How Billing Works for Communities

Community FAQ's · https://doyoukare.com/docs/communities/faq-community/billing-for-communities/

Overview

This article explains how **KARE's billing and invoicing** system works for **Communities**. You will learn about:

- Hourly rates
- Platform fees
- Penalties and bonus-related fees
- Early payment discounts
- Incentives based on how often you make payments

Total Expenses on KARE

Each shift comes with a total cost that includes:

- HERO's take-home pay
- Platform fees (hourly margin and bonus-related fees)
- Penalty charges, if applicable

Billing cycles occur every **15 days**. Although **Communities** can choose to pay every 30 days, we recommend paying every 15 days to receive a discount on the **hourly margin fee**.

- A penalty fee may apply for:
    - Cancellations made less than 4 hours before the shift starts

    - Overdue invoices

- Bonuses offered to **HEROES** are subject to a platform fee

To manage your costs better, you can visit the KARE Savings page to compare your expenses to typical overtime rates.

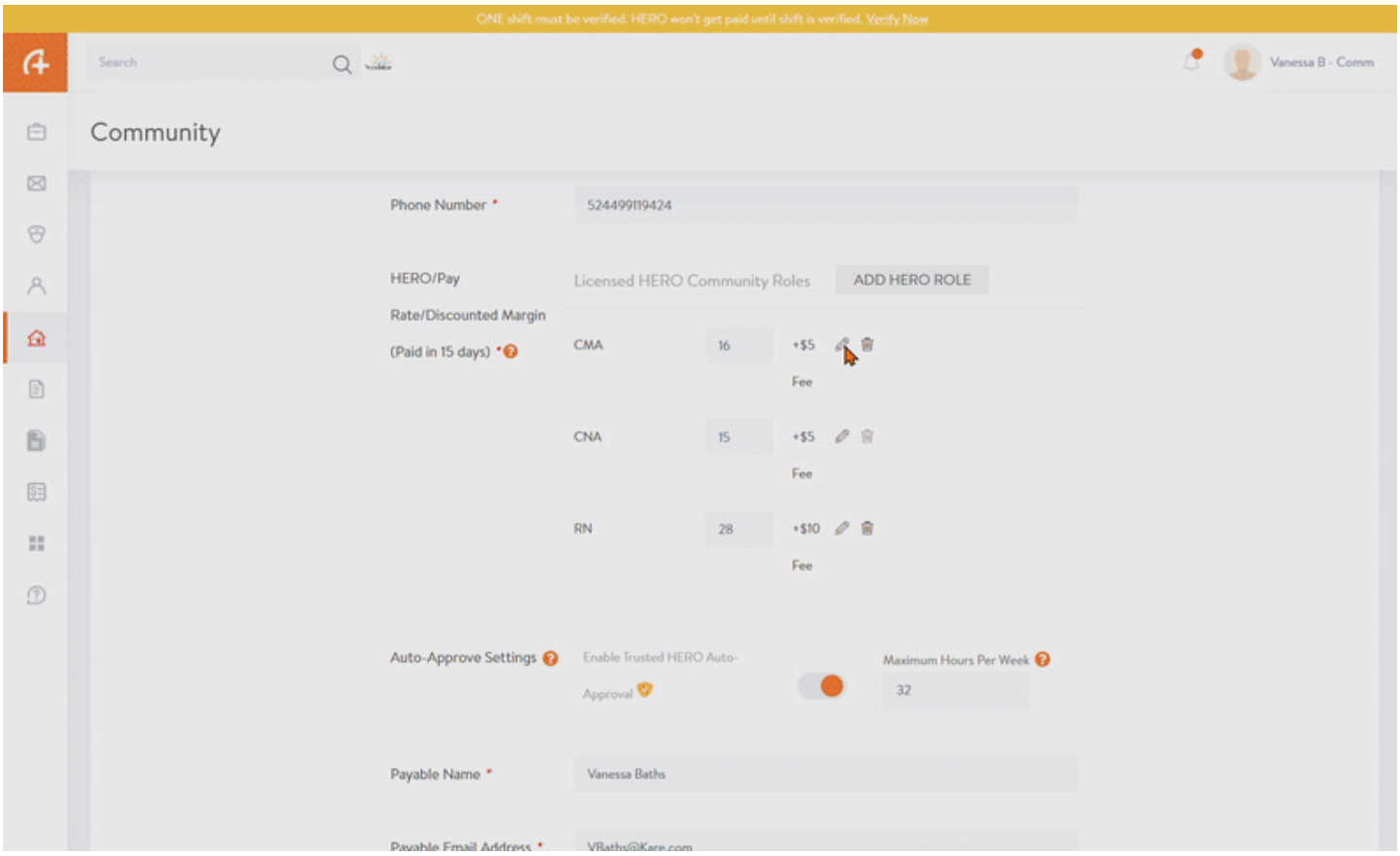
Expense Details

Here is a breakdown of the different expense categories:

HERO Take-Home Pay

This is the amount paid directly to the HERO (the healthcare professional) for their time.

Each Community may set its own hourly rate based on needs.



Platform Fees

- **Hourly Margin Fee**

  For every hour worked by a **HERO**, a margin fee is applied. This helps **KARE** continue improving its technology and support services.

  - Margin fees vary by agreement and should be discussed with account representatives if you have questions.
  - If you pay invoices every 15 days, you can **save $1.00 USD per hour worked**.

- **Bonus Fee**

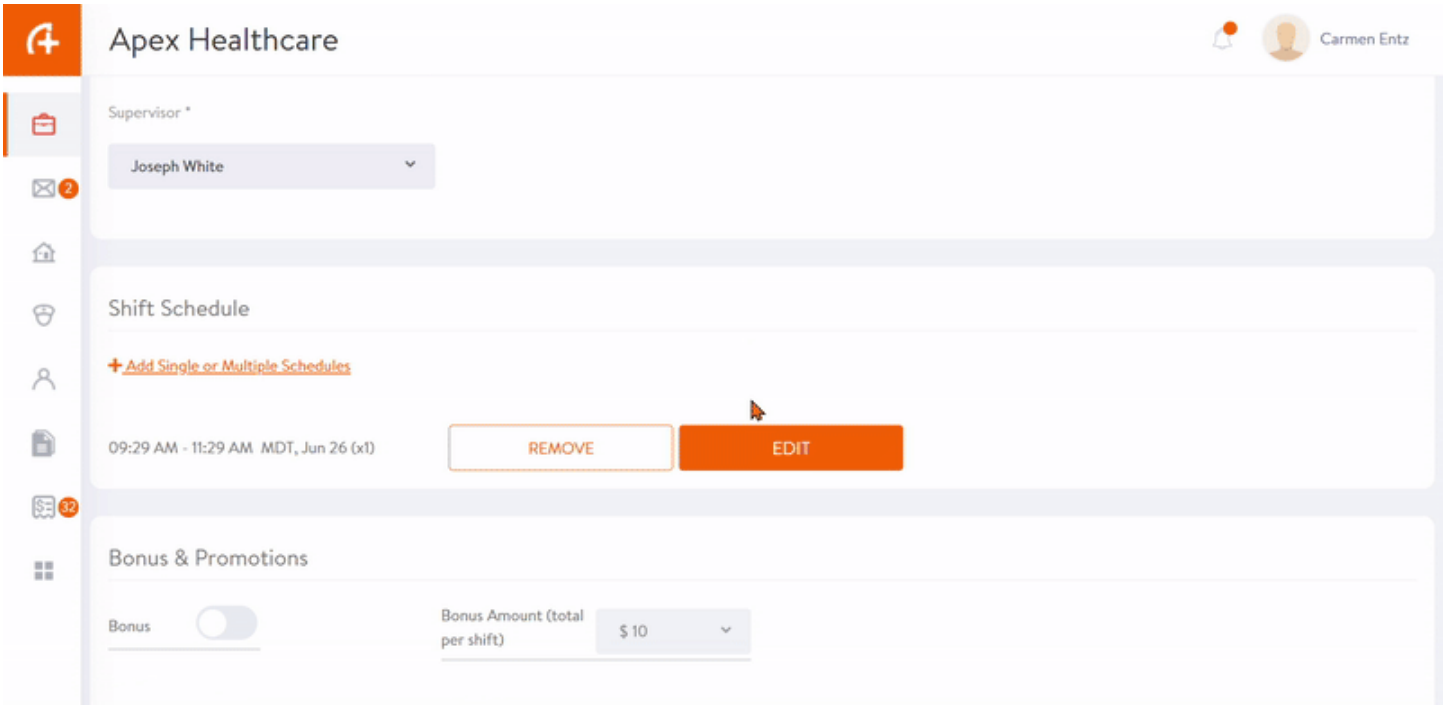
  Offering bonuses is a great way to motivate performance. Bonuses include a 20% platform fee, calculated from the total bonus amount.

- **Promoting Shifts**

  This feature helps you **fill urgent shifts faster** by sending a text alert to all nearby, qualified **HEROES** will receive the notification about your open shift.

  - Available for shifts that start within the next **72 hours**
  - **Cost**: $5.00 USD each time you promote a shift

  This tool can help increase visibility and helps you get shifts filled quickly when time is limited.



Penalty Fees (If Applicable)

- **Last-Minute Cancellations**

If a Community cancels a shift within **4 hours or less** prior the start time, the HERO will still receive **4-hours** of pay compensation. This cost will be added to the total expense.

- **Late Payment Fee**

A **4% late fee** is charged at any invoice **not paid within 30 days** of the issue date.

Need Help?

Our KARE Support Team is here for you:

- **Specific Billing Questions:** (832) 380-8740
- **Email:** ar@doyoukare.com

We will get back to you as quickly as possible.

Additional Resources

KARE Contact Schedules