Tuition Reimbursement Process FAQs
1/1/2024

Services Available Through Our New Tuition Reimbursement Website

<table>
<thead>
<tr>
<th>Service</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apply for tuition reimbursement and submit</td>
<td>Trinity Health Tuition Reimbursement website:</td>
</tr>
<tr>
<td>your payment request(s)</td>
<td>TrinityHealth.Tap.Edcor.com</td>
</tr>
<tr>
<td>Track the status of your application(s) and</td>
<td>Log into your account or visit the Trinity Health Tuition Reimbursement</td>
</tr>
<tr>
<td>reimbursement payment requests</td>
<td>Track My Status website and enter your provided application number:</td>
</tr>
<tr>
<td>Questions</td>
<td>Call 1-844-344-2716 to speak with a Tuition Reimbursement Contact Center</td>
</tr>
<tr>
<td></td>
<td>representative. Monday – Friday 8 a.m. to 8 p.m. ET.</td>
</tr>
</tbody>
</table>

1. What is tuition reimbursement?

Trinity Health is committed to supporting our colleagues’ education and professional growth. We offer a tuition reimbursement benefit for eligible colleagues. Please see Trinity Health standard policy for details.

2. What is changing with the tuition reimbursement process?

Trinity Health is introducing an easy process for tuition reimbursement through Edcor Data Services, effective January 1, 2024. You can access Edcor on the Trinity Health Tuition Reimbursement website: TrinityHealth.Tap.Edcor.com. This online system simplifies the tuition reimbursement process. You will use it for applying for tuition reimbursement for courses that begin on or after January 1, 2024.

3. What are the benefits of the new process?

Our collaboration with Edcor makes it easier and more convenient for you to apply for and be reimbursed for your tuition. With our new tuition reimbursement website, you can easily:

- Apply for tuition reimbursement
- Notify your manager of your application
- Upload grades and payment receipts
- Request reimbursement
- Get prompt payment through Payroll
- Track the status of your application and payment requests

4. How do I use the new process to apply for tuition reimbursement?

Beginning January 1, 2024:
1. Visit our [Trinity Health Tuition Reimbursement website](#) and create an account.

2. Enter your Trinity Health credentials.
   - User ID (Trinity Health Employee ID, which you can find beside your name on your profile when you log into Workday)
   - Password (your 5-digit home zip code)

3. After logging into the site for the first time, you will be required to change your password. If you do not have an email address on file, you will be required to enter one.

4. Read and agree to the Edcor site’s Terms and Conditions.

5. Click on the blue button titled “Start a New Application Here” (near the upper left corner of the welcome page) OR click on the “New Application Request” button from the left navigation menu.

6. Submit the appropriate information.

7. Your manager will receive email notification of your approved application.

5. **I was previously approved for reimbursement for a course, but it hasn’t ended yet. When the course finishes, should I submit my request for reimbursement to my ministry HR or through the Tuition Reimbursement website?**

   - The Grand Haven tuition reimbursement is currently administered locally by Educational Reimbursement Fund Program. Colleagues may continue to apply for this program using the current process through **December 18, 2023**. Current applicant and participant information will be transitioned to the Trinity Health tuition reimbursement administrator, Edcor. Any reimbursements made in 2023 through Grand Haven will count toward Grand Haven’s annual limit.
   - Beginning **January 1, 2024**, Grand Haven colleagues will have access to Edcor’s website [https://trinityhealth.tap.Edcor.com](https://trinityhealth.tap.Edcor.com). Your ministry’s HR team has provided information about in-progress courses to Edcor so they are prepared to process your requests if applicable.

6. **What information will I need to submit my application for tuition reimbursement?**

   The information you need to apply will be similar to what was required previously through your ministry’s former process. You **may** need to provide the following:
   - School Student ID
   - School/Educational Institution Name
   - School/Educational Institution Address
   - Degree and Major
   - Term Start and End Date
   - Course Number(s)
   - Course Name(s)
   - Course Credit Hours
   - Total Tuition Amount for Each Course
   - Amount Anticipated Non-Repayable Financial Aid
7. **What type of paperwork do I need to submit with my reimbursement request?**

You will need to submit the below information within 60 days after the term end date in ONE packet:

- Proof of passing grades (make sure the document has a school identifier on it, your name and course names, along with your grades)
- Itemized receipt indicating the difference between tuition and fees
- Proof of payment (must show that you paid the amount you are requesting reimbursement for) (Deferral agreement OR proof you have paid your institution prior to requesting reimbursement)

You can submit your paperwork via upload (preferred) on the website or fax. Instructions for both methods are located right on the screen for your convenience, but if you have questions, please contact Edcor directly at 1-844-344-2716 for assistance.

8. **Is there a deadline for submission of my request for tuition reimbursement?**

Yes. Applications requests must be received no earlier than 120 days prior to the term (also known as semester) start date and no later than 30 days after the term start date. Note that a failure to submit your application request within this timeframe will result in a rejection.

All appropriate reimbursement documentation must be submitted within 60 days after the term end date noted on your application for reimbursement. Failure to submit within 60 days from your course term end date will result in a rejection.

9. **If I am participating in tuition reimbursement, may I apply for more than one course at a time?**

Yes. You can apply for up to four classes or courses per application. This is strongly recommended if all your courses are being taken during the same term.

10. **Am I able to track the status of my application/reimbursement request?**

Yes. The Trinity Health Tuition Reimbursement website has a special tracking website – TrackMyStatus.com – that enables you to track the status of your application and payment requests. To access the site, you will need the unique 16-digit tracking number assigned to your application.

You can also track the progress of your application or request within your Trinity Health Tuition Reimbursement website account. If you need additional assistance, please call 1-844-344-2716 to speak with a Tuition Reimbursement representative between 8 a.m. and 8 p.m. ET Monday – Friday.

11. **How do I increase the chance of my Reimbursement being approved?**

Follow these guidelines:

- The number one reason for rejections is missing paperwork. Read your program requirements and have access to all necessary documentation before starting your reimbursement process.
- Submit all your documentation at one time. Each packet needs to be complete. Edcor will not accept piece mail.
• Use the upload feature on the website to submit files instead of the fax options. Fax machines can be unreliable.

• If uploading on the website (preferred method), please note the following:
  o Use dark, clean copies of your paperwork. Illegible documents cannot be processed.
  o Do not highlight anything on your documents.
  o Make sure you upload the appropriate type of files. Follow the detailed instructions on the upload screen. Read these prior to uploading files.

• If you must use a fax machine, please note the following:
  o Use the provided cover sheet (available on the website). This ensures that YOUR paperwork accompanies YOUR application.
  o Use dark, clean copies of your paperwork. Illegible documents cannot be processed.
  o Do not highlight anything on your documents. When faxing, this will render your documents illegible.
  o Make sure you are faxing your documents in portrait mode and with standard 8.5" wide x 11" long papers.

12. How do I know if my school is accredited for tuition reimbursement?

Accreditation is a status granted to educational institutions found to either meet or exceed academic quality standards established by an accrediting agency through an assessment process. In accordance with the Trinity Health tuition assistance policy, all courses must be taken at a regionally or nationally accredited educational institution that is Title IV approved.

Schools listed on the tuition assistance website have been determined by the Department of Education to be accredited and are eligible for your program. If your school is not listed, or if you have questions about accreditation, contact your school directly or call the tuition reimbursement contact center at 1-844-344-2716.

13. What expenses are and are not covered under the tuition reimbursement program?

Certificates, Pre-Requisites, Non-Degree courses and Re-certifications are not eligible for reimbursement.

Trinity Health will provide reimbursement for tuition, required course fees, and books of an eligible program.

For certifications, the following fees/costs are covered:

• Related preparatory courses and exam fees
• Enrollment fees
• Practice exams
• Workshops and bootcamps
• Study aids
• Study packages/products
14. Where can I view the tuition reimbursement policy for my Ministry?
   The Trinity Health Standard Tuition policy is located on the HR4U portal - type in the key search word “Tuition”
   You may also find a copy of the Trinity Health Standard Tuition Policy via the Edcor website.

15. Is the tuition reimbursement amount changing with the new process?
   Yes, effective 1/1/2024 benefit eligible colleagues will have an annual benefit limit of Full Time-$3,000.00 Part Time-$1,500.00.

16. What if I have additional questions?
   Effective January 2, 2024, please contact Edcor Contact Center:1-844-344-2716
   (8:00 a.m. to 8:00 p.m. EST Monday – Friday)