Billing Guide for Home Sponsors

Please direct all billing questions to the Finance team. This includes any billing questions, concerns, or disputes. Please do not submit a ticket for billing inquiries to our Support team. You can reach the Finance team at **finance@kidkare.com** or (972)-954-3868.

Understand Invoices

Invoices are generated and sent on the first of every month for the previous month's services. Your invoice will come from **orders@kidkare.com**. It lists the following:

- Billed Items
- Description of Billed Items
- Quantity of Billed Items
- Applied Discounts
- Total Billed Amount

Refer to your contract for specific line-item pricing and any applicable discounts.

Billing Timeline

KidKare by Minute Menu bills on the **calendar** month. The billing period is the month prior to your invoice date. For example, an invoice dated April 1 covers charges for March 1-31. Invoices are due within 30 days, and a 1.5% late payment fee will be applied to overdue invoices.

Payment Options

We offer three payment options:

- Click the link in the lower-left corner of your invoice and pay with a credit card or via ACH. We strongly recommend paying online via ACH.
- Send an ACH payment directly to us through your banking institution. If you choose to remit payment this way, contact **finance@kidkare.com** for banking details.
- Mail a physical check to our lockbox:

  KidKare by Minute Menu
  5473 Blair Rd Ste 100 PMB 28923
  Dallas, TX 75231-4101 US

You can also pay your invoices (credit card or ACH), view past invoices, and view past payments in our Customer Portal. For more information and to register, email **finance@kidkare.com**.

Note: KidKare accepts Visa, MasterCard, American Express, and Discover with an applied 3% convenience fee that will be added to your account within 1-3 business days after remitting payment.

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Provider Status & Billing

Implementation Fees

Until you have completed implementation, KidKare by Minute Menu invoices for the custom training and configuration services that help set up your system for success. The monthly Implementation Fee begins on the Effective Start Date specified in your contract and ends when at least 80% of your contracted providers are claiming within KidKare.

The monthly Implementation Fee equals the number of contracted sites multiplied by the per-provider monthly fee. For example, if your contract begins January 1 for 10 providers and your contracted rate is $10 per provider, your first invoice dated February 1 will be for $100 (=10 x $10). If you move quickly through implementation and process claims for at least 8 of your providers anytime during the month of February, your March 1 invoice will move to the Active Fee status and you will only be billed $80 for the 8 Active providers. Once you transition from the Implementation to Active Fee model, your monthly bill will only be based on the Active Fee criteria described below.

Active Fees

After Implementation, KidKare by Minute Menu generates invoices for providers who were active at any time during the billing period—excluding one test provider. Providers are considered active if they are set to **Active status** in Minute Menu HX and at least **one** of the following is true:

- There is meal attendance for the provider for that month.

- You entered a manual claim for the provider in the Add New Claims window during the billing period.

After Implementation, billing does not look at whether claims were processed when generating invoices for Minute Menu HX. Instead, KidKare by Minute Menu looks for attendance data recorded within the **calendar month**. Such data can come from any of the following sources: KidKare, Scanning, Direct Entry, or Manual Claim Entry.

Invoice Examples

Example 1

Your invoice is dated for April 1. The billing period for this invoice is March 1-31.

Provider Jane was set to Active for the month of March. She recorded two weeks' worth of attendance in KidKare during March and did not submit a claim.

Provider Jane **is** considered Active for March by billing, because she:

- Was set to Active status in Minute Menu HX.

- Recorded attendance during the billing period (March 1-31).

You are billed for Provider Jane on your April 1 invoice.

Example 2

On the same April 1st invoice, Provider John was also set to active for the month of March. However, he did not record attendance, you did not enter any scan, Direct Entry, or Manual claim information for him.

Provider John is not considered Active for March by billing. Even though he is at Ac-tive status in Minute Menu HX, he did not record attendance online and you did not enter any scan, Direct Entry, or Manual claim information for him.

You are not billed for Provider John on your April 1 invoice.

Example 3

For the same April 1 invoice, Provider Daisy was placed on Hold, because she had advised that she was closing temporarily. However, she did record attendance and meals for two weeks in March, but did not submit a claim.

Billing does **not** consider provider Daisy active for March, as she does not meet the first requirement: Active status in Minute Menu HX.

You are not billed for Provider Daisy on your April 1 invoice.

Frequently Asked Questions

I only have a small number of providers claiming. What changes do I need to make to avoid being billed for non-claiming providers?

We recommend that you place providers on Hold if they are not actively recording meals/attendance or claiming. You can do this on a provider-by-provider basis, or you can use the Bulk Provider Update feature to update multiple providers at once. You can switch providers back to Active status at any time.

Timing is also important. You must place non-claiming providers on Hold on or before the end of the month to avoid being billed for them on your next invoice. For example, if a provider is active in January, but doesn't plan to be in February, place the provider on Hold on or before January 31.

Providers on Hold can still record attendance and meal counts and submit claims. However, any submitted claims are automatically placed on hold. So, if a provider you've put on Hold submits a claim, you must switch them back to Active status before you can process the claim.

For more information, please see the following articles:

- **Place Providers on Hold**
- **Bulk Provider Update**

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How did you come up with this total? We only had X amount of providers actively claiming during the billing period.

Billing for Minute Menu HX does not look at whether a claim was processed when determining provider status. A provider is only considered active if they are set to Active status in Minute Menu HX at any time during the billing period and **one** of the following conditions is met:

- The provider recorded meals or attendance during the billing period.
- You entered a manual claim for the provider during the billing period. This means that you manually input attendance/meal count data for the provider.

We placed most of our providers on hold for the month and expect only a certain number of them to file a claim. Our invoice includes more Active providers than it should. Can you explain why?

Billing picks up providers who were active at any time during the Billing Period, which is the month prior to your invoice date. If your providers were active at **any time** during this period **and** recorded attendance or meal counts, you are billed for those providers.

For example, suppose a provider was only at Active status June 1 - June 10. This provider recorded meals and/or attendance during this time. You place them on Hold on June 11. Because this provider was active for a portion of June and recorded meals or attendance, you are billed for that provider on your July 1 invoice.

Review the **Billing Details Report** for the providers in question and look at the following:

- **Date of Status Change Column:** Is there a date in this column? If so, the provider's status was changed during the billing period. Review the Old Provider Status Code and New Provider Status Code columns to see what changes were made.
- **Date of Activity Column:** Is there a date and time stamp in this column? If so, the providers may have recorded attendance or meals during the billing period. Investigate further with Observer Mode in KidKare and Meals/Attendance reports in Minute Menu HX.

KidKare by Minute Menu strives to be fair in all billing aspects. If you are experiencing unforeseen circumstances and need to discuss your bill, please contact our Finance team at **finance@kidkare.com**.