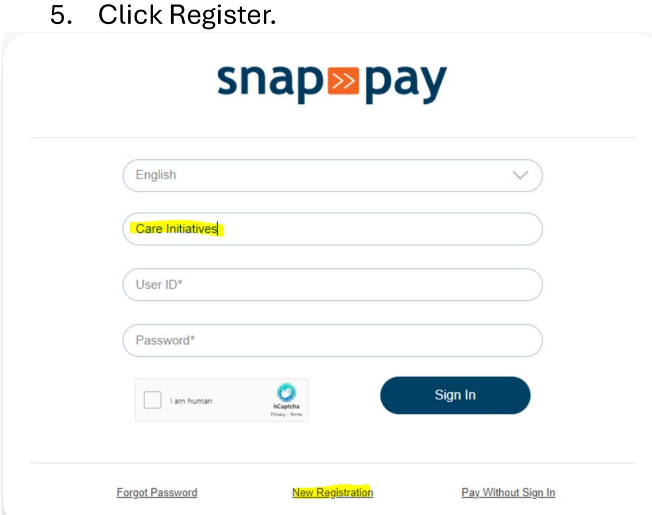
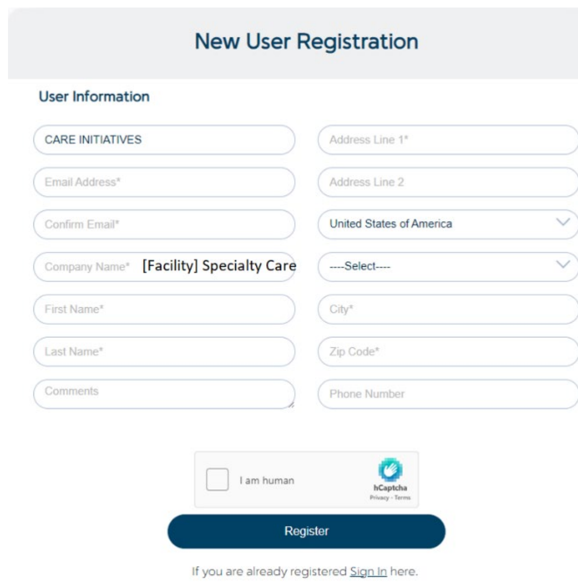
Care Initiatives has partnered with SnapPay, a secure online payment service designed to make your billing experience easier and more efficient. If you choose to make online payments, follow the new registration and navigation instructions provided below.

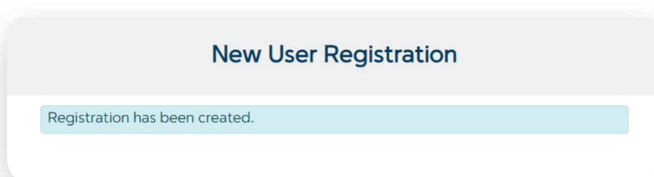
Complete New Registration

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.



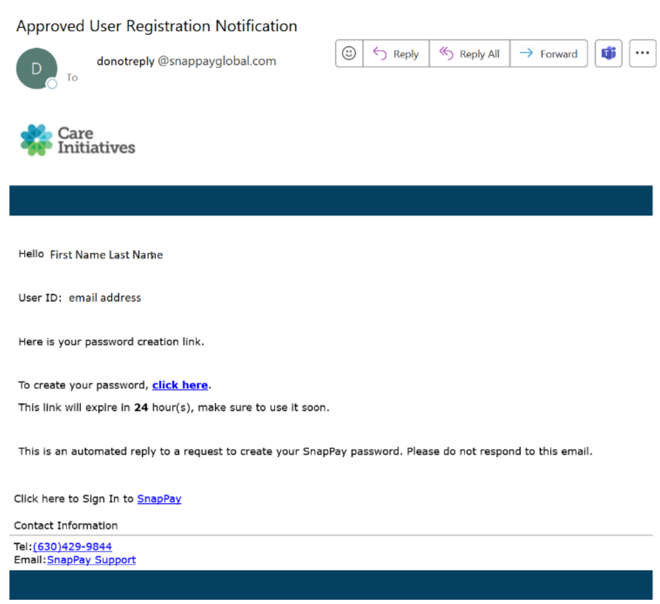


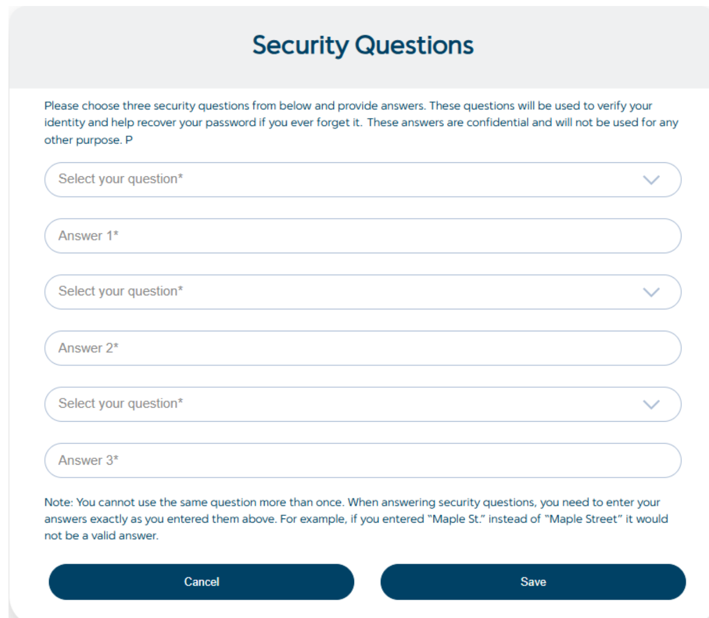
6. You will see an on-screen message display indicating that their registration has been created.



Your registration request will be sent to our corporate office. Within two business days, our team will complete your registration.

7. You will receive a welcome email from donotreply@snappayglobal.com when registration is completed.
    a. If you do not receive a welcome email in the timeframe described above, 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 email to create your account password.
8. Once you've established a password, you will be prompted to complete a few security questions. The security questions will be used to reset your account password in the future should you be locked out of your account or need to reset a password.
9. Once you've completed those security questions, proceed by clicking 'Save'.





10. Your new account registration is complete.

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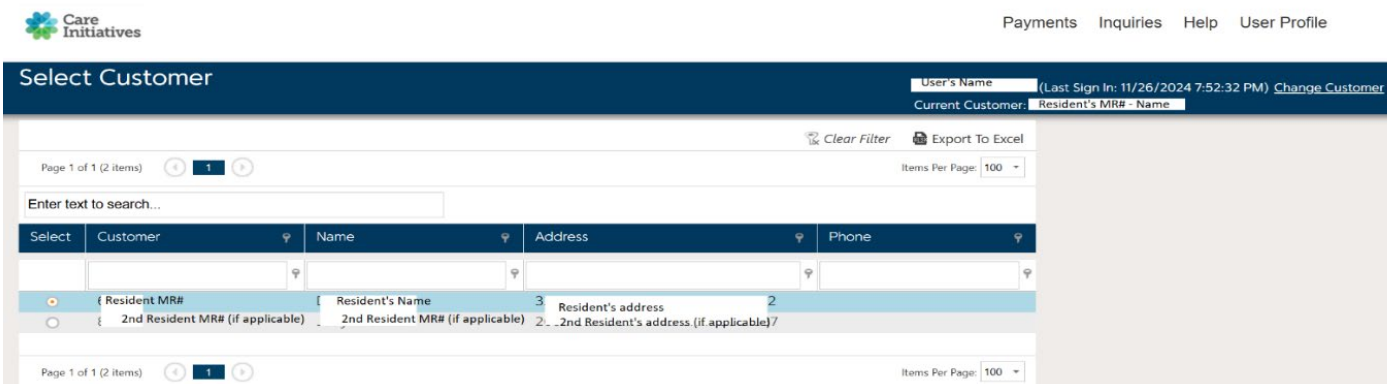
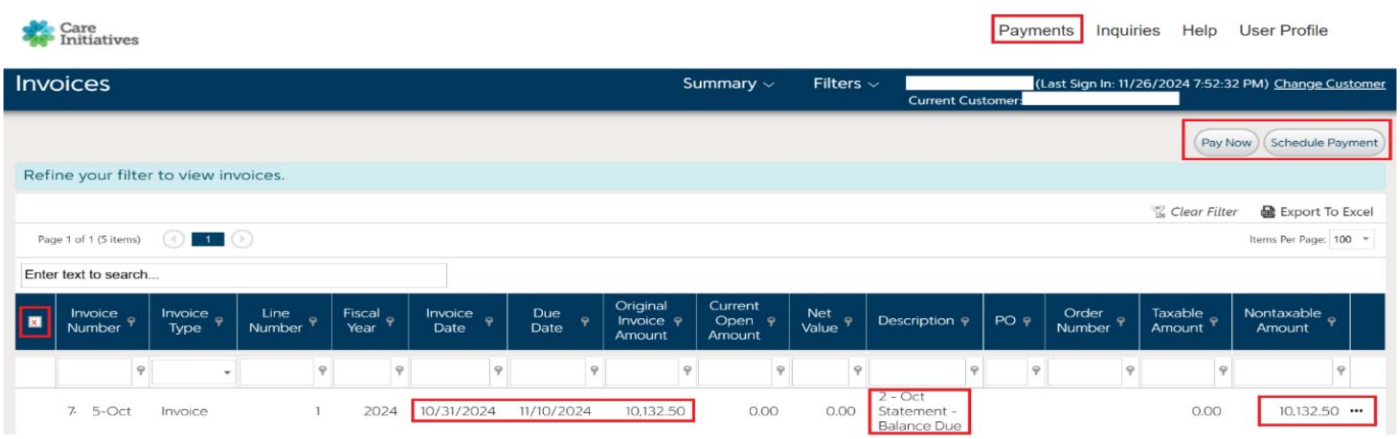
Navigating Your New Account

Once your registration has been completed by our corporate office team, you will be able to navigate your account.

1. Upon login, you'll arrive at the **Customer** landing page. On this page, you should see you or your loved one's account(s).
2. Select customer account.



3. Navigate to Payments (top of screen) > Invoices.
   a. From here you'll see the customer's available statement(s) and amount due each month. Keep in mind we provide statements, therefore each month your balance due will be updated to reflect your current amount due.
   b. Select an invoice for payment.
   c. Click 'Pay Now' or 'Schedule Payment'.
   d. Pay Now – Steps are noted below. Please skip to #4 for Schedule Payment Instructions



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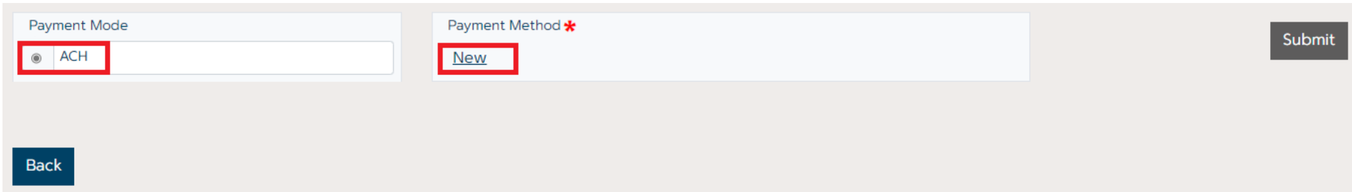
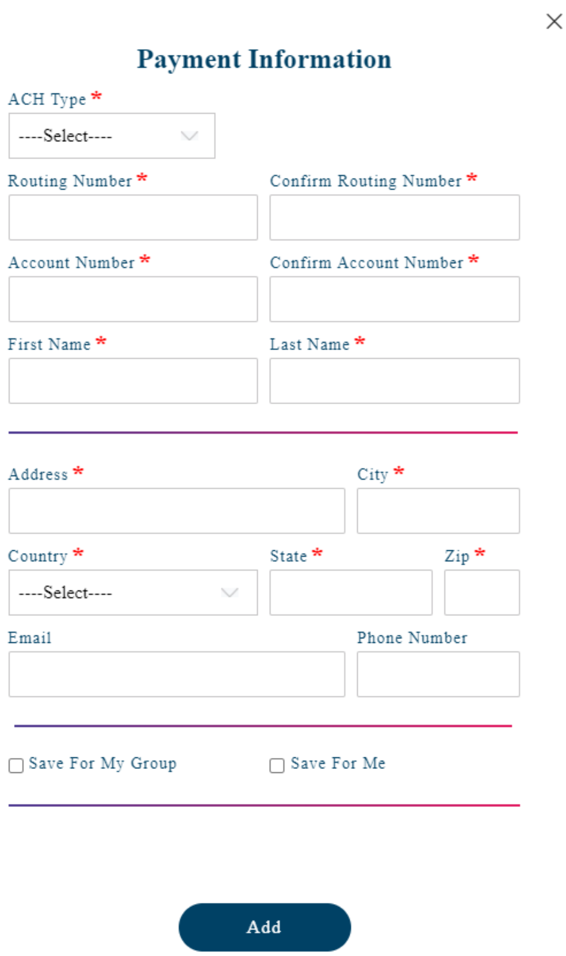
e. Select Payment Mode: ACH
f. Payment Method: Click on the 'New' hyperlink.

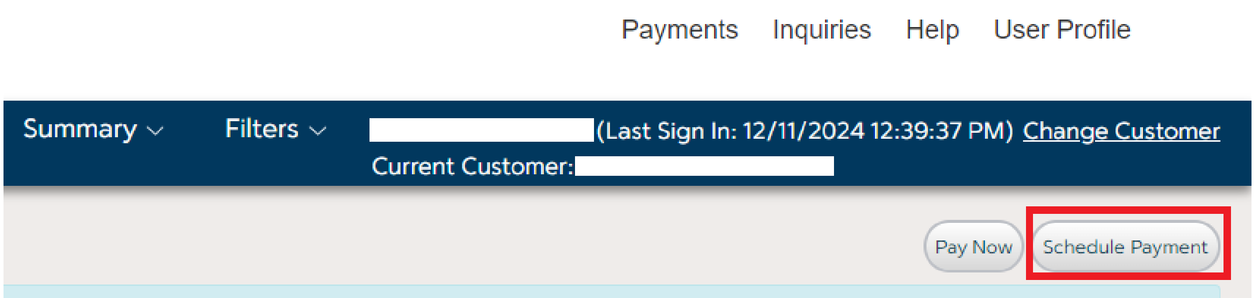


g. Complete Payment Information:
   i. Select the ACH Type: Checking or Savings.
   ii. Enter the **account holder's** routing number and bank account number.
   iii. Enter the **account holder's** first and last name.
   iv. Enter the **account holder's** address that is on file and registered to the bank account.
   v. If you'd 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

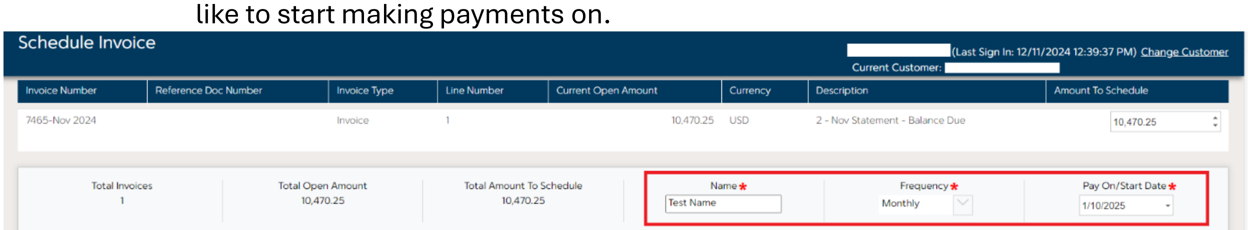


h. Click Submit to complete payment.

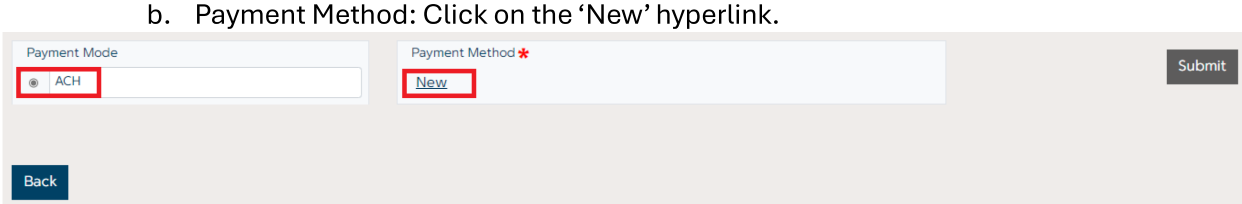
4. Schedule Payment
    a. You must first select an invoice for payment as provided in the previous instruction.
    b. Then, if you'd like to schedule payments or set up automatic payments at your convenience, click on Schedule Payment located near the top right corner.



    c. You'll enter the name of the resident, the frequency of payment and the date you'd like to start making payments on.



    a. Select Payment Mode: ACH
    b. Payment Method: Click on the 'New' hyperlink.



    c. Complete the payment information as shown in the earlier instructions. If you wish to save your payment information for next login and then click save for me, click add.
    d. Click Schedule to submit payment schedule.
    e. You will receive an online receipt/confirmation email for your payment or scheduling your payment.
5. Navigate to Inquires > Payment History.
    a. From here you'll be able to view completed payment history, search payments by any of the available filters, export payment history reports, and print or email receipts.

If you have any questions, 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.