# Jackson Health System Tuition Assistance via EdAssist





#### **What You Need to Know**



Jackson Health
System partners with
EdAssist to administer
their educational
assistance program

All requests for reimbursement for tuition related to a degree or Individual Course, Certificate, Certification, or Exams should be made in the EdAssist System.

This is a reimbursement program, meaning you must pay for the course up front and submit an application for reimbursement

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#### **Coaching Support**



Through your Jackson Health System educational assistance benefit, you have access to one-on-one **academic and policy coaching** that will help you to:

- Identify education programs best aligned with your career objectives
- Identify opportunities to accelerate your education
- Review any policy related questions

Schedule a coaching session online using the EdAssist portal

or by calling 877-276-7019



#### Bright Horizons - EdAssist Solutions

#### EdAssist 5

System Tutorial for Jackson Health Employees

Visit https://jhs.edassist.com





### How to Contact EdAssist

If you have <u>any</u> questions about your creating your application, the application process, questions on documents or what is still needed to get your application processed for payment please reach out to EdAssist DIRECTLY for immediate assistance:

- Phone Support: Please call the dedicated Jackson Health Contact Center support line at 877-276-7019
- <u>Live Chat</u>: For immediate assistance, access <a href="https://jhs.edassist.com">https://jhs.edassist.com</a> and go to Support Services, then select Get Live Help, located under the in the upper right hand corner
  - Live Chat hours are between 8 am 8 pm ET
- Support Ticket: Access <a href="https://jhs.edassist.com">https://jhs.edassist.com</a> and go to Support Services, then select to Create a Support Ticket. This is an email that will go directly to the EdAssist processing team. You will receive a response within 1 business day

#### **Jackson Health Tuition Assistance Program**



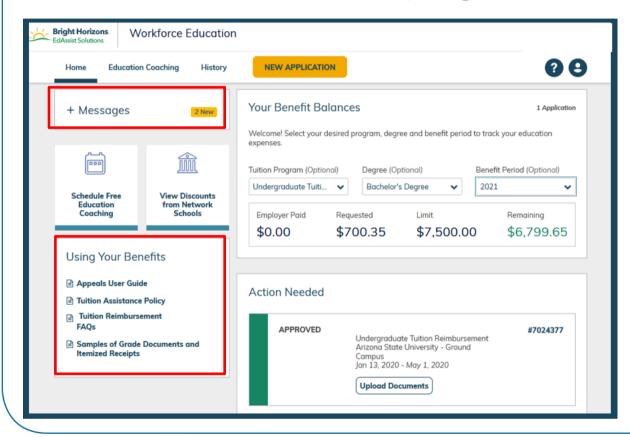
How to get started and create an application for reimbursement:

Log into the EdAssist system, via the Jackson Health portal

Visit https://jhs.edassist.com

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# **EdAssist Home page**



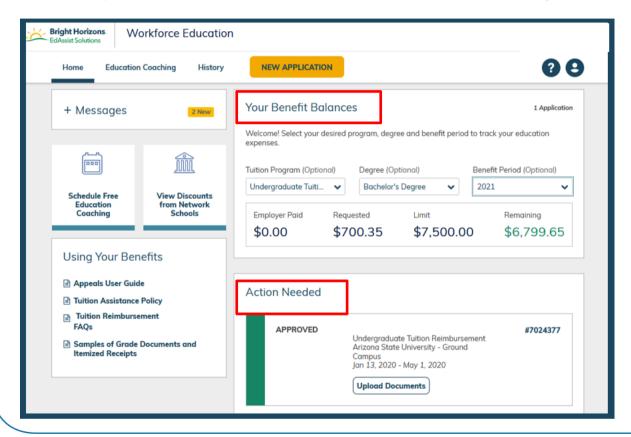
Please make sure to always check **Messages** for recent updates.

Under **Using Your Benefits**, you will find a copy of the Tuition Reimbursement policy.

Please make sure to review the policy and become familiar with requirements, deadlines, and approval process before submitting your application.

FOR HELP AT ANY TIME CLICK
THE? ON THE UPPER RIGHT
HAND CORNER and YOU CAN
BE CONNECTED WITH A LIVE
CHAT AGENT

# Important Information on your Home Page

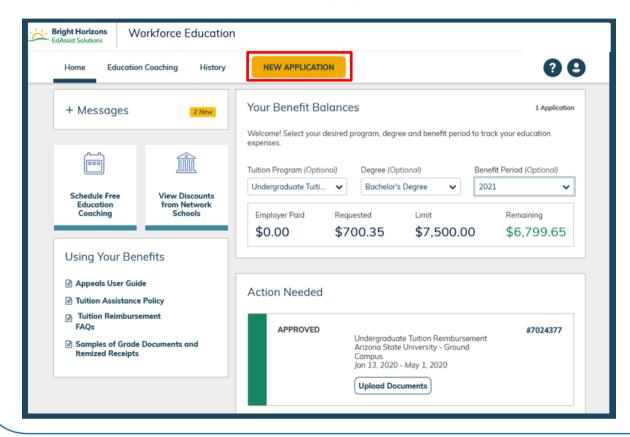


Under Your Benefit Balances, you will find real-time amounts for applications you have submitted, your available cap limit and your remaining cap limit for that benefit year.

Applications that require your attention will be listed under Action Needed. The most recent Action / Status is listed on top.

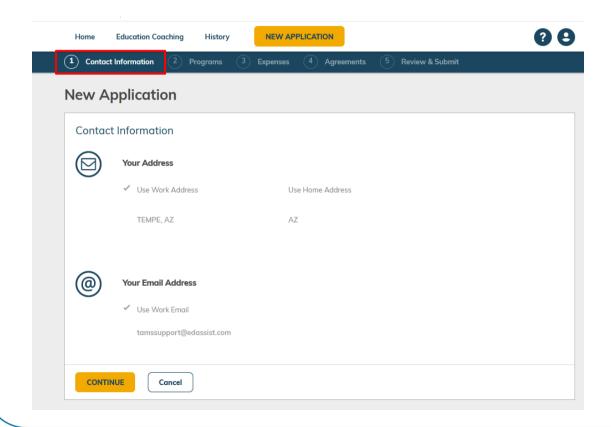
For additional information on each application click on the application number

# **Start Your Application**



To submit your application, simply click New Application to begin.

#### **Contact Information**

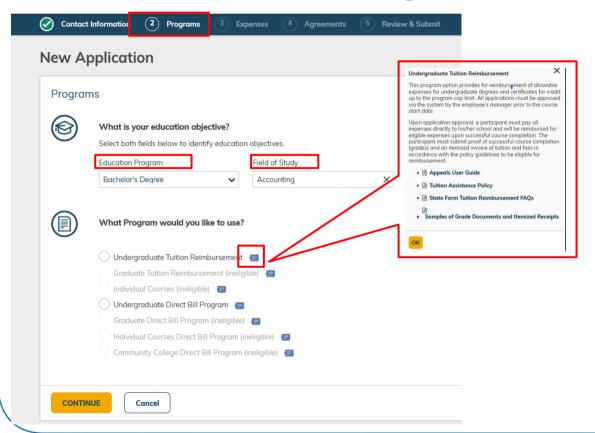


**Step 1 Contact Information** will display your personal details

Please Note: All reminders for this application will be sent to the email address shown.

**Click Continue** 

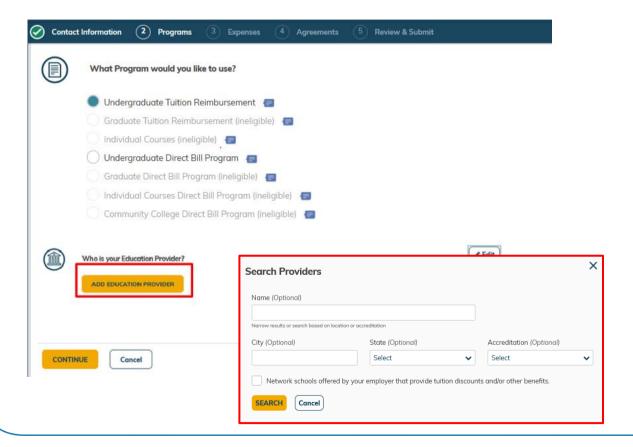
# Select Your Program



In Step 2 Programs, begin by selecting your education objective, which includes your Education Program and Field of Study. For Example, select Certificate or Certification

EdAssist will display your eligible programs based on your answers from the education objective section.

#### Select Your Education Provider

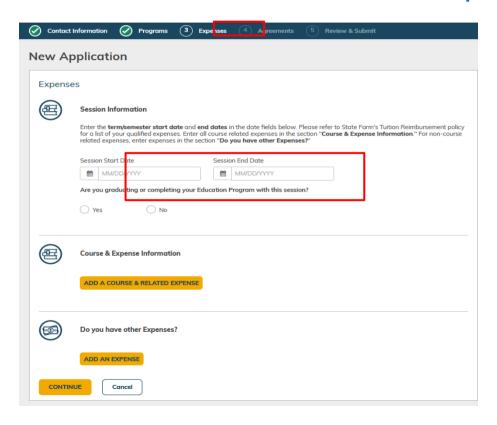


In Step 2 Programs, click Add Education Provider (your school) and select the corresponding school where you are attending

Once your school is showing then

**Click Continue** 

#### **Enter Course and Related Expenses**

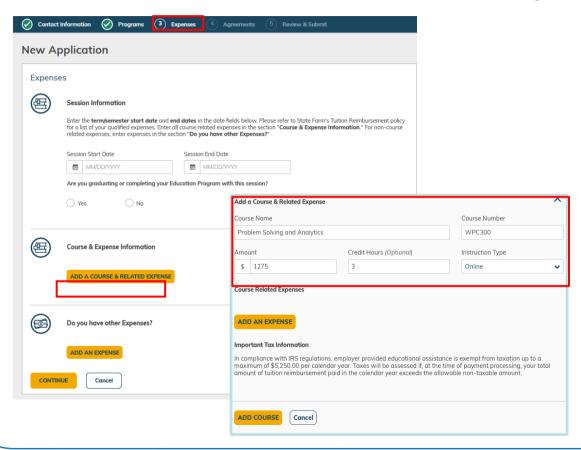


In **Step 3 Expenses**, start by entering your course start and end dates.

All courses listed on your application should have the same course start/end dates.

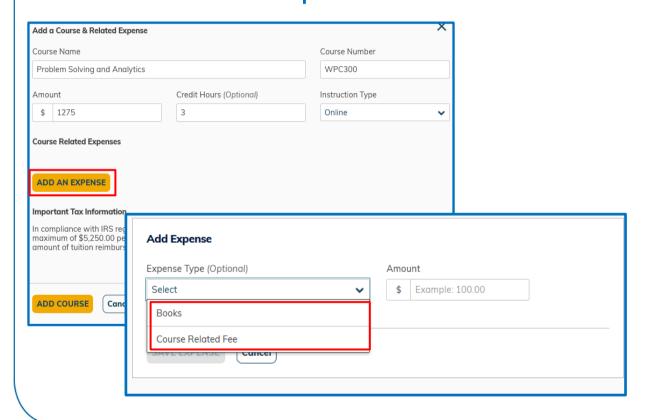
If you have different start/end dates for your courses, please enter a new application for that term.

#### Enter Course and Related Expenses



Select Add A Course & Related Expense to enter your course(s). Add details such as course name, course number, cost of each course, credit hours, and instruction type.

# Enter Course Information and Related Expenses

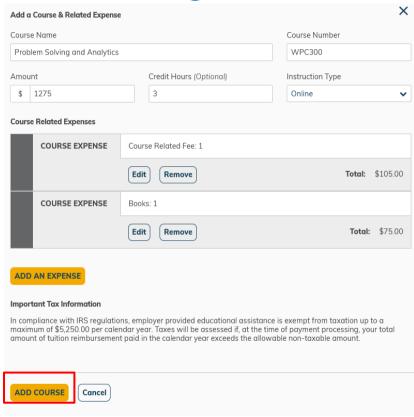


Next, select Add An Expense to enter the course related expenses, if you paid for any

Select the expense type of Course Related Fee and enter the amount for the course. Save your expense.

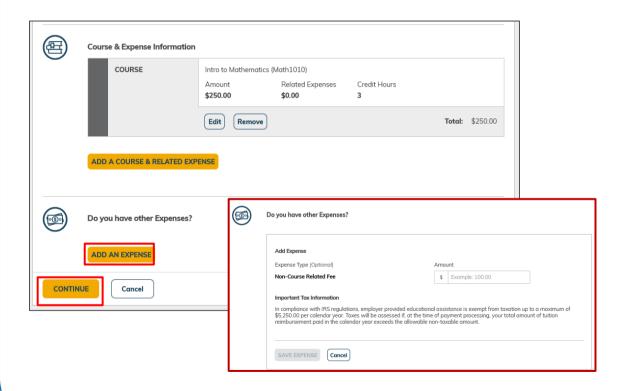
If you have book expenses, select Add An Expense again. Select the expense type of Books and enter the quantity and amount. Save your expense.

#### Adding a Course



Once you have added your course details, course expenses, and book expenses, click on Add Course, at the bottom

#### **Enter Non-Course Related Expenses**

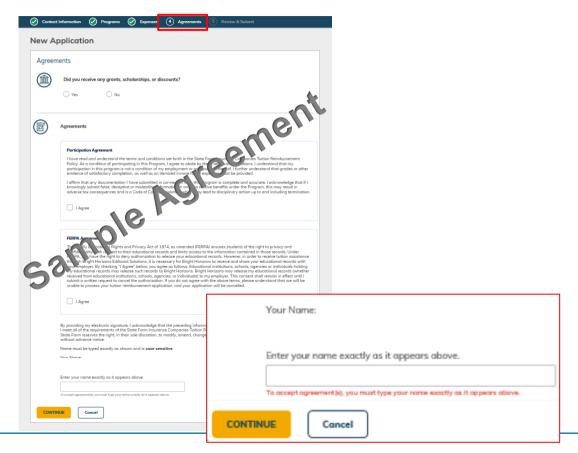


Under 'Do you have other Expenses?', enter non-course related fees such as entrance exam, enrollment fee, prep course if needed.

Click Add An Expense and enter the amount.

After adding all your courses and expenses, click Continue.

#### Confirm Agreements and Sign Application

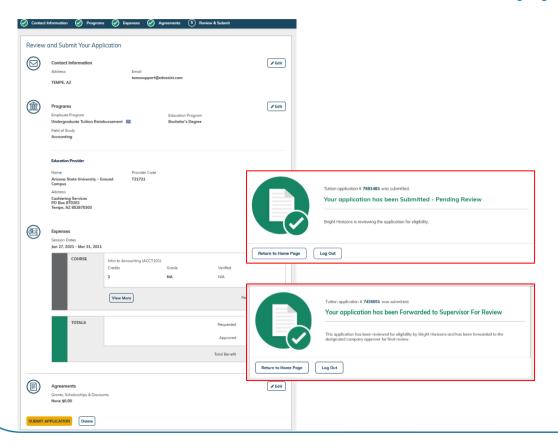


In **Step 4 Agreements**, confirm if you will receive any **financial assistance** for your course (s) during this session.

You will have the opportunity to review various agreements necessary to submit your application. After you have read each agreement, select I agree.

At the bottom of the page, you will have the opportunity to electronically sign your application. Sign your application exactly as it appears.

# Review & Submit Your Application

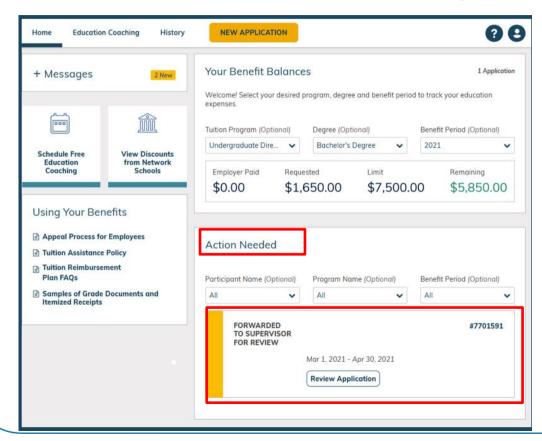


In **Step 5, Review & Submit**, check your application details. When ready, **click Submit Application** at the bottom of the page.

You will receive a confirmation message that you have submitted your application and you will be given an application number.

Your Tuition Reimbursement
Program applications will be
Forwarded to your Supervisor for
Review.

# Real-Time Status of your application



You can find the most recent status of your application under **Action**Needed section of the **Home** page.

Upon approval by your manager you will receive an email notification. Your application will show as Approved (Green) on your Home Page,

# Submitting Your Final Grades, Invoice and Proof of Payment Documents to get reimbursed

- \*\* Upon completion of your course you will need to submit your final grade document, a Final Grade document (transcript), Certificate of Completion of confirmation of a Certification or passing exam.
- \*\* All final documents must be submitted within 60 days of the course ending in order to be eligible for reimbursement

All documents must be in a non-modifiable format.

We cannot accept Word documents, emails, or documents that have been modified in any way. Full page screen shots should be submitted. Credit card statements, bank statements and cancelled checks cannot be accepted for security reasons.

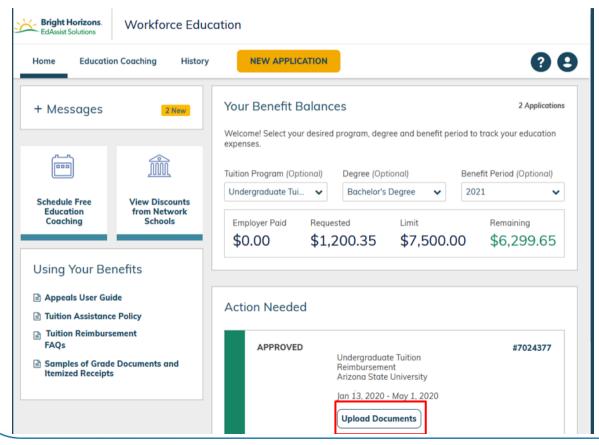
# Submitting Your Grades

Please remember to submit your grades in order to receive reimbursement. The following documentation must be submitted within 60 days of the course ending:

Copy of an office grade report/transcript, Certificate or Certification that includes:

- School letterhead, a school logo or a school URL
- Student Full Name
- Course name and number
- Term dates of the course
- Final letter grade received and the number of credits earned

# Submitting Documents to your application

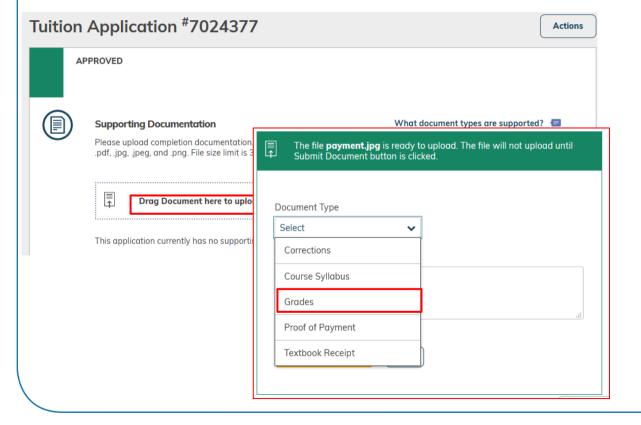


#### To submit your grades:

- Go to Action Needed section of the Home page.
- Click Upload Documents to upload your grade report/transcript.

**NOTE:** You can also upload documents by going through **History** and clicking on the application number.

# **Uploading Your Grades**

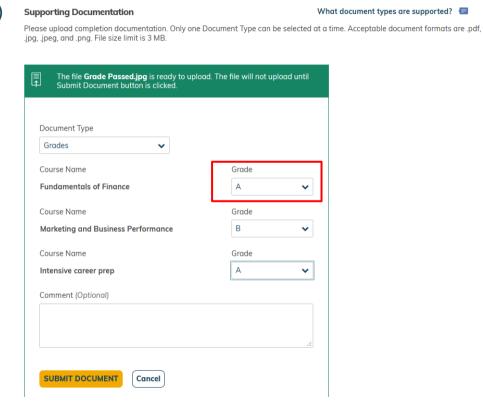


In the **Supporting Documentation** section, select to either **drag** the document to that location or **Select**File.

You will be prompted to select the **Document Type** from either corrections, grades, or Textbook Receipts.

**Select Grades** 

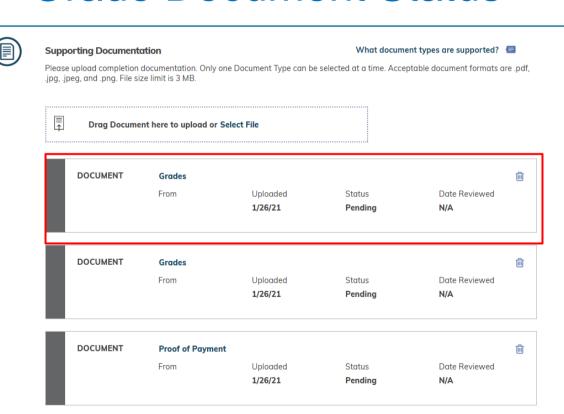
#### **Confirm Your Grades**



For each course, select the **Grade** that matches your grade report/transcript you uploaded.

Add a comment if needed and click submit documents.

#### **Grade Document Status**



After submitting your grades, your application status history will reflect the status of your uploaded documents.

If additional information is needed, you will be notified by EdAssist via email.

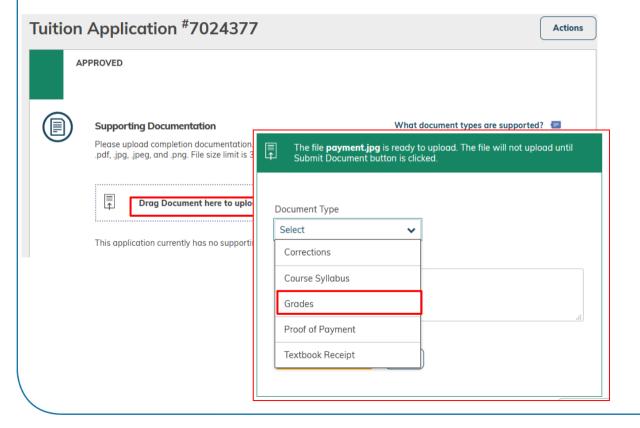
#### Submitting Your Invoice and Proof of Payment

You must submit an itemized invoice AND proof that you have paid for the course in order to receive reimbursement. The following documentation must be submitted within 60 days of the course ending:

An invoice from your school or provider that includes:

- School letterhead, a school logo or a school URL
- Student Full Name
- Course information (name, number, and dates of course)
- An itemization of the cost of the course, any fees that were charged by your school itemized out individually
- Proof that you have paid for the course(s)
- For security purposes we cannot accept any documents that are in an email format, no documents created by you or in a Word format, no bank statements or credit card statements or cancelled checks can be accepted.

# **Uploading Your Invoice**

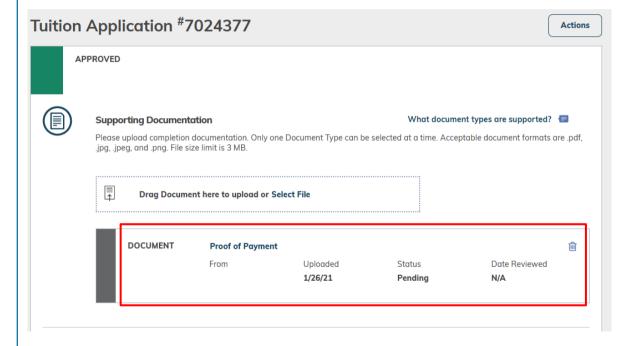


In the **Supporting Documentation** section, select to either **drag** the document to that location or **Select File.** 

You will be prompted to select the **Document Type** from either corrections, grades, or Textbook Receipts.

**Select Proof of Payment** 

#### **Invoice Document Status**



After submitting your receipt, your application status history will reflect the status of your uploaded documents.

If additional information is needed, you will be notified by EdAssist via email.

Thank you for joining our webinar segment today. We look forward to supporting your education journey!

To begin visit the Jackson Health benefit information page located at jacksonbenefits.org

HR-Benefits@jhsmiami.org for any questions you may have regarding your benefits.

