

Educational Assistance Program (EdAssist)

Frequently Asked Questions

Where can I find information about the Educational Assistance Program?

You can visit <https://HumanResources.AtriumHealth.org/Human-Resources/Educational-Assistance> to get more information about the Educational Assistance Program.

Who is eligible?

Teammates with 40 or more standard hours per pay period and who have also completed their 90-day orientation period.

I am a PRN teammate, but I work more than 40 hours per pay period. Am I eligible to receive reimbursement?

No, PRN teammates are not eligible to receive Educational Assistance benefits.

I am still in my 90-day orientation period, but I am taking a class that ends after I am done with my orientation period. Can I get reimbursement for that class?

No. You must complete the 90-day orientation period before you are eligible for this benefit.

What is the process to submit an Educational Assistance application?

Before attending any educational activity, you will need to submit an application online at <https://atriumhealth.tuitionmanager.com>. Submit your request at least 10 days before the educational course is scheduled to begin.

1. Collect needed information to complete the online form, such as:
 - a. Course Information/Program Name
 - b. Begin/End Dates
 - c. Course Number
 - d. Organization and Location
 - e. Projected Costs
2. Log in to the EdAssist Portal and click the Submit New Application button.
 - a. Complete the required fields.
 - b. When finished, click the Submit Application button.
 - c. Once the EdAssist Team reviews the application, teammates will receive next steps by email and see an update in the EdAssist Portal.

On the Confirmation screen, review the information and click Submit Application.

Once the EdAssist Team reviews the application, teammates will receive next steps by email and see an update in the EdAssist Portal.

How do I know if my Educational Assistance Application was received?

Once you submit your online Educational Assistance application, the EdAssist Team will review the application. Teammates will receive next steps by email and see an update in the EdAssist Portal.

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It has been longer than 10 days since I submitted my Educational Assistance application, and I have not received a decision. What should I do?

If you have not received a decision on your application after 10 days, please contact your manager.

What is the process to receive reimbursement?

1. Once the application has been approved, to be reimbursed, complete the class, conference or certification
2. Once you have completed the class, conference or certification, submit the following documents to the [EdAssist Portal](#):
 - a. Itemized receipt with proof of payment (student payment, loans, etc.)
 - b. Copy of course transcripts with grade of C or better for undergraduate courses and A or B for graduate courses are accepted
 - c. Certificate of completion/letter of attendance

Please allow a minimum of 30 business days from the submission date to receive your direct deposit reimbursement.

My pre-filled application contains incorrect information. How can I correct it?

You can change most of your personal information by going to [YourHRLink](#). If you need additional assistance, please contact HR Data Management at (704) 631-0300.

What happens if my employment status changes? Will it affect my maximum annual benefit?

Yes. A change in employment status will affect your maximum annual benefit.

Example: A full-time teammate of two years decides to work part-time. This decision to work part-time will change the maximum annual benefit from \$1,000 to \$600.

My department will pay for the seminar through Atrium Health Travel. May I still receive Educational Assistance and in turn, reimburse my department?

No. The Educational Assistance Program benefit is designed to assist teammates with the costs of specific education. For this reason, reimbursements are made to the teammate for money paid by the teammate. Business-related expenses are covered by a separate Atrium Health policy and all travel-related expenses must be reimbursed according to that policy.

Do I need to submit a completed application each time I decide to apply for Educational Assistance?

Yes. Each application is submitted specifically for the courses listed on the application.

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What if the course I have applied for is closed or canceled? Or, what if I decide to substitute the course for another?

If the course is closed/canceled or substituted at registration, please go to the My Applications tab in your [EdAssist Portal](#) and edit your application to reflect your course changes.

How much money am I eligible for per year?

Teammates are eligible for different amounts per year based on their length of service with Atrium Health and their hours worked.

Atrium Health Length of Service	Full-Time (72 – 80+ hours/pay period)	Part-Time (60 – 71 hours/pay period)	Part-Time (40 – 59 hours/pay period)
Less than 3 years	\$1,000.00 (\$2,000.00 critical need)	\$800.00 (\$1,600.00 critical need)	\$600.00 (\$1,200.00 critical need)
3 years or more	\$1,500.00 (\$3,000.00 critical need)	\$1,100.00 (\$2,200.00 critical need)	\$900.00 (\$1,800.00 critical need)

I did not use all of my Educational Assistance money last year, can I use the rest of it this year?

No. Teammates are offered a set amount of money per year (January 1-December 31). If all of the money is not used, it does not roll over to the next year.

My course begins this calendar year but ends next calendar year. Which year will my tuition funds be deducted from my EdAssist balance?

EdAssist funds will be deducted from the calendar year your course is completed.

I would like to attend an out of town conference in order to stay up-to-date in my field. Will Educational Assistance pay for this?

Yes, Educational Assistance can reimburse you for the registration fee for the conference, but we cannot reimburse for any travel or lodging expenses.

I am preparing to take a certification exam, will Educational Assistance reimburse for study materials? What about the cost of the exam?

Educational Assistance can reimburse for the cost of a formal review course. Educational Assistance cannot reimburse for the cost of the certification exam.

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It has been longer than 30 business days since I've submitted my paperwork, and I still have not received my disbursement. What should I do?

Please contact the EdAssist Team for assistance at edassist@atriumhealth.org.

What if my question wasn't answered?

You can email Educational Assistance at edassist@atriumhealth.org and someone will be happy to help answer your questions.

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