# How to submit your program's information for the Commitment 2 Quality (C2Q) payments

This document will guide you through submitting your information for your Commitment 2 Quality (C2Q) payments. To expedite the payment process, carefully follow the instructions below.

1 If your program has not received a payment from Care Solutions in the past, you will receive an email to submit your program's information. Click on the link at the bottom of the email. It is best to use a computer (not a mobile phone), if possible.
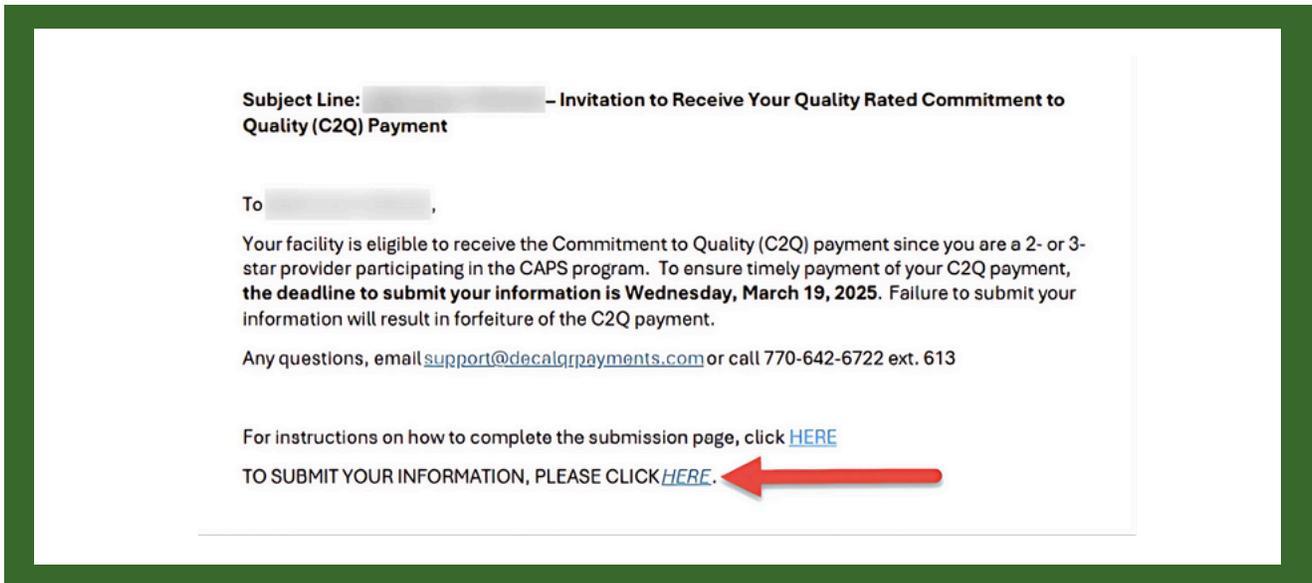
2 A web page will open. Enter your name and position and click Continue.
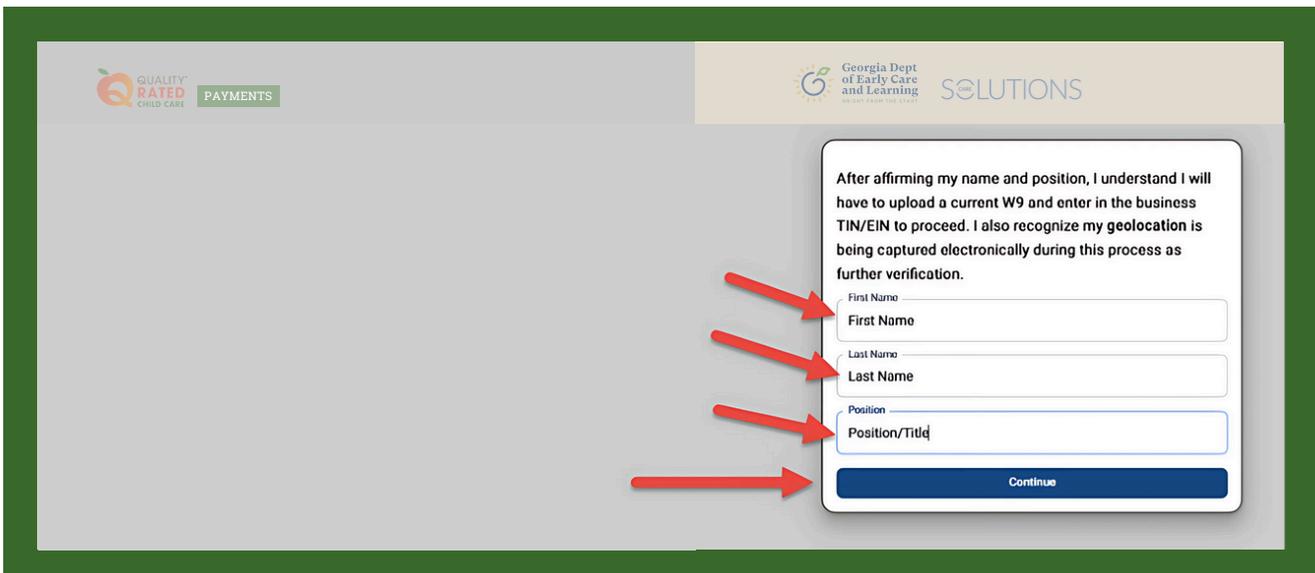
3   Make sure the program information at the top of the next page is correct. Then, select either TIN or EIN (the number you use to file your taxes). Enter your TIN/EIN number and click Submit.

4   Your TIN/EIN number will be validated against the IRS database. It may take up to two minutes to validate.

5 Once your TIN/EIN is validated, a green message will appear, "Valid TIN/EIN." If you receive a red message "Invalid TIN/EIN," please double-check the number you entered and try again.

If you continue to encounter an error message, email support@decalqrpayments.com to let us know you cannot get past the validation screen, and include your TIN/EIN number in the email.

6 Upload your W-9 by clicking on the Upload W-9 button (you can click on the link above the button to download a blank W-9). The W-9 must include the same TIN/EIN number that was validated during the previous step, and it must be fully complete and signed within the past year.

7 Select the W-9 from your files on your computer and click Open. The file name will appear next to "File Uploaded." Once your document is uploaded, a green message will appear, "Document updated successfully." If you receive a red message "Invalid/Error," please check the name, size, and type of your file (please note, file types other than PDF may result in an error message). Once your file is fixed, try uploading it again.

If you continue to encounter an error message, email support@decalqrpayments.com to let us know you cannot upload your W-9, and include your W-9 in the email.

8 Next, select your payment type. You can choose either ACH (direct deposit) or check.

9 If you choose ACH (direct deposit), the Tipalti ACH Setup will open in a pop-up window. Fill in all sections. Use the scroll bar in the window to scroll to the bottom to see the Next button. The window will automatically close after pressing "Next" on the 2nd page.
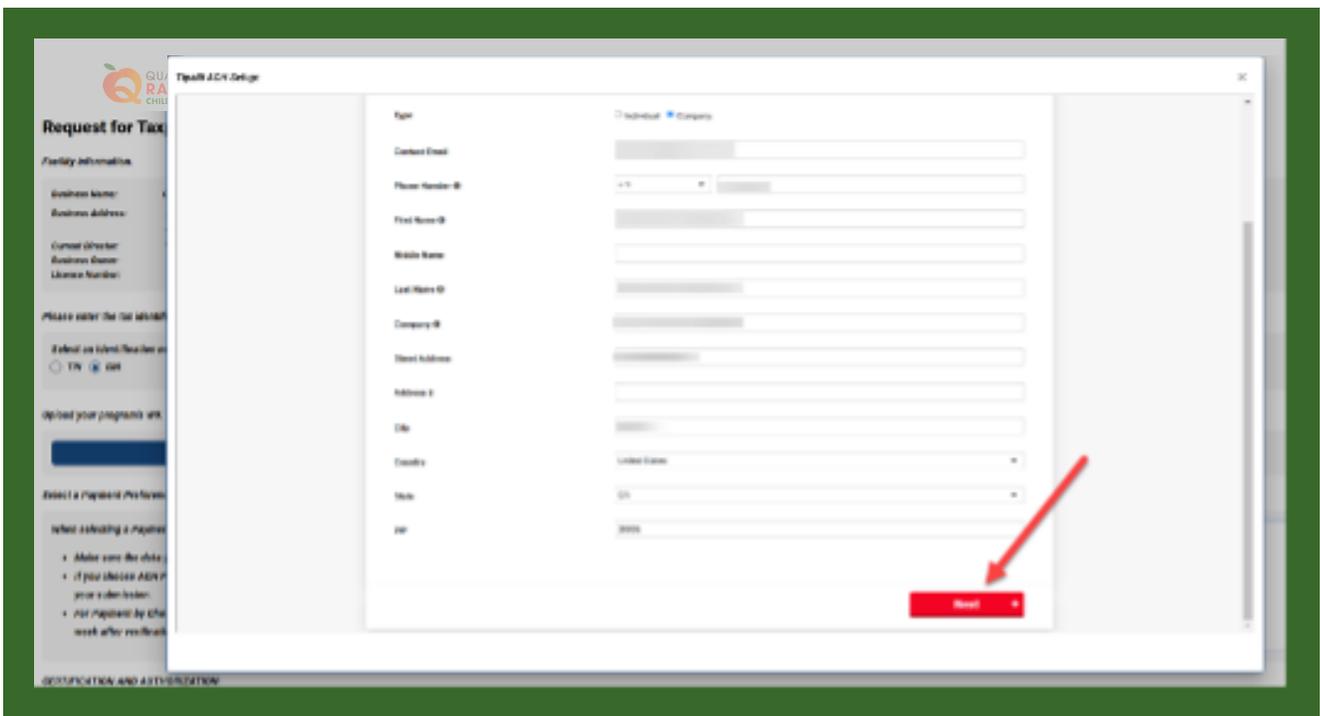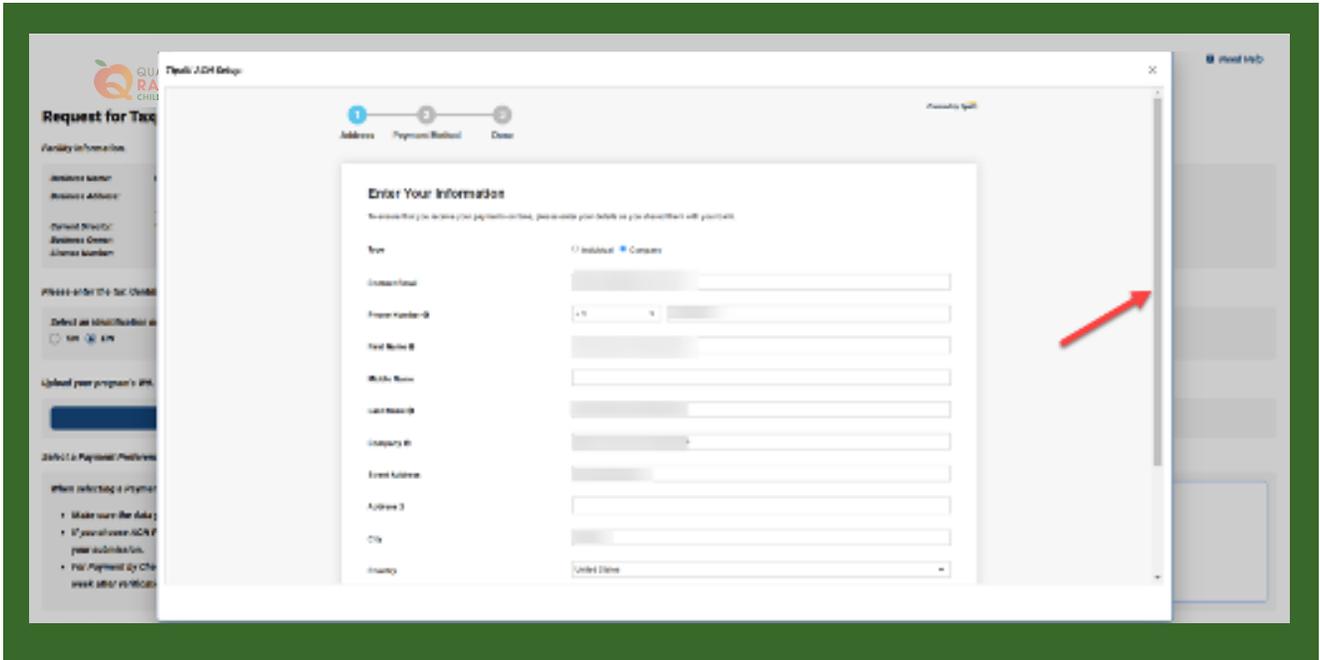
10 If Check is selected for the payment type, it will open a different pop-up window. Confirm the mailing address for the check. If the mailing address is incorrect, email support@decalqrpayments.com with the correct address.
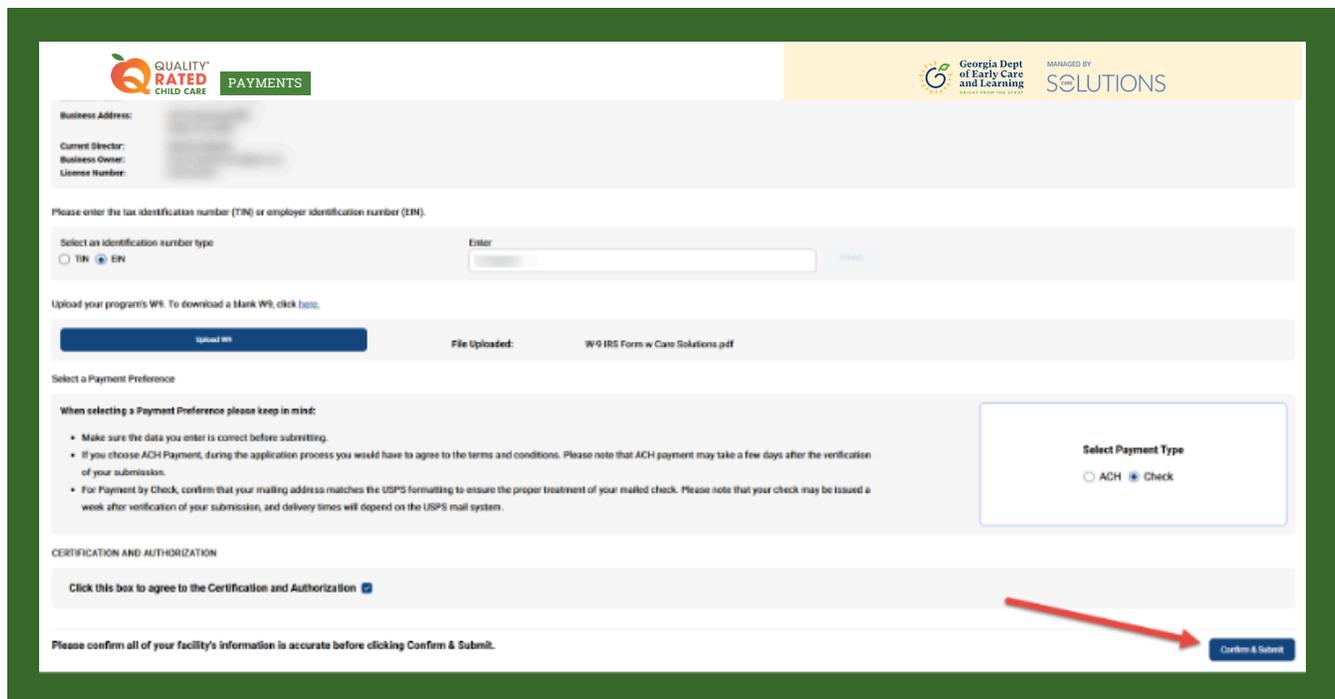

11 Once the payment type is filled in, check the box to open the Certification and Authorization section.

12

A pop-up window will appear with the Certification and Authorization statement. After reading the statement, press Continue.
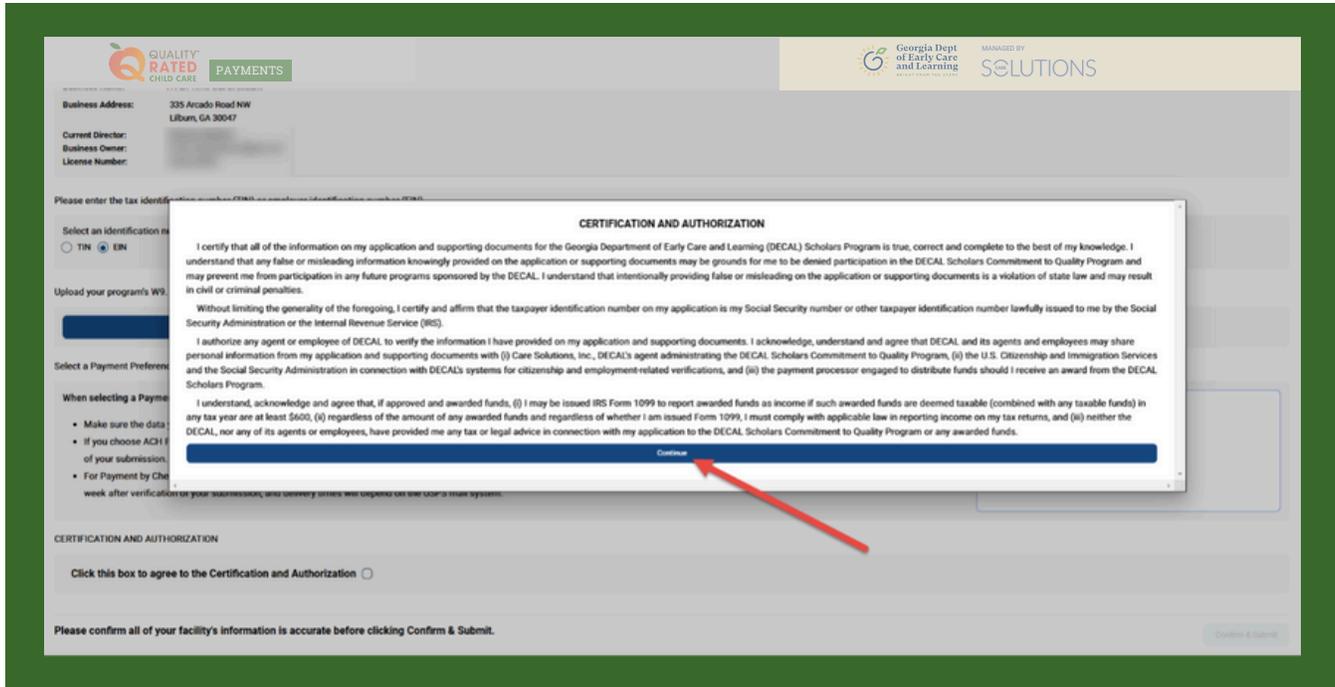

13

Click the Confirm and Submit button that appears at the bottom right corner of your screen.

14 Once your information is successfully submitted, you will be brought to a landing page and you will see the green message "Facility Verified." If you receive a red message "Invalid/Error," close out the window, click on the email link again, and redo the submission form.

If you continue to encounter the red error message, email support@decalqrpayments.com and let us know which section is causing the issue.
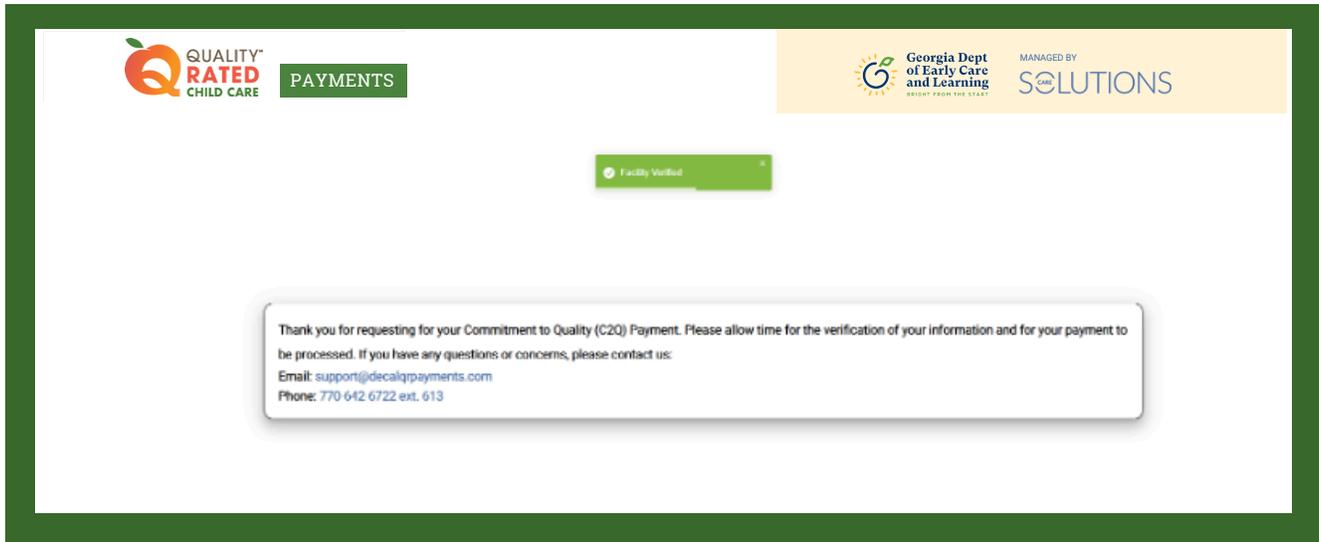
In addition, you will receive a confirmation email. If you do not see the confirmation email within 3 business days, please check your spam/junk folder. You can also email support@decalqrpayments.com to confirm your submission.