



Care Initiatives has partnered with SnapPay, a secure online payment service designed to make your billing experience easier and more efficient. If you choose to make online payments, follow the new registration and navigation instructions provided below.

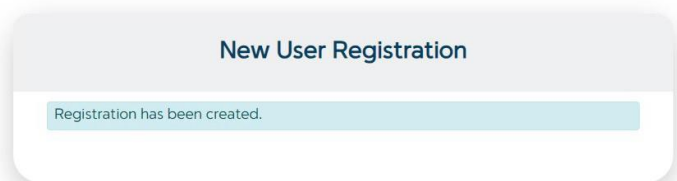
Complete New Registration

1. Click on the 'Pay Bill' link at CareInitiatives.org.
 - a. When creating a new account, you will need to use **Care Initiatives** for the Account Name.
 - * The account name is not case sensitive but must be spelled correctly and contain a space between the word Care and Initiatives as displayed in the example below.
2. After typing Care Initiatives into the account name field, click on New Registration (near the bottom of window box)
3. Complete registration answering all required fields as indicated with an asterisk (*)
 - a. In the company name field below – **please enter the Facility or Community's Name you or your loved one is residing in.** i.e. Atlantic Specialty Care.
4. Click on the box to indicate 'I am human.'
5. Click Register.

The screenshot shows the SnapPay login/sign-up interface. At the top, the SnapPay logo is displayed. Below it, there are several input fields: a language dropdown set to 'English', an 'Account Name' field containing 'Care Initiatives', a 'User ID*' field, and a 'Password*' field. There is a checkbox for 'I am human' and a 'Sign In' button. At the bottom, there are links for 'Forgot Password', 'New Registration' (highlighted in yellow), and 'Pay Without Sign In'.

The screenshot shows the 'New User Registration' form. It has a title 'New User Registration' and a section 'User Information'. The form contains the following fields: 'CARE INITIATIVES', 'Email Address*', 'Confirm Email*', 'Company Name*' with the value '[Facility] Specialty Care', 'First Name*', 'Last Name*', 'Address Line 1*', 'Address Line 2', 'United States of America' (dropdown), 'City*', 'Zip Code*', and 'Phone Number'. There is a 'Comments' field and a 'Register' button. Below the button, there is a checkbox for 'I am human' and a link for 'Sign In here'.

6. You will see an on-screen message display indicating that their registration has been created.

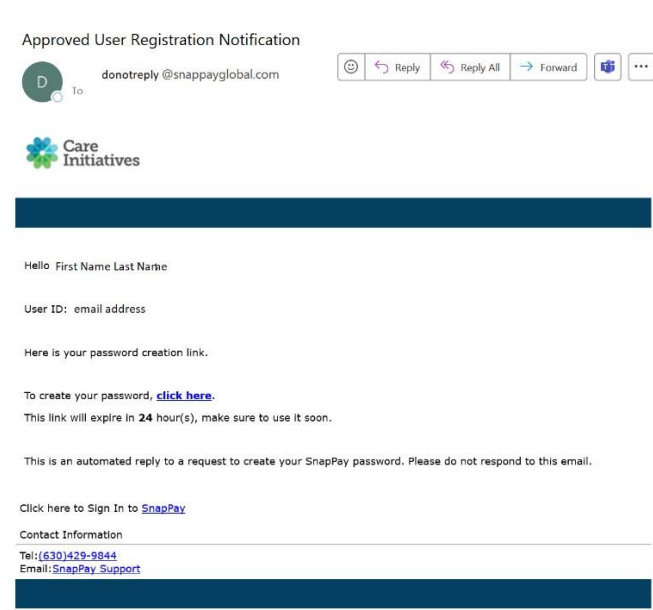


You will not be able to continue until our finance team reviews and approves your user registration request.

We review new registration request Monday - Friday from 8am to 5pm CST. If we receive a new user request outside of our normal business hours, our team will review and complete the request on the following business day.



7. **Once our finance team has approved your registration**, you will be sent a welcome email from donotreply@snappayglobal.com indicating that your registration is completed. **You will have 72 hours to complete the remaining part of your registration process.**
 - a. If you do not receive a welcome email in the time described, please be sure to check your junk mail as it may have been deliverable there before contacting support by phone.
 - b. Continue by clicking on the link from within the welcome email to create your account password.
8. Once you have established a password, you will be prompted to complete a few security questions. Security questions will be used to reset your account password in the future should you ever be locked out of your account.
9. Once you have completed those security questions, proceed by clicking 'Save'.



Security Questions

Please choose three security questions from below and provide answers. These questions will be used to verify your identity and help recover your password if you ever forget it. These answers are confidential and will not be used for any other purpose. P

Select your question*

Answer 1*

Select your question*

Answer 2*

Select your question*

Answer 3*

Note: You cannot use the same question more than once. When answering security questions, you need to enter your answers exactly as you entered them above. For example, if you entered "Maple St." instead of "Maple Street" it would not be a valid answer.

10. **Congratulations, your new account registration is complete!**



Navigating Your New Account – Pay Now

Once your account registration has been completed and you login to your account, you will be able to navigate through your account.

1. Upon login, you will arrive at the **Customer Landing page**. On this page, you will see you or your loved one’s customer account(s).
2. Select a customer account by selecting the button to the left of the customer’s name.

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Enter text to search...

Select	Customer	Name	Address	Phone
<input type="checkbox"/>	21	R	2	13

Page 1 of 1 (1 items) 1 Items Per Page: 10

3. Navigate to Payments (top right of screen) > Invoices.
 - a. Select invoice/statement for payment by clicking the button to the left of the invoice/statement.
 - b. Then, click either 'Pay Now' or 'Schedule Payment' option (middle right of screen).
 - c. Pay Now – follow the steps below (Skip to page 5 for Schedule Payment Instructions).

Payments Inquiries Help User Profile

Summary Filters (Last Sign In: 12/27/2024 10:05:26 AM) Change Customer

Current Customer: 4 - J

Invoice Status of All and Closed require a date range.

Customer ID: 4 Company: Specialty Care Currency: USD Invoice Status: Open Invoice Date From: M/d/yyyy Invoice Date To: M/d/yyyy Search

Invoice Number: Invoice Type: All Due: All Schedule: All

Refine your filter to view invoices.

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Enter text to search...

<input type="checkbox"/>	Invoice Number	Invoice Type	Line Number	Fiscal Year	Invoice Date	Due Date	Original Invoice Amount	Current Open Amount	Net Value	Description	PO	Order Number	Taxable Amount	Nontaxable Amount	Statement ID	Statement Date	Business Unit
<input checked="" type="checkbox"/>	9	Invoice	1	2024	12/31/2024	1/10/2025	21,762.00	21,762.00	21,762.00	40 - Dec Statement - Balance Due			0.00	21,762.00	0	12/31/2024	...

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Pay Now Schedule Payment AutoPay



- d. The invoice/statement will default to paying the entire bill; edit the amount if you wish to make a partial payment.
- e. Select Payment Method: Click on the 'New' hyperlink to enter payment information.

The screenshot shows the 'Pay Now' page. At the top right, there are links for 'Payments', 'Inquiries', 'Help', and 'User Profile'. Below the header, there is a table with the following data:

Invoice Number	Reference Doc Number	Invoice Type	Line Number	Current Open Amount	Currency	Description	Amount To Pay
9	4-Dec 2024	Invoice	1	21,762.00	USD	40 - Dec Statement - Balance Due	21,762.00

Below the table, there is a summary section:

Total Invoices 1	Total Open Amount 21,762.00	Total Amount To Pay 21,762.00
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At the bottom, there is a 'Payment Method' dropdown menu with a 'New' button highlighted in red. A 'Submit' button is also visible.

- f. Complete Payment Information:
 - i. Select the ACH Type: Checking or Savings.
 - ii. Enter the **account holder's** routing number and bank account number.
 - iii. Enter the **account holder's** first and last name.
 - iv. Enter the **account holder's** address that is on file and registered to the bank account.
 - v. If you would prefer to save your payment information to avoid having to re-enter it each time you make a payment, click on save for me.
 - vi. Click on Add

The 'Payment Information' form contains the following fields:

- ACH Type * (Dropdown menu)
- Routing Number * (Text input)
- Confirm Routing Number * (Text input)
- Account Number * (Text input)
- Confirm Account Number * (Text input)
- First Name * (Text input)
- Last Name * (Text input)
- Address * (Text input)
- City * (Text input)
- Country * (Dropdown menu)
- State * (Text input)
- Zip * (Text input)
- Email (Text input)
- Phone Number (Text input)

At the bottom, there are two checkboxes: Save For My Group and Save For Me. Below the form is a large blue 'Add' button.

- g. Review amount entered and click Submit to complete payment.
- h. You will receive an online receipt/confirmation email for your payment.



Navigating Your New Account – Schedule Payments

Please note: This payment option should be used for scheduling a payment for a future date on a particular invoice. You may also use this option if you are on payment plan and making monthly payments to a past due balance following discharge.

1. Navigate to Payments (top right of screen) > Invoices.
 - a. Select invoice/statement for payment by clicking the button to the left of the invoice/statement.
 - b. Then, click 'Schedule Payment' option (middle right of screen).

Invoice Status of All and Closed require a date range.

Customer ID: 4, Company: Specialty Care, Currency: USD, Invoice Status: Open, Invoice Date From: M/d/yyyy, Invoice Date To: M/d/yyyy

Invoice Number: , Invoice Type: All, Due: All, Schedule: All

Buttons: Pay Now, **Schedule Payment**, AutoPay

Invoice Number	Invoice Type	Line Number	Fiscal Year	Invoice Date	Due Date	Original Invoice Amount	Current Open Amount	Net Value	Description	PO	Order Number	Taxable Amount	Nontaxable Amount	Statement ID	Statement Date	Business Unit
40 - Dec 2024	Invoice	1	2024	12/31/2024	1/10/2025	21,762.00	21,762.00	21,762.00	40 - Dec Statement - Balance Due			0.00	21,762.00	0	12/31/2024	

- c. You will enter the following:
 - i. The amount you would like to Schedule Payment for (partial or full amount)
 - ii. Name of the resident/patient
 - iii. The frequency of payment:
 1. Fixed: Select this option to make a one-time payment that is specific to the selected invoice.
 2. Monthly: Use this option to make monthly scheduled payments that are specific to the selected invoice (this option is better used post discharge making payments to a past due invoice).
 - iv. Select a Pay On/Start Date

Invoice Number: 4, Reference Doc Number: , Invoice Type: Invoice, Line Number: 1, Current Open Amount: 21,762.00, Currency: USD, Description: 40 - Dec Statement - Balance Due, Amount To Schedule: 21,762.00

Total Invoices: 1, Total Open Amount: 21,762.00, Total Amount To Schedule: 21,762.00

Name: Resident/Patient Name, Frequency: Monthly, Pay On/Start Date: 1/10/2025

Payment Method: **New**

Buttons: Back, Schedule



d. Select Payment Method: Click on the 'New' hyperlink to enter payment information.

e. Complete Payment Information:

- i. Select the ACH Type: Checking or Savings.
- ii. Enter the **account holder's** routing number and bank account number.
- iii. Enter the **account holder's** first and last name.
- iv. Enter the **account holder's** address that is on file and registered to the bank account.
- v. If you would prefer to save your payment information to avoid having to re-enter it each time you make a payment, click on save for me.
- vi. Click on Add

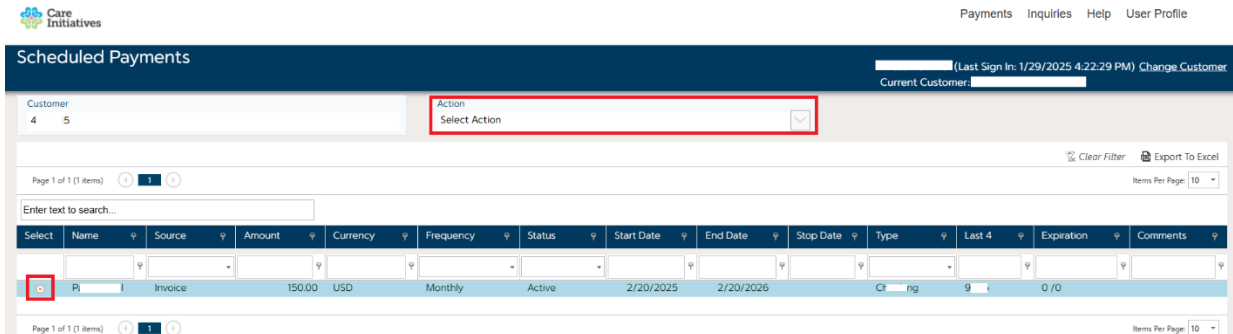
- f. Click Schedule to submit payment schedule.
- g. You will receive an online receipt/confirmation email for your payment or scheduling your payment.

Navigating Your New Account – Inquires

You may select scheduled payments to edit or cancel any scheduled payment or view scheduled payment history.

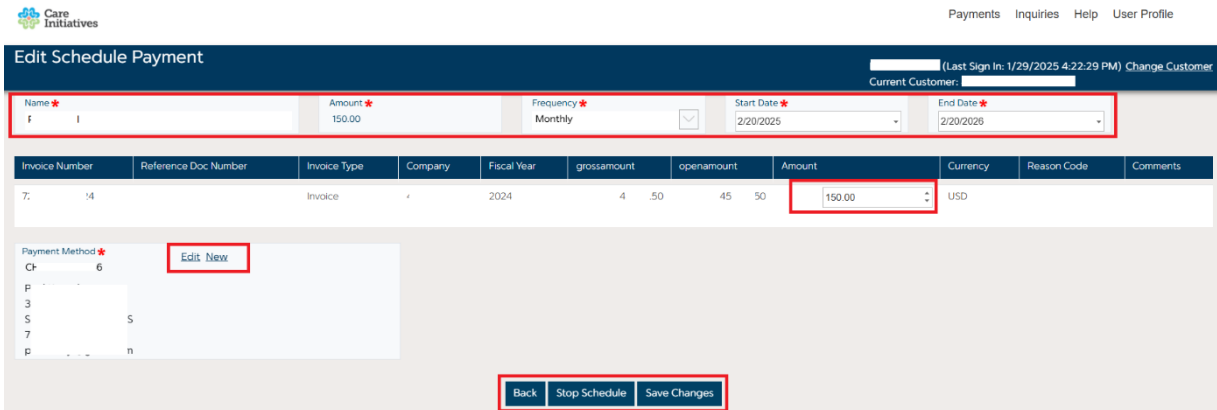
1. Navigate to Inquires > Scheduled Payments

- a. Manage scheduled payments.
 - i. If you have a scheduled payment already in place you may select by clicking the button on the left next to your existing schedule
 - ii. Then you will click on Select Action (top middle)



iii. Action: Edit/cancel

1. Complete any changes you would like to make and then click save changes (middle bottom) near the bottom. If you wish to stop schedule, make that selection (middle bottom).



iv. Action: View Payment History

1. You will only see payments here that have been made on the invoice/schedule selected.



Navigating Your New Account – Inquires (Continued...)

You may select payment history to view all payments on account.

2. Navigate to Inquires > Payment History

- a. You may view completed payment history, search payments by any of the available filters, export payment history reports, and print or email receipts.

Payment History

Filters (Last Sign In: 12/27/2024 10:59:06 AM)
Current Customer: [Redacted]

Email (Comma Separated) | Email Receipt | Print Receipt | Export Type | Payment Header and Detail

Clear Filter | Export To Excel

Page 1 of 1 (1 items) | Items Per Page: 10

Select	Company	Customer ID	Last 4	Name	Last Name	First Name	Transaction Date	Transaction ID	Transaction Amount	Transaction Status	Source Type	Funding Date	Funding ID	Funding Master ID	Return Description	Return Code
<input type="checkbox"/>		4 1 6		V 5 J			12/20/2024 2:40:06 PM	2C174	10,881.00	Success	Pre-payment				Transaction successful.	1

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If you have questions about online bill pay; please call 515-348-8181 and ask for the online bill pay department.

If you have questions about the charges on your statement or the statement amount, please reach out to the business office manager at your local specialty care, hospice, assisted living or independent living facility. Click Find a Location at CareInitiatives.org for contact information.