



Frequently Asked Questions

EdAssist 5 – Cone Health

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Benefit Purpose

Cone Health offers *Bright Horizons EdAssist Solutions*™ to eligible employees pursuing education that supports the current business needs and future objectives of the Company.

About My Benefit

Cone Health has partnered with Bright Horizons to administer the Tuition Assistance Program. This partnership brings the following enhancements:

- A simple web-based approach to applying for and receiving tuition assistance, as well as submitting program and course requests, grades, and receipts
- Educational & college finance coaching at no cost to you
- Exclusive tuition discounts and other savings at 220+ schools

If your question is not answered below, you can contact Bright Horizons by submitting a support ticket. Or, to get real-time answers, you can connect directly with our support team via Live Chat on the website!

You can also contact Bright Horizons EdAssist via phone at 855-729-5962 Monday through Friday from 8am-8pm EST.

How Can I Get Started?

You can log into [Bright Horizons EdAssist Solutions](#) to submit an application, view resources regarding your tuition benefit, schedule a coaching session, or submit a support ticket.

Coaching

Academic and financial wellness coaches will help you:

- Find the right school, program, degree, or course to meet your educational and career objectives
- Compare different programs, majors, or degrees to help save you time and money
- Evaluate previous coursework and prior learning to maximize your transferable credits
- Navigate the admissions and college finance processes

Schedule your **free** appointment by visiting the *Education Coaching* page within Bright Horizons EdAssist Solutions.

Network

The Bright Horizons Education Network is a group of more than 220 schools and education providers that offer unique benefits to you as an employee of Cone Health. Benefits vary from school to school but may include:

- Tuition discounts
- Waived application fees
- A dedicated contact for students

While these benefits are primarily focused on working professionals, some schools also extend discounts on select programs to immediate family members. To learn more, select *View Discounts from Eligible Schools* from the Home page of Bright Horizons EdAssist Solutions.

Eligibility

What Are the Eligibility Requirements?

You must meet the following criteria at the time of application approval and payment processing to be eligible for the benefit:

- Must be at least 0.6 FTE;
- Must complete six (6) months of continuous service prior to beginning the application process;
- Cannot be in active corrective action at the time of application (leadership approval required); and
- Cannot be on a leave of absence at the time of application.

What Degrees or Education Programs Are Eligible?

All education programs must be related to the employee's current job or an established career path within Cone Health.

Educational programs that are covered include:

- Associate Degree
- Bachelor's Degree
- Master's Degree
- MBA Degree
- Doctorate Degree
- Approved Certification
- Approved Certificates
- Individual Courses

Prior Learning Assessments and Challenge Exams are covered if credits are achieved. When applying, please select the intended provider, where your credits will be applied toward your degree.

Education programs that are not covered include, but are not limited to:

- Degree program entrance exams (e.g., SAT, ACT, GRE, LSAT, GMAT, MCAT)
- Prerequisite courses prior to starting a degree program Continuing education courses for maintaining certification*
- Test preparation classes*

* Requests for this type of reimbursement should be made at the departmental level

What Majors or Fields of Study Can I Pursue?

Eligible Fields of Study should relate to your established career path within Cone Health.

If you don't see your Field of Study (or one that is similar) already listed in the system, you can select "Other" and fill it in.

What Schools or Providers Can I Attend?

All coursework must be provided by an institution holding regional accreditation. You can determine if your school or provider holds regional accreditation by searching the Council for Higher Education Accreditation website at <https://www.chea.org/search-institutions>

The list of Regional Accrediting Agencies listed below is subject to change without notice:

- **MSA:** Middle States Association of Colleges and Schools
- **MSCHE:** Middle States Commission on Higher Education
- **NCA:** North Central Association of Colleges and Schools
- **NEASC:** New England Association of Schools and Colleges
- **NEASC-CTCI:** New England Association of Schools and Colleges and Committee of Technical and Career Institutions
- **NWCCU:** Northwest Commission on Colleges and Universities
- **OSRHE:** Oklahoma State Regents for Higher Education
- **SACS:** Southern Association of Colleges and Schools
- **WASC:** Western Association of Schools and Colleges
- **WASC-ACCJC:** Western Association of Schools and Colleges and Accrediting Commission for Community and Junior Colleges

What Expenses and Fees Are Covered?

Eligible expenses include:

- Tuition
- Required books [including shipping and taxes]
- Online materials and required fees such as registration, lab, and library fees
- Credit exams used for the purpose of granting credit towards an approved degree, along with the fees for posting these credits. CLEP, ACE, DANTES/DSST, UExcel, Excelsior, Straighterline, and portfolio preparation through Learning Counts or similar PLA providers.
- Prior Learning Assessment fees (if resulting in college credits from a regionally accredited college or university)

Employees are responsible for all ineligible expenses including, but not limited to:

- Meals
- Lodging
- Transportation
- Parking
- Supply expenses (equipment, uniforms, software, and computer hardware)
- Financial charges
- Lab coats
- Pre-requisite courses for college credit
- Continuing education courses for maintaining certification and test preparation classes (this type of reimbursement request should be made at the departmental level)

How Much Can I Spend?

Eligible expenses will be covered up to the annual benefit amount for the calendar year in which the course ends. Payment amounts are based on your FT/PT status at the time of payment processing.

Graduate, Undergraduate, and Certification Programs Annual Maximum Benefit Amount		
Status	Undergraduate Courses and Certifications	Graduate Courses
0.75 to 1.0 FTE (30 to 40 hours per week)	\$2,500	\$3,500
0.60 to 0.74 FTE (24 to 29 hours per week)	\$1,250	\$1,750

Nursing Program Annual Maximum Benefit Amount	
Undergraduate Courses	Graduate Courses
\$5,250	\$5,250

Using My Benefit

When Do I Need to Submit My Application?

Applications should be submitted no more than 90 calendar days prior to the course start but no later than before the course start date. Applications will not be accepted after the course start date.

Does My Manager/Supervisor Need to Approve My Application?

Yes. Your application will be reviewed for policy compliance by Bright Horizons and then forwarded to your supervisor for final approval.

What if My Manager/Supervisor is Unable to Approve My Application?

If your manager/supervisor is unable to approve due to being on leave, extended vacation, etc., you can contact your HR department to have your profile updated within Bright Horizons EdAssist Solutions. If your manager/supervisor is unable to approve due to technical issues or needs his or her password reset, your manager should contact Bright Horizons for assistance.

How Do I Check the Status of My Application?

You can check the status of your application at any time by logging into Bright Horizons EdAssist Solutions. You will also receive email notifications when your application status changes; please make sure your email address in your Bright Horizons EdAssist Solutions profile is current.

What if my Application is Denied?

Your benefit was designed to enforce your employer's policy. If your application is denied, you'll receive an email that includes the reason for denial. If you believe your application was denied inappropriately, you can submit an appeal directly from within EdAssist Solutions for review by system administrators.

Is There a Minimum Grade Requirement?

All coursework must be completed with a minimum grade equivalent of C+ or better for undergraduate courses or B or better for graduate courses. Courses that are based on a pass/fail grading system must be completed with a passing grade. Certifications require the presentation of a professional certification.

How Do I Get Reimbursed?

Upon application approval, you are responsible to make all required payments directly to your school and will be reimbursed for eligible expenses upon successful course completion. You must submit proof of successful course completion (grades) and an itemized invoice of tuition and fees and proof of payment within 60 days after course completion in order to receive reimbursement.

Please note: All documentation needs to contain the employee's name, term information, and list a school identifier (logo, URL, name, etc.).

Required Documentation:

- Final Grade Report
- Itemized invoice for the term that list the charges (tuition, fees, etc.)
- Proof of payment with method of payment (including grants, scholarship, loans, or employee payment.)
- Deferments or payment plans are accepted.

You will receive an automated email notification when your application is processed for payment, and you should receive your payment via payroll within 1-2 pay periods.

Will I Be Taxed?

In compliance with IRS regulations (section 127), employer-provided educational assistance is exempt from taxation up to a maximum of \$5,250 per calendar year. Taxes will be assessed if, at the time of payment processing, the total amount of tuition assistance paid in the calendar year exceeds \$5,250. Please consult with your tax advisor for additional information.

Would I Ever Need to Repay?

The tuition reimbursement program represents a significant expense for Cone Health. Employees are expected to meet a service commitment of at least one year of service after fund disbursement. While receiving tuition reimbursement or while completing the service agreement of one year, if an employee's FTE status drops below 0.6 FTE (including relief and PRN), repayment of all monies paid in the past twelve months will follow the schedule below. Additionally, should an employee voluntarily or involuntarily (except for job elimination) leave Cone Health within twelve months of receiving reimbursement, repayment of all monies paid in the previous 12-month period will be required according to the following schedule:

Length of Service after Reimbursement*	Repayment Required
0.0 – 4.0 months	100%
4.1 – 7.0 months	75%
7.1 – 10.0 months	50%
10.1 – 12.0 months	25%
Greater than 12 months	0%
*Length of service begins on the date payment is made	