

PAY NOW : Virtual Credit Card claims (iOS & Android mobile app)

PAY NOW is available for claims of \$500 or below, for services provided under *Improved Daily Living Skills* or *Improved Relationships* and for payment to Providers.

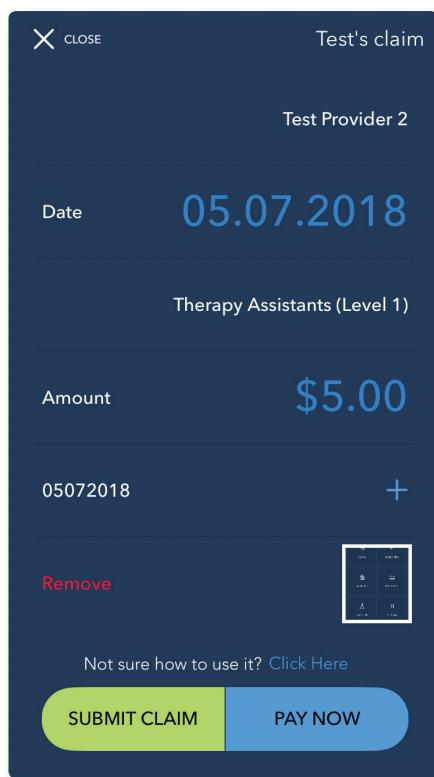
To make a PAY NOW claim follow the steps below:

Note: these instructions assume you are a current user of the phone app, refer to App Userguide or contact us if you need further assistance.

1. Add your claim via

SUBMIT A CLAIM

choosing Pay Provider and filling all fields. To add the invoice image select Take Photo, take a photo from a printed copy or take a screen shot of the invoice if it has been emailed to you to have it available to attach via Photo Library.

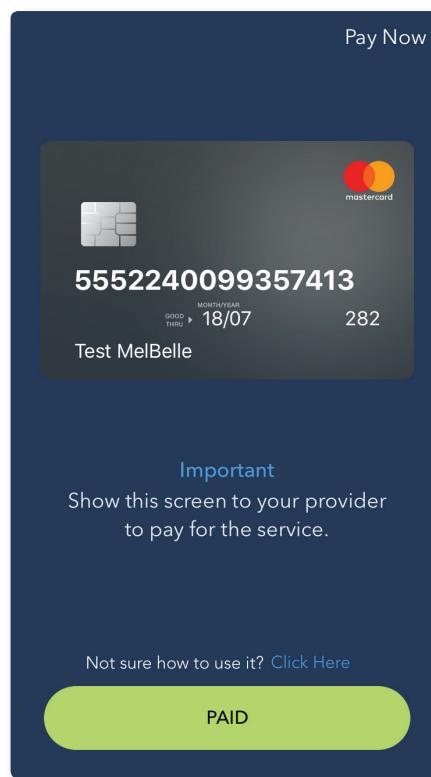


If a required provider or service is not available contact MPM to add them for you. You will not be able to make the claim without contacting us.

2. To make a credit card payment

Select PAY NOW and wait for the credit card to be generated, this may take a moment.*

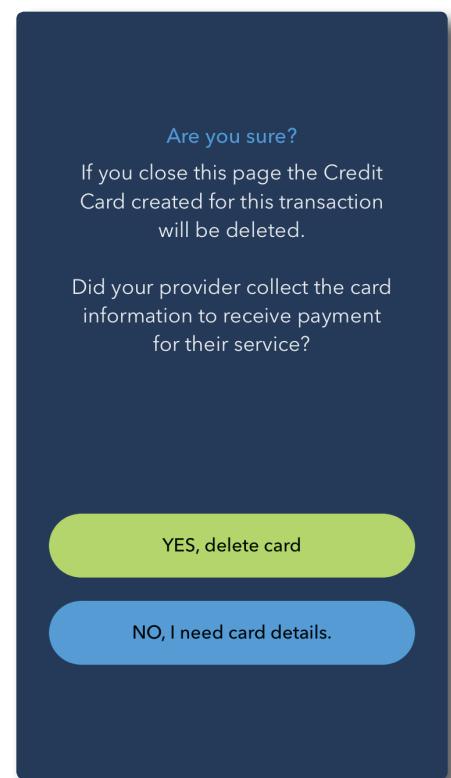
Provide the card details to your provider including the expiry date and CCV if required, for them to enter it into their merchant device and receive the payment.



* if PAY NOW is not selectable the claim may be over the allowed maximum limit of \$500 or from a service outside Improved Daily Living Skills or Improved Relationships. SUBMIT CLAIM for the claim to be processed by MPM or make the payment by changing the claim to PAY ME to be reimbursed.

3. When the payment is successful select : YES, delete card

(The card is no longer needed, payment has been made and there is no further action required).



Should the payment not be successful select: NO, I need card details and have the provider try again. If the card is still unsuccessful choose YES, delete card and the claim will still be generated via the app however you will need to contact MPM to arrange the payment. If you do not contact MPM the payment will be processed however may take upto 10 days to be paid. Please contact MPM for assistance should the card not be used by the provider for any other reason.

Should you require assistance when making virtual credit card claims PAY NOW Support can be contacted on ph: **0432 113 323**.