Visa Gift Card and be entered into an additional drawing in December to possibly receive an additional \$50.00 Visa Gift Card.

We also want to **WELCOME Amber Wagner of Ewing,**  
Angie's referral, to the Provider's Network family!  
We are so excited to be working with you!

Don't forget.... You too can receive a \$50.00 Visa Gift Card for any new eligible provider referrals to PNI and be entered into a drawing in December to receive an additional \$50.00 Visa Gift Card just in time for the holidays! Please contact us with any questions and make sure that your referral provider gives your name when they call to sign up!

### **November claim reimbursement paid in December**

***Tentative Direct Deposit Date: December 23rd***

***Reminder: These payment dates are subject to change from month to month depending on when we receive these grant funds from the Nebraska Department of Education. Please keep that in mind when setting up your own monthly budgets.***

### **IMPORTANT MONTHLY REMINDERS:**

- ✓ **Per USDA Regulations:** all meals and attendance must be recorded by 11:59 pm every day. If you run into login issues, you must call and leave a message at the office the same day of occurrence for reimbursement consideration.
- ✓ On-line claims should always be submitted the last day of the month, after your last meal has been entered. Paper claims must be received in the office **NO LATER** than noon on the 3rd of each month.
- ✓ Do not wait to mail your CRF's. All Registration Forms must be received by the end of each month. Mail your CRF's right away when a child starts in your care instead of waiting until the end of the month.
- ✓ You must contact the office if you plan on moving or changing directors **PRIOR TO THE MOVE OR CHANGE**. If you contact licensing, you are responsible for contacting PNI as well.
- ✓ Review your claim summary each month and contact the office or your advisor right away if you have any questions.
- ✓ Add non-school days to each school age and preschool child's calendars before the end of each month to avoid deductions.
- ✓ Check your postal mail, email and voice mails daily so you are not missing important information from the PNI office or your advisor.
- ✓ We cannot be held responsible for the mail service or delays. Please refer to a calendar monthly and plan accordingly. You can utilize our drop slot to drop off paperwork anytime.
- ✓ If you call the office and no one answers, please leave a detailed voice mail and your call will be returned within 24 hours. You can also email your advisor, Lara, or Carrie at anytime.