



How do I get paid for the services I deliver as a YouMeCare Caregiver?

YouMeCare uses a payment platform called Gigwage to offer our Caregivers next day pay. You will be invited to Gigwage once you have a match.

How do I create a Gigwage account?

There are two ways to access GigWage for the first time

1. Click [Sign UP](#) to set up a free account.
 - a. Access an email invitation sent to you by Gigwage asking you to join.
2. Access Deputy through a link provided via email
 - a. The email will come from deputy.com
 - b. This message has an invite that indicates that YouMeCare will grant you access.
 - c. Please check your Spam or Junk folder If you don't see this email in your email Inbox
 - d. Once you accept this invite, you can access your schedule via the app.

Is Gigwage an app for my phone or a website?

Gigwage does not have an app. They only have a website, www.gigwage.com which you can access via your phone or your browser on your computer.

What should I do if I cannot access my Gigwage account?

Be sure that you are using the correct email address. If you initially received an email invitation from YouMeCare to create your Gigwage account, then it is important that you use the same email address that you provided to YouMeCare when you created your YouMeCare account on our website or when you completed your YouMeCare profile.

If you are sure that you are using the correct email address, you may have to reset your password. Click the link to reset your password and then **check your email** to complete this process.

If resetting your password is not effective, then you may have locked yourself out of your account. You may want to start a chat (lower right corner of www.gigwage.com) with the administrative team from Gigwage for additional help.

I see that I can either link a bank account or a debit card to my Gigwage account. What is the difference?

Below are the differences between receiving pay to your bank account (ACH) or to your debit card (Instant Pay).

1. ACH (direct deposit to your bank account)
 - a. Takes approximately 2-3 business days to settle
 - b. Gigwage fees do not apply
2. Debit Card/Instant Pay:
 - a. Takes approximately 1 business day to settle



- b. There is a fee for using your debit card to receive your pay (2.9% of your earnings for that visit; this % is applied everytime you are paid by Gigwage if you choose to use the Instant Pay option)
3. Other Fees:
 - a. GigWage charges a \$2:00 monthly service fee for the months when you are actively receiving payments via Gigwage.

When can I expect to be paid for the services I deliver as a YouMeCare Caregiver?

- Payments are processed daily Monday through Friday by 10am EST.
- If you work Friday, Saturday and/or Sunday, payments will be processed on Monday by 10am EST unless Monday is a national holiday. In this case, payments will be processed the next business day (Tuesday).

What national holidays does YouMeCare recognize?

Thanksgiving Day

Christmas Day

New Year's Day

If your client would like to pay you more for working on a holiday that is not listed above, please ask them to contact YouMeCare so that we can arrange that pay adjustment for you.

Does YouMeCare offer holiday pay for national holidays?

YouMeCare pays you 1.5x your hourly rate for hours worked on the following public holidays:

Thanksgiving Day

Christmas Day

New Year's Day

A base rate of \$20/hour = Holiday rate of \$30/hour.

Are there any fees associated with Gigwage?

There are 2 fees associated with the Gigwage platform.

1. Monthly Contractor Fee = \$2.00 per month for every month that you receive a payment from gigwage
2. Per transaction fee: Gigwage charges a percentage of your earnings (2.9%) if you opt to be paid via the Instant Pay option. For example, if you work for your YouMeCare client for 2 hours at \$20.00 per hour then you will be paid \$38.84 via the Instant Pay option through Gigwage. ($2.9\% \times \$40.00 = \1.16 ; $\$40.00 - \$1.16 = \$38.84$.) You would be paid \$40.00 if you opt to be paid via the bank account option through Gigwage.

Does YouMeCare pay mileage or gas costs?

YouMeCare works with you to determine a fair market value for your services. This rate is dependent on your location, types of services offered, and experience. We also look at the complexity of the service needs. Agreed upon pay rates are meant to be inclusive of all expenses related to care, including mileage, tolls, gas, and other expenses.