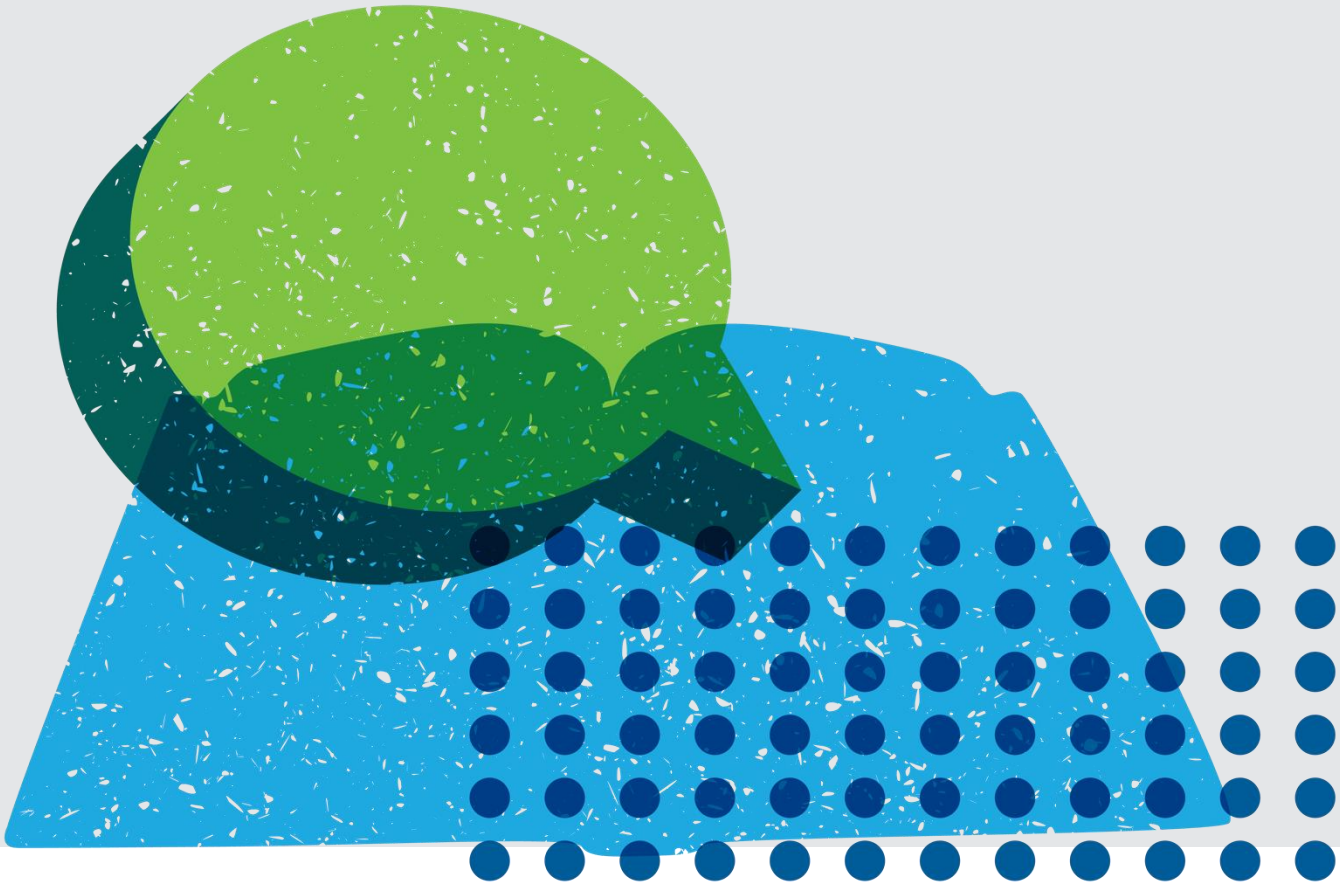
Educational Assistance

Frequently Asked Questions



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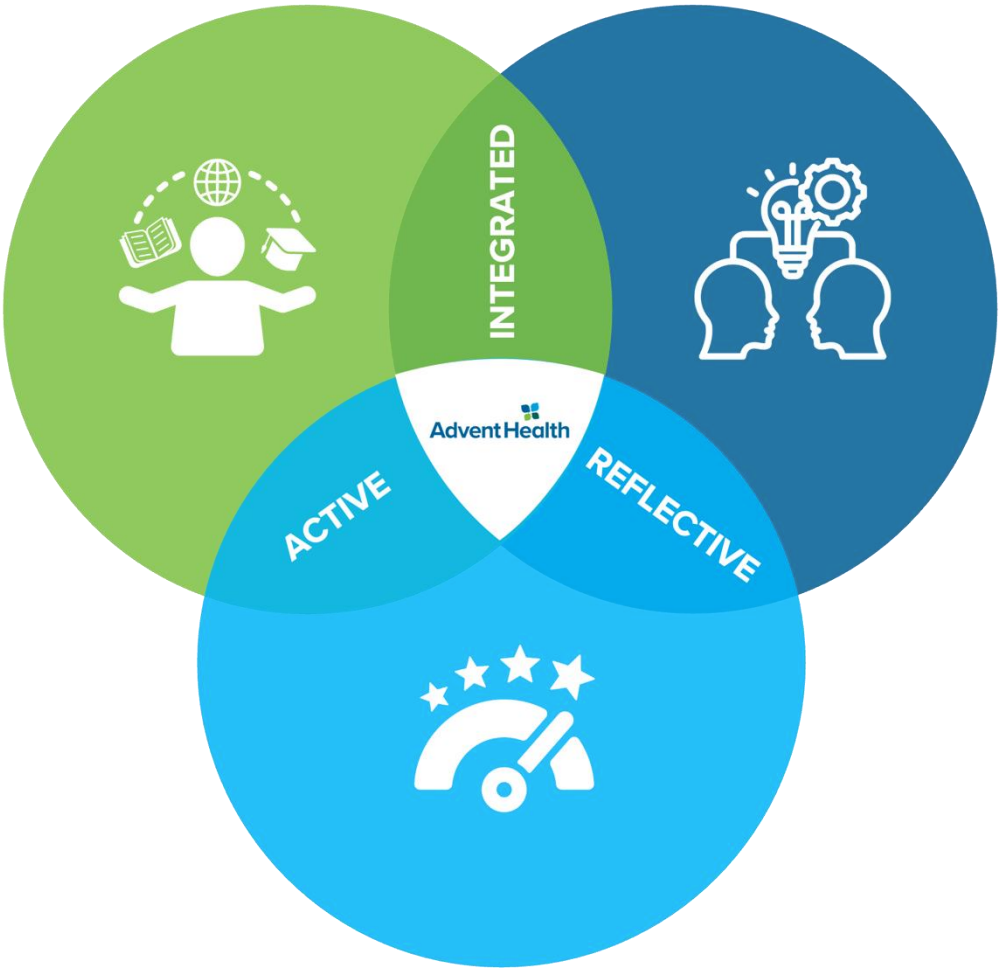
Learning is **Active**, **Integrated** and **Reflective**



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Educational Assistance

Frequently Asked Questions

As part of AdventHealth's commitment to your growth and development, we've partnered with Guild Education to offer you best-in-class educational opportunities. Whether you want to advance your career, learn new skills, or pursue a degree, we support your journey.

Starting from your first day of employment, if you're a benefits-eligible team member, you can access:

- College degrees and certificates in high-growth areas like healthcare, business, technology, nursing, etc.
- Student loan repayment support to help manage your existing educational debt.

Visit AdventHealth.GuildEducation.com today to explore your options and start your application!

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This document answers these commonly asked questions about Educational Assistance:

Programs Available

- What types of educational assistance programs can you choose from?
- What are the assistance limits based on your educational assistance?

Eligibility

- Are you eligible for educational assistance?
- Before you enroll
- What does it mean to be "in good standing"?
- How will job changes affect your eligibility?
- Who isn't eligible?

Getting Started

- How do you start using educational assistance?
- How do you find the right program for you?
- Are these programs designed for working adults?
- Will other institutions and programs be added to the catalog?

Payments

- How does payment work?
- How do you submit reimbursement requests for books and fees?

Academic Requirements

- Is there a limit to the number of courses you can take per term?
- Can you participate in multiple programs during your employment?
- Are there minimum course load requirements?
- What grades do you need to maintain?
- Will your education be online or in-person?
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- Are there financial aid requirements?

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- What if you think you might not complete your program?
- What student loan support is available?

Additional Support

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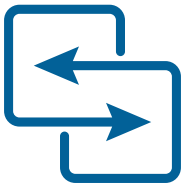
Programs Available

What types of educational assistance programs can you choose from?

AdventHealth offers three educational assistance programs to support your learning journey: **In-Network Tuition Assistance**, **Direct Pay Providers**, and **Tuition Reimbursement**. Each program provides different financial support and flexibility levels to help you achieve your educational goals:

In-Network



We'll pay tuition directly to the provider, and you'll receive student success coaching for the duration of your program.

Direct Pay Partners

You'll receive a Sponsorship Letter from Guild to submit for direct payment to the institution each term.

Tuition Reimbursement

You'll pay the learning institution upfront, then submit for reimbursement through Guild.

What are the assistance limits based on your educational assistance?

Assistance limits for full-time team members:

- **Undergraduate degrees:** Up to $5,250 per calendar year
- **Graduate degrees:** Up to $10,500 per calendar year
- **Non-degree certifications:** Up to $3,000 per calendar year

Assistance limits for part-time team members and PRN Nurse Technicians:

- **Undergraduate degrees:** Up to $2,625 per calendar year
- **Graduate degrees:** Up to $5,250 per calendar year
- **Non-degree certifications:** Up to $3,000 per calendar year

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Eligibility

Are you eligible for educational assistance?

You're eligible if you're:

- Classified as a benefits-eligible full-time or part-time team member, according to AdventHealth policy CW HR 244.
- A PRN Nurse Technician (other PRN status team members aren't eligible).

Before you enroll

Discuss program enrollment and your educational goals with your leader before applying. You must attest that your leader approves your program enrollment during the application process. Approval is contingent on multiple factors, including your continued eligibility, relevance of the program and leadership approval. PRN Nurse Technicians will only be eligible for nursing-related undergraduate degrees, certificates, and certifications.

What does it mean to be "in good standing"?

To be eligible for educational assistance, you must not have any written corrective action in the twelve months before applying. Documented discussions don't disqualify you from receiving educational assistance. If you receive disciplinary action while in school, you can complete your current course or term and receive reimbursement if applicable. However, you won't be eligible for further assistance until you return to good standing. You must confirm you're in good standing when enrolling in a program.

How will job changes affect your eligibility?

Eligibility is checked daily. If you're eligible when you start your program, that term is covered. If you're not eligible when you apply for the next term or program, that upcoming term or program won't be covered.

Who isn't eligible?

You're not eligible if you:

- Work under a separate employment agreement
- Are PRN (excluding nurse technicians)
- Are on an approved leave of absence and weren't enrolled in educational assistance when your leave began

If you're on an approved Leave of Absence, you can complete an existing term but can't start a new one while on leave.

Getting Started

How do you start using educational assistance?

1. Visit AdventHealth.GuildEducation.com
2. Create your profile
3. Browse the catalog to view all programs
4. Take the program recommendation quiz to find programs that fit your needs
5. Discuss your findings and educational goals with your leader
6. Get your leader's approval to begin your program
7. Select a program in the Guild platform, then click "Start free application" in the upper-right corner

Need help choosing a program? Click "Contact Guild Support." Specialists can answer your questions by phone, email, and chat.

How do you find the right program for you?

Take the program recommendation quiz in the Guild platform to discover potential programs that match your interests and qualifications. Your leader can also provide support and guidance in choosing a program that aligns with your career path.

Are these programs designed for working adults?

Yes! We understand you're balancing work, life, and school. Many programs offer multiple start dates per year, and most take place online to accommodate your need for a flexible schedule.

Will other institutions and programs be added to the catalog?

We're continually working with Guild to evaluate our offerings. The institutions and programs included will evolve to meet your needs.

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Payments

How does payment work?

- **In-Network Tuition Assistance:** We'll pay tuition directly to the academic provider. The learning provider will bill you directly if there's a remaining balance after our contribution and any financial aid.
- **Direct Pay:** Once you create an account with Guild, you can start a sponsorship application for eligible direct pay programs. You'll receive a Sponsorship Letter from Guild to submit to your institution's financial services office if approved. This letter acts as a credit, letting the institution know we'll pay them directly.
- **Tuition Reimbursement:** You'll need to pay the learning institution upfront for eligible reimbursement programs. You can then submit a reimbursement request through Guild, starting two weeks after the term begins until 60 days after the class ends, for eligible expenses up to the annual funding limit.

Please note: *All educational assistance above $5,250 per year is taxable per IRS regulations.*

How do you submit reimbursement requests for books and fees?

Submit your receipts and course syllabus for reimbursement through Guild at Reimbursement.GuildEducation.com. You can do this after the term starts, but no later than 60 calendar days after the term ends. If you miss this deadline, your reimbursement will be denied. Once approved, you'll receive the reimbursement in your pay, typically within two to three pay cycles.

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Academic Requirements

Is there a limit to the number of courses you can take per term?

Course limits vary by institution and program. Work with your institution and Guild specialists to understand the course limit per term, ensuring you stay below the benefit funding limit. Visit AdventHealth.GuildEducation.com for the most up-to-date program list.

Can you participate in multiple programs during your employment?

You can participate in only one program at a time. There's a lifetime maximum cap of $21,000 for all educational assistance programs combined.

Are there minimum course load requirements?

No, there are no minimum course load requirements for you to meet.

What grades do you need to maintain?

To remain eligible, you must maintain:

- A cumulative GPA of 2.0 or better for undergraduate degree programs
- A cumulative GPA of 3.0 or better for graduate degree programs

If your GPA falls below these thresholds, you'll lose eligibility until you bring it back up. Some programs have prerequisites; if so, you must meet those requirements to move forward. You can use the educational assistance program to meet prerequisite requirements. Each academic provider will enforce their own academic standards and requirements.

Will your education be online or in-person?

Most programs are offered online, giving you the flexibility to choose programs that fit your schedule and specific needs. Depending on the institution and program, some in-person classes may be available.

Are programs available in multiple languages?

Currently, all programs are only available in English. However, bilingual specialists are available. After completing your Guild profile, use the "Contact Guild Support" button to request a bilingual specialist.

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Getting Support

What is Guild Support?

Guild Support is a free service available to help you set career goals, select a program, and get guidance along the way. They're just a call or chat away!

What type of support is offered?

You can contact Guild Support for:

- General guidance
- Help with technical issues
- Assistance with eligibility questions
- Support with application processes
- Help finding programs aligned with your goals

How can you reach Guild Support?

- **Call:** 800-985-4027
- **Chat:** Use the chat function on AdventHealth.GuildEducation.com
- **Hours:** 9 a.m. to 9 p.m. ET on weekdays
- **After hours:** Use the chat function or submit a request on AdventHealth.GuildEducation.com

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Financial Considerations

Is educational assistance through AdventHealth taxable?

Under IRS rules, AdventHealth can provide up to $5,250 per calendar year in educational assistance and Student Loan Benefits tax-free for federal and most state income tax purposes. Any amount over $5,250 in a calendar year will be treated as taxable income (including educational assistance, tuition and fees, and student loan benefits). For specific tax advice, please consult a tax professional.

Are there financial aid requirements?

If you're entering a program eligible for federal financial aid, you must:

- Complete a Free Application for Federal Student Aid (FAFSA) form
- Complete the financial aid awarding process to determine grant eligibility
- Do this before program enrollment and annually after that
- Accept any federal or state grants you're eligible for

Note: *Grants will be applied to your tuition and mandatory fees before we pay educational assistance.*

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If Plans Change

What if you leave AdventHealth?

If you leave AdventHealth, either voluntarily or due to termination for cause, within 24 months of receiving educational assistance, you'll need to repay the funds as follows:

- Within 12 months: 100% repayment
- 13-24 months: 50% repayment

We'll withhold the amount due from your final paycheck and/or PTO payout, as permitted by law. We'll notify you if there's still a balance and request repayment. The amount becomes past due after 90 days from your last day worked. The debt may be sent to collections if you don't make payment arrangements within 30 days of the repayment request.

Note: *You won't be eligible for re-hire until your unpaid educational assistance balance is paid in full.*

Can you transfer from one program to another?

Yes, you can transfer programs. We are committed to helping you find the learning experience that is best suited for your chosen career path. Contact Guild Support for guidance through the process. Remember:

- AdventHealth's eligibility requirements still apply
- Your new institution/program's admission requirements apply
- Any amount already spent in the current funding year will count toward your new program's funding limit

What if you think you might not complete your program?

If you're struggling at any point, reach out to Guild Support. They can provide individualized help and guidance, including:

- Motivation strategies
- Time management skills
- Support to stay on track during challenging times

What student loan support is available?

1. Student Loan Optimization (SLO): We'll cover 100% of the cost for you to access and use a platform that helps you optimize your student loan debt.
2. Student Loan Repayment (SLR): Our program helps with the financial repayment of eligible student loans. For more information, visit the Student Loan Support Programs page on Team Member Central.

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Additional Support

Need more help? We're here to support your educational journey every step of the way! Here's how to get in touch:

Phone

Call **1-800-985-4027** (toll-free) to speak with a specialist.

Chat

Visit **AdventHealth.GuildEducation.com** and click "Chat" in the lower right corner.
Note: *Available weekdays from 9 a.m. to 9 p.m. ET*

Email

Go to **AdventHealth.GuildEducation.com**, click "Contact Guild Support," and a specialist will email you back soon.

General Questions

Reach out to your local HR representative.

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900 Hope Way, Altamonte Springs, FL

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