

Billing Guide for Center 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.

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 Systems LLC
PO Box 738741
Dallas, TX 75373-8741

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 next monthly bill.

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.

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Billing Timeline

KidKare by Minute Menu bills on the **calendar** month, not the claim month. If you enter June data in the month of July, you are charged for this activity on the August 1st invoice for the July billing period.

This timeline is important to remember as you review and reconcile your invoices, as billing does include Active Non-Claiming center fees. We'll discuss center status in greater detail under the **Center Status & Billing** heading, but remember that centers must meet several conditions before we consider them active for billing purposes.

Billing Period vs Usage Period

Billing is split into two different periods:

- **Billing Period:** One month prior to your invoice date.
- **Usage Period:** 60 days prior to your invoice date.

For example, for an invoice dated April 1:

- The billing period is March 1 - 31.
- The usage period is January - February.

Center Status & Billing

Onboarding & Implementation Fee

As you work hand-in-hand with our Onboarding Specialists to configure the software to your specific preferences, KidKare by Minute Menu invoices for a monthly Onboarding & Implementation fee based on the number of centers listed in your contract. This cost covers the personalized training and setup work that will quickly get you claiming through KidKare.

The Onboarding & Implementation fee begins in the Effective Start Date month specified in your contract and ends when you graduate from onboarding. For example, if your contract begins January 1 for 10 centers, your first invoice dated February 1 will be for \$990 (=10 x \$99). If you move quickly through implementation and complete onboarding during the month of February, your March 1 invoice will move to the Active fee types and your monthly bill will then be based on the criteria described below.

Active Claiming Center Fee

Once you finish onboarding, you'll be invoiced for centers that are active in KidKare. For centers that are processing claims in KidKare, you'll be charged based on claim amounts according to your contract.

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Active Non-Claiming Fee

KidKare by Minute Menu charges a \$99 fee for Active Non-Claiming centers. We consider a center active if all of the following criteria are met:

- The center was active anytime during the **billing period**.
- The center was active anytime during the first month of the **usage period**.
- The center recorded attendance during the first month of the **usage period**.
- The center has previously submitted a claim at least once.

Implementation Fees are billed under the same conditions as Active Non-Claiming fees, except the center being billed has not previously submitted a claim at any time. This typically applies to new centers that are added to your account as you grow with KidKare.

Best Practices for Managing Center Status

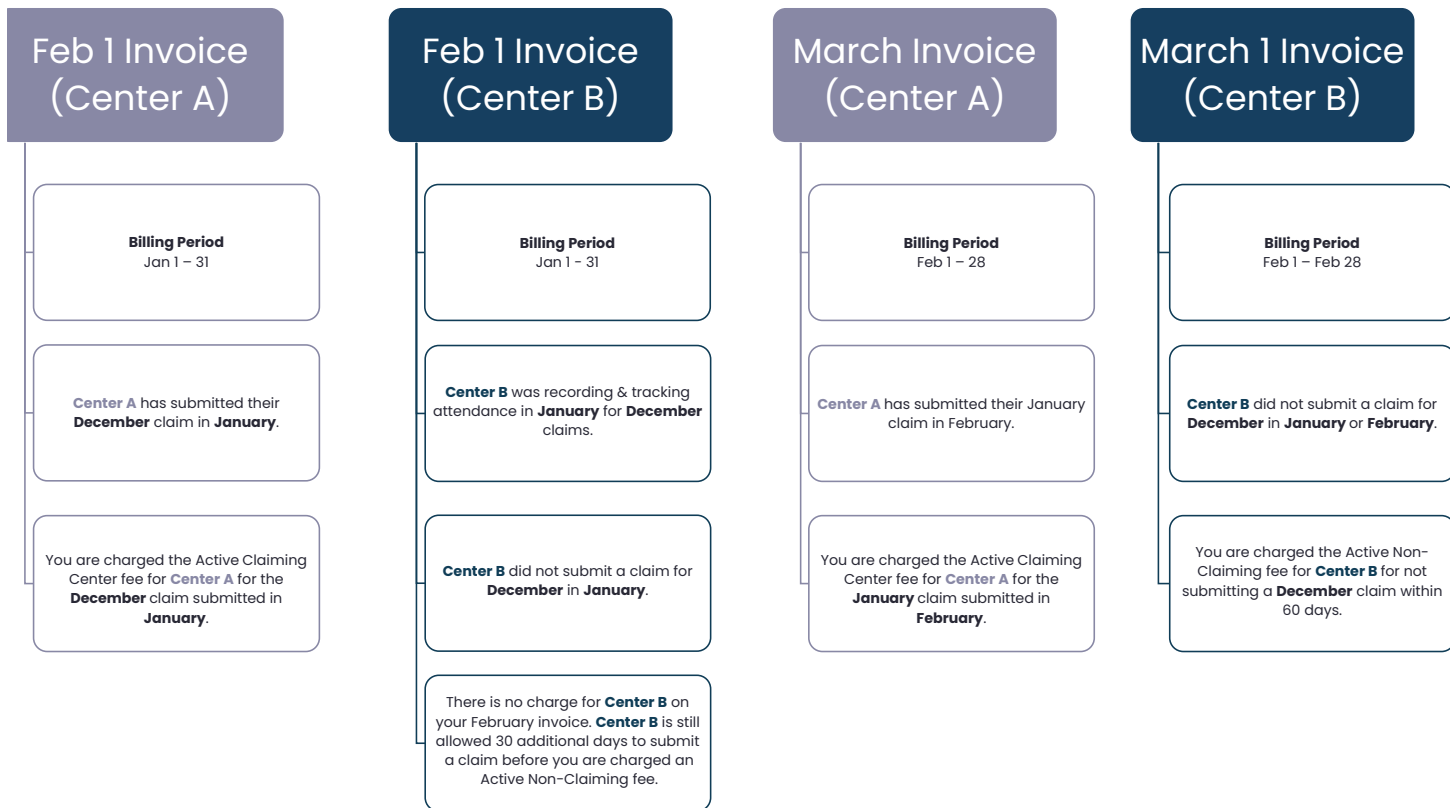
When a center is not claiming or doesn't plan to claim, it is important that you update their status accordingly. This means removing any sites who are not actively claiming from your system. You can reactivate centers who decide to start claiming again at any time.

Remove centers on or before the last day of the month. For example, if you've been billed for a center in January and do not want to be billed for them in February, you must remove them on or prior to January 31.

Review this [help article](#) to learn how to update center status and find non-claiming centers. You can also learn how to use the [Billing Details Report](#).

The figure on the following page walks through a possible billing scenario. Note that in the example, Center B is given 60 days to submit their December claim before the sponsor is charged the Active Non-Claiming fee. KidKare by Minute Menu allows 60 days for claim submission in accordance with the federal 60-day claim submission requirement.

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Frequently Asked Questions

How do I avoid being charged the Active Non-Claiming fee going forward?

If you have active centers who are not submitting claims each month, we recommend you encourage them to submit their claims—even if they are only claiming a handful of days out of the month. If they are not, contact the affected sites and determine whether they plan to actively claim in the near future. If they are not planning to do so, remove them until they are ready to resume claiming.

However, remember that timing removal is important. You should remove centers on or before the last day of the month as soon as you know they do not plan to claim.

Some of my sites are not going to be claiming for an extended period of time. Do I need to remove them to avoid being charged an Active Non-Claiming fee?

Yes. Remove centers as soon as they notify you that they will not be claiming for an extended amount of time. Remove centers on or before the last day of the month. You can reactivate them as soon as they notify you that they are ready to begin claiming again.

I don't know if certain centers will resume claiming, but I don't want to completely remove them. Is there another way to handle this?

Currently, you are only able to remove or activate centers. However, you can reactivate a removed center at any time. If a center advises that they are going to resume claiming, reactivate them in the month in which they plan to begin claiming again.