

Frequently Asked Questions (FAQ) **Children's Hospital of Philadelphia Education Assistance Program**

Many, if not all, questions about the Children's Hospital of Philadelphia Education Assistance Program are addressed here and in HR Policy 3-8 Education Assistance Policy. If you still have questions after reviewing these materials, please contact an EdAssist customer service representative online via the "Support" page of the EdAssist website, and submit a New Support Ticket with your question.

Below are categories of Questions and Answers in this FAQ related to the Program.

| | |
|--------------------------------------|---|
| EdAssist Contact Information | 1 |
| General Policy Questions..... | 1 |
| How to Use the Program | 4 |
| Application Processing | 5 |
| Course Completion Requirements | 6 |
| Tax Implications | 8 |
| Advising..... | 8 |

EdAssist Contact Information

Who administers the Children's Hospital of Philadelphia Education Assistance Program?

Children's Hospital of Philadelphia Education Assistance Program is administered by EdAssist. EdAssist is the single point of contact for you to access education advising sessions, submit tuition assistance applications and to call or e-mail with questions about the status of your applications.

How do I reach EdAssist?

- **Support Ticket:** Submit a new **Support Ticket** online anytime by selecting "Support" from the EdAssist Home page. You will receive an email letting you know when a response has been posted. A response is typically posted within 3-5 business days.
- **Application Comments:** For questions or comments related to a specific application you have submitted, use the **Comments** function on the Application Review page to submit your question. You can use this option to exchange information with EdAssist and everything will be conveniently captured as comments on your application. A response is typically posted within 3-5 business days.
- **Phone:** 866-922-7644 (Monday-Friday, 8am-8pm ET)

General Policy Questions

Who is eligible to participate in the CHOP Education Assistance Program?

To participate in the Children's Hospital of Philadelphia Education Assistance Program, you must:

- Be a full-time or part-time regular, active employee of the Hospital and regularly scheduled to work 20 or more hours per week. Complete one year of continuous service in a benefits eligible capacity. Direct Care Clinical Nursing Specialty Certifications require one year of practice in a clinical area before obtaining education assistance for a certification.

Frequently Asked Questions (FAQ)

Children's Hospital of Philadelphia Education Assistance Program

An employee must meet the eligibility criteria on the scheduled start date and for the duration of the course(s). In accordance with the Hospital's policies, employees with at least one year of service who separate from employment and return to service within a period of ninety (90) days will have education benefits reinstated as of their rehire date. Employees who are separated from the Hospital, or experience a break from a benefits eligible position for more than ninety (90) days will require another one-year waiting period before the benefit is available.

- The amount of reimbursement an Employee receives will be based on their current employment status (full time or part time) at the time the employee submits all required documentation for receiving reimbursement in EdAssist.

Employees on a leave of absence will not be eligible to create or submit new applications with our program administrator, EdAssist. Employees will be eligible to create and submit a new application once they return to an "Active" status. During a leave of absence, employees will be eligible to submit required documentation and receive reimbursement for any applications approved prior to being on leave.

Who is NOT eligible to participate in the Education Assistance Program?

- Employees who are subject to a collective bargaining agreement
- Residents and fellows
- Employees of Children's Surgical Associates, LTD

What educational programs and degrees are covered under the Education Assistance Program?

- Associate's, Bachelor's, Master's and Doctoral degree programs - eligibility includes all coursework required to complete an approved degree. Associate degrees in nursing are not covered under the Education Assistance Policy. Master's and Doctoral degree programs must contribute to the current or future business needs of the Hospital.
- Adult Basic Education and General Educational Development.
- Job-related, nationally recognized professional licensing, certification, and training programs that have a measurable completion requirement beyond attendance and participation (payment for courses only and not for the fees required to obtain the license/certification itself). Prior learning assessments and tests used to document knowledge for the purpose of granting credit toward an approved degree, along with fees for posting these credits. Examples are CLEP, ACE, DANTES, UExcel and portfolio preparation. Preparatory review courses for coursework that meets the above criteria are also covered.
- Direct Care Clinical Nursing Specialty Certifications- Direct care clinical nurses who meet the eligibility requirements for a direct care clinical nursing specialty certification are eligible for reimbursement for the prep course and examination for such certifications provided that they are Magnet approved. Please refer to the "Approved Direct Care Clinical Nursing Specialty Certifications" job aid for a list of certifications. Reimbursement under this policy is limited to one certification per nurse per practice area per year. Direct care clinical nurses who have reached the annual tuition cap under this policy, will not be approved or reimbursed for a direct care clinical nursing specialty certification that year. Direct care clinical nurses must produce a copy of a certificate or official documentation indicating achievement of professional certification in order for reimbursement to be processed. Direct care clinical nurses are encouraged to utilize CHOP sponsored prep courses when available.

Frequently Asked Questions (FAQ)

Children's Hospital of Philadelphia Education Assistance Program

- Certificates- Includes all courses required to complete an approved Certificate program. Courses must have a measurable completion requirement beyond attendance and participation and must be for credit. All Certificate programs must be provided by an institution fully accredited from one of the accrediting bodies listed below under Approvable Educational Providers.

What types of programs and degrees are not covered under the Education Assistance Program?

Examples include, but are not limited to:

- Individual courses for sports, recreation or hobbies, unless part of an approved degree program
- Individual courses, certifications, or conferences that result in only Continuing Education Units being granted
- Seminars and workshops
- Private tutoring or audited courses

What are the eligible educational providers for degree programs and individual courses?

Eligible degree programs and individual courses must be provided by a regionally accredited institution as defined by the US Department of Education.

Eligible nationally recognized professional licensing and certification programs must be provided by an accredited institution as defined by the US Department of Education or an agency that has met the standards of the credentialing organization and is authorized to grant certification or licensure.

A Nursing Bachelor's Degree must be from an institution accredited by either NLNAC or CCNE- National League for Nursing Accrediting Commission and Commission on Collegiate Nursing Education

How can I find out if my school is accredited?

Generally, most state and city universities and colleges hold appropriate accreditation. You can verify your school's accreditation using the [Office of Post Secondary Education College Search Tool](#).

What if the school I attend (or wish to attend) is not listed in the system?

If you are unable to find your school using the "Search for Provider" tool on Step 2 of the online application, please submit a new Support ticket online through the "Support" page of EdAssist website. If you can find your school but cannot find your exact school location, please select the nearest location.

Is there a maximum benefit?

One hundred percent (100%) of tuition and eligible fees will be covered by the Plan, subject to the following annual cap limits:

- **Full-time Employees** (regularly scheduled to work at least 36 hours per week) may receive up to \$4,000 of tuition expenses per year for undergraduate coursework, and up to \$5,250 per year for graduate coursework or post master's certificates.
- **Part-time Employees** (regularly scheduled to work at least 20 hours per week) may receive up to \$2,000 of tuition expenses per year for undergraduate coursework, and up to \$2,625 per year for graduate coursework or post master's certificates.

Covered expenses will be counted toward the annual limit based on the year in which the course is reimbursed.

Frequently Asked Questions (FAQ) **Children's Hospital of Philadelphia Education Assistance Program**

What expenses and fees are covered under the Education Assistance Program?

Approvable expenses include tuition, and most mandatory, non-refundable fees such as: registration, admission, matriculation, graduation, text books, challenge exams and lab fees. Not all fees are covered. Please contact EdAssist for more information about fees or refer to the Fee Grid located on EdAssist Home page or the CHOP Education Assistance Program intranet page.

What expenses and fees are not covered under the Education Assistance Program?

Expenses that are the responsibility of the Employee include but are not limited to: late fees; transcript fees; rental or equipment purchases; entrance exams,; parking; athletic fees; health fees; meals; lodging; transportation; deferment, installment plans and/or bank finance charges.

What programs are not covered the Children's Hospital of Philadelphia Education Assistance Program?

- Individual courses for sports, recreation or hobbies, unless part of an approved degree program
- Individual courses, certifications, or conferences that result in only Continuing Education Units being granted
- Seminars and workshops
- Private tutoring or audited courses

Are textbooks covered under the Education Assistance program?

Textbooks are covered up to \$100 per calendar year.

What if I receive a grant or other financial aid from my school or other sources?

The Education Assistance Program is designed to provide substantial financial support to enable employees to attain educational goals. Some educational expenses are not covered by this program and are the responsibility of the participant. Program participants are encouraged to seek additional sources of financial aid to supplement the company program.

Participants receiving grants, scholarships, fellowships and/or Veteran's Administration benefits should fully utilize these funding sources prior to requesting funds through the Education Assistance Program. All financial aid must be disclosed on the tuition assistance application when used concurrently with Education Assistance Program funding.

What if I receive a Clinical Scholarship Education Assistance?

Participants receiving Clinical Scholarships Education Assistance should fully utilize the Children's Hospital of Philadelphia's Tuition Assistance benefit prior to requesting funds from the scholarship.

How to Use the Program

What do I need to do in order to participate in the Children's Hospital of Philadelphia Education Assistance Program?

First, verify you meet all of the eligibility requirements of the program by answering 'yes' to the following:

1. *Are you a full-time or part-time regular, active Employee of the Hospital and regularly scheduled to work 20 or more hours per week?*
2. *Have you completed one (1) year of continuous service in a benefits eligible capacity?*

Frequently Asked Questions (FAQ)

Children's Hospital of Philadelphia Education Assistance Program

3. *For a Direct Care Clinical Nursing Specialty Certifications, have you completed 1 year of practice in a clinical area before applying for a certification?*
4. *Do you meet the above eligibility criteria on the scheduled start date of the course(s)?*

Next, submit your application online prior to the end of your course. Otherwise, you will be denied.

Application Processing

When can I submit application request?

Applications must be submitted in EdAssist prior to the course end date. Late applications will be denied.

How long does it take EdAssist to process my application?

Your application will be reviewed within 3-5 business days.

What happens if my application is incomplete?

As you progress through the screens the system will prompt you to input the answers. An Employee will not be able to proceed to the following screen with incomplete answers.

What if I do not indicate "I Agree" to the statements reflected in the application process?

The statements reflected in the application process are intended to ensure complete understanding of critical aspects of the Education Assistance Policy. Your failure to reflect agreement to any of these statements will prevent your participation.

What is an "Approval Workflow"?

The "Approval Workflow" is the route a request must take in order to get approved. In the online system, this process is fully automated and can be tracked through completion by referring to the Status History section of your Application.

What is an Application number?

Upon any request completion in the online system, users will be provided with an Application number to be the unique identifier associated with your request. Providing the Application number when submitting a support request will significantly expedite resolution of your issue.

How do I find out if my application has been approved?

You will be notified via email when your program is approved.

What if I don't have a CHOP email address?

For those employees who do not have access to corporate email, Education Assistance emails can be sent to an alternate email address (home, school etc.). All future correspondence will be directed to that email, and you must have a valid email address reflected in the EdAssist system in order to submit your application in the system. If you do not have an alternate email address, please contact EdAssist.

Frequently Asked Questions (FAQ)

Children's Hospital of Philadelphia Education Assistance Program

My application was denied by EdAssist, what do I do now?

Applications can be denied if they do not meet the requirements set forth in the CHOP Education Assistance Program. The employee's eligibility, field of study, degree program or educational provider may not meet the requirements for approval. Information regarding the exact reasons your application was denied will be available via the Status History section on your application.

Course Completion Requirements

What do I need to provide to show Proof of Successful Course Completion?

You must submit an official grade report within 90 days of the course end date documenting:

- A grade of "C" or better for undergraduate courses,
- A grade of "B-" or better for graduate courses,
- A grade of "pass" in a pass/fail course, or
- A certificate or official documentation indicating achievement of professional certification or licensure.

An official grade report may be in the form of an official school transcript, a report card, or a grade report from an official school website. A detailed/itemized receipt or paid school invoice must be itemized that shows fees, course and course amount. Documentation that is illegible or altered in any way will not be accepted and you will be required to submit the original document to meet the course completion requirement.

If you have a deferment payment, you will need to provide an unpaid detailed/itemized invoice that shows fees, course and cost of course or fees.

Newly submitted applications will not be considered for approval if proof of successful course completion is not submitted within 90 days of the course end date. If documentation is not received within 90 days of the course end date, reimbursement will be denied. If documentation is deemed insufficient by EdAssist, an Employee will have 30 days to submit the proper documentation. Such 30 days will run from the date EdAssist notifies the employee of the insufficiency.

What Financial Aid documentation must be provided with Grades and Receipts?

Scholarships, stipends or grants documentation, as any other financial documentation must provide adequate detail to verify any amount reflected on a request. Additionally, scholarships, stipends or grants documentation must be provided on letterhead and provide a point of contact for validation.

What is the Fax Cover Sheet and how do I use it?

During Document Submissions, you will be taken to the transaction confirmation screen from which you will be able to either Upload or Fax your documentation. If you choose "Fax", you will be prompted to print a system generated fax cover sheet. This cover sheet will contain a unique barcode, the details of your request, and a special fax number which you must use.

Note: Failure to use the system generated fax cover sheet will result in your documentation not transmitting correctly. The barcode at the top of the fax page is **CRITICAL** to your fax documentation reconciling with your transaction submitted via the EdAssist system. Without this barcode your documentation will not be received by the EdAssist system. Each fax cover sheet is unique to a transaction. Please ensure that the courses reflected on the fax coversheet match those of your documentation.

Frequently Asked Questions (FAQ)

Children's Hospital of Philadelphia Education Assistance Program

How may grades and receipts be submitted?

Grades, receipts and other pertinent documentation may be uploaded directly into the system or submitted by fax with the unique fax cover sheet for that transaction. If faxing, the fax number is included on the fax cover sheet. Please remember to keep a copy of these documents for your records, they will not be returned to you. Documentation that is not legible or that has been altered in any way will not be accepted by EdAssist.

What happens if I do not receive a successful grade or fail (for Pass/Fail courses) a course or withdraw from a course?

If you fail to meet the course completion requirements specified in the Plan (for example, withdrawing from the class, failing to meet Program Grade Standards, not submitting a grade within the time specified in the Plan, or failing to complete successfully an incomplete course within 90 days of the course end date), or you failed to meet the six (6) month employment requirement, you will owe to the Hospital the full amount of any covered expenses paid by the Hospital with respect to that course.

The Hospital under any circumstances, and in its sole discretion, may choose to enforce its right to assistance under the Plan by any legally available means. The application forms and process under the Plan will contain the appropriate agreement and authorizations by the Employee for any repayment of covered expenses under this policy. An Employee who owes repayment of covered expenses to the Hospital will not be permitted to participate in the program until such expenses have been paid in full.

The grade I received is different than the traditional A-F grading scale. What do I do?

If your grading scale is nontraditional, you will need to provide a document from the school that explains the conversion of their nontraditional grades to traditional grades along with your payment documentation. Assistance for nontraditional courses is based on the discretion of CHOP.

What happens if I take a leave of absence?

Employees on a leave of absence will not be eligible to create or submit new applications with our program administrator, EdAssist. Employees will be eligible to create and submit a new application once they return to an "Active" status. During a leave of absence, employees will be eligible to submit required documentation and receive reimbursement for any applications approved prior to being on leave.

What happens if I leave the Children's Hospital of Philadelphia while attending courses?

If your employment ends before the successful completion of a course you will be required to repay any funds that have been prepaid on your behalf. To avoid repayment, you must remain employed through the duration of your courses. As a condition for the payment by the Hospital of you must agree to remain, and must remain, employed by the Hospital (or one of its affiliates) for a minimum of six months after the completion of the course that has been paid for by the Hospital in accordance with the Plan. If you fail to remain employed by the Hospital or its affiliates during that six month period, the Employee will owe to the Hospital full Assistance of all Covered Expenses paid by the Hospital for such course.

What happens if I do not submit course grades for the courses I wish to receive payment for?

Until grade reports, tuition and fee receipts and Scholarships, stipends or grants statements for a Tuition Reimbursement Request are received, no payment will be processed. Per the CHOP policy, you must submit proper documentation within 90 days in order to be reimbursed. If documentation is not received within 90 days of the course end date, reimbursement will be denied. If documentation is deemed insufficient by EdAssist, an Employee will have 30 days to submit the proper documentation. Such 30 days will run from the date EdAssist notifies the Employee of the insufficiency.

Frequently Asked Questions (FAQ) **Children's Hospital of Philadelphia Education Assistance Program**

When should I expect to receive my reimbursement check?

After you take the course and submit documentation which meets policy compliance, you will receive a confirmation email. After receiving this email that your reimbursement request has been submitted for payment, you should receive payment generally within the next two - three pay periods.

What is the Repayment Process?

You must pay for the course(s) in full promptly to remove the suspended status from your account immediately; otherwise, you will remain ineligible for tuition benefits until the repayment is satisfied. Please make check payable to **the Children's Hospital of Philadelphia Education Assistance Program** and send via mail to:

Children's Hospital of Philadelphia
2716 South Street, 6th Floor
Attn: Benefits Dept.
Philadelphia, PA 19146

Please be advised that there will be no installment plan or payroll deductions.

If I am approved for a class that starts and ends in one year, but the completion documents are not submitted until the next year, which year's benefit allowance will this be applied to?

Benefits are counted toward the year in which the payment is made, after you submit your completion documents in EdAssist, even if your course starts and ends in the previous year. Completion documents are required to be submitted within 90 days of the course end date in order to be eligible for reimbursement.

Tax Implications

What are the tax implications for the Children's Hospital of Philadelphia Tuition Assistance benefit?

The United States Congress and the Internal Revenue Service establish tax codes and requirements. Taxation of employer-provided tuition assistance is governed by the IRS tax code, Section 127. In compliance with Internal Revenue Service (IRS) regulations, tuition assistance payments are exempt from Federal, Social Security and Medicare taxation up to a maximum of \$5,250 for each Employee per calendar year.

Taxability for a given calendar year is calculated using the date the application is processed for payment. Federal, state and local tax on tuition assistance, if applicable, will be withheld in accordance with current tax laws. Please consult your tax advisor for additional information.

Advising

What type of advising can I receive through EdAssist?

EdAssist guides employees to make the best possible academic and career choices that are in alignment with their career goals. As part of the advising, customized Education Plans are developed that help the employees identify their interests and goals upfront and create a well thought out plan that keeps them on track to successfully complete their degrees in less time and with less money. EdAssist advises employees on how they can shorten their time to completion by waiving courses based on work experience, prior learning, military experience, or internal CHOP training.

Frequently Asked Questions (FAQ)

Children's Hospital of Philadelphia Education Assistance Program

EdAssist also has a team of College finance counselors to assist employees with getting the maximum value from their tuition dollars, advising employees on potential tax benefits and funding options for handling up front or non-reimbursable educational costs.

What happens if I can't afford the course?

In the event you cannot afford the course until you receive reimbursement, EdAssist will assist you with finding you a school that provides deferred payment. Please schedule an Advising appointment online, using the Advising self-scheduler tool on the EdAssist Home page, for assistance.

Will I continue to receive discounts at the institution I am currently attending?

EdAssist provides access to tuition discounts from accredited schools that focus on adult learning.

What additional Financial Aid can I receive?

In general there are two types of Financial Aid. The first is that which requires repayment, such as loans. The second is that which does not require repayment such as grants, scholarships, fellowships and veteran's assistance.

How can I reach EdAssist if I have more questions?

- **Support Ticket**: Submit a new **Support Ticket** online anytime by selecting "Support" from the EdAssist Home page. You will receive an email letting you know when a response has been posted. A response is typically posted within 3-5 business days.
- **Application Comments**: For questions or comments related to a specific application you have submitted, use the **Comments** function on the Application Review page to submit your question. You can use this option to exchange information with EdAssist and everything will be conveniently captured as comments on your application. A response is typically posted within 3-5 business days.
- **Phone**: 866-922-7644 (Monday-Friday, 8am-8pm ET)