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Benefit Purpose

City of Memphis 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

City of Memphis has partnered with Bright Horizons to administer the Tuition Reimbursement 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!

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.

What If I Have Questions?

If you need additional support, please contact the Bright Horizons EdAssist Solutions team using one of the following methods:

- **Live Chat** – The fastest way to get information is to use the Live Chat feature. Live Chat is available Monday through Friday 8am – 3pm CT. Click Get Live Help to start a chat with a support representative.
- **Support Ticket** – Submit a support ticket 24/7 with your questions. You will receive a response via email within 1-3 business days.

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 City of Memphis. 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:

- Regular, Full-Time status

Note: If a participant goes on a leave of absence without pay for more than 30 days (unless it is approved FMLA), he/she will be suspended from the Program until they return from leave. The City of Memphis will not reimburse employees while a participant is on leave. The participant will be reactivated into the Program upon their return.

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 City of Memphis. All coursework must result in academic credit. Continuing Education Units (CEUs) are eligible if they are granted for achieving a certificate, certification, or while pursuing a degree program.

Educational programs that are covered include:

- Master's Degree
- Doctorate Degree
- Bachelor's Degree
- Associate Degree
- Certificate (must have measurable course completion requirement beyond attendance/participation)
- Individual Courses
- Certification Courses or Certification Exams
- Technical training courses
- License/Designation exams

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:

- Individual courses for sports, recreation, or hobbies, unless part of a degree program
- Seminars, conferences, and workshops

What Schools or Providers Can I Attend?

All **degree-focused** coursework must be provided by an institution holding Regional or National accreditation. You can determine if your school or provider holds Regional or National 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

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

- **AABI:** Aviation Accreditation Board International
- **AARTS:** Association of Advanced Rabbinical and Talmudic Schools
- **ABHE:** Association of Biblical Higher Education
- **ACBSP:** Accreditation Council for Business Schools and Programs
- **ACCSC:** Accrediting Commission of Career Schools and Colleges
- **COE:** Council on Occupational Education
- **DETC:** Distance Education and Training Council

What if I can't find my Provider for Certification/Designation?

If your provider is not available to select, you have the below options:

- Type in "Non Degree" as the Provider and then hit search. Select "Non Degree" as the option and you can move forward with the application submission process. ***Please Note**, if the Provider that you are taking your Certification/Designation with does not meet the eligibility criteria as outlined in the Policy, you will not be reimbursed. This will be determined when documentation is uploaded at the end of the course.
- Reach out to a live representative using the Live Chat feature on the EdAssist homepage or within the **Benefits and Support** tab and request to have the Provider added.
- Submit a support ticket within the **Benefits and Support** tab on the EdAssist site to request having the Provider added.

What Expenses and Fees Are Covered?

Eligible expenses include:

- Tuition
- Books [including shipping and taxes]
 - Note: Book expenses will need to be entered as a separate application.
 - If eligible, you will be notified by email when you can enter a separate book application related to this application.

- Registration fees
- Lab fee
- Technology fee
- Graduation fee

Your tuition and eligible expenses will be paid at 100% up to your annual benefit amount.

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

- Meals
- Lodging
- Transportation
- Tools, materials, or supplies (other than textbooks) that can be kept after completing the course of instruction

How Much Can I Spend?

Eligible expenses will be covered up to the annual benefit amount for the fiscal year in which the course ends. Payment amounts are based on your education program and eligible status at the time of payment processing.

Education Program	Annual Benefit Amount
Associate Degree	\$3,000
Bachelor's Degree	
Individual Courses	
Master's Degree	\$3,000
Doctorate Degree	
Certificate	\$2,000
Certifications	\$2,000

Using My Benefit

When Do I Need to Submit My Application?

Applications should be submitted prior to course start. Applications will not be accepted 30 days after the course start date.

Does My Manager/Supervisor Need to Approve My Application?

No. Your application will only be reviewed for policy compliance by Bright Horizons when your application is submitted and processed for payment.

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?

Undergraduate: All coursework must be completed with a minimum grade equivalent of C- or better.

Graduate: All coursework must be completed with a minimum grade equivalent of B- or better.

Courses that are based on a pass/fail grading system must be completed with a passing grade. Courses in which an employee receives an incomplete, withdrawal, or equivalent grade are ineligible.

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 are strongly encouraged to submit proof of successful course completion (grades) and an itemized invoice of tuition and fees and proof of payment within 30 days after course completion in order to receive reimbursement. Documentation will not be accepted more than 60 days after the course start date.

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.

How Do I Get Reimbursed for Books?

Book expenses must always be requested separately, regardless of whether you are following the traditional reimbursement model or deferred direct bill (available at University of Memphis or Bethel University (TN)).

1. At the conclusion of your course, you may enter a separate book application related to the term's primary tuition application.
2. Find your original application and open it from the home page of the Bright Horizons EdAssist Solutions website.
3. Please select "Actions" and then "Add Other Expense" to submit a related "book application" with the relevant book expenses that you are requesting the City of Memphis to reimburse.

An itemized invoice of book expenses and proof of payment is required for submission. You are strongly encouraged to submit the book expense documentation within 30 days after course completion in order to receive reimbursement. Documentation will not be accepted more than 60 days after the course end date.

Similar to the standard reimbursement application, 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.

What is a Letter of Credit (LOC)?

A Letter of Credit (LOC) acts as money for registration and enrollment in courses and programs. Participating schools will allow you to register with a Letter of Credit instead of payment. This one-time use document is only valid for the course(s) indicated.

How Does My School Get Paid?

Upon application approval, you will receive an LOC, which you'll need to sign and submit to your provider's billing office (see below for email destinations). If you achieve a successful grade in your course, your school or provider will then bill Bright Horizons, and they'll pay your school or provider directly. If you fail to meet the grade requirements of the program, you will be responsible for the education expenses.

If you need an additional copy of your LOC, log into Bright Horizons EdAssist Solutions. An additional copy can be printed directly from your application.

Bethel University of TN students should email their LOCs to: cpsbilling@bethelu.edu

University of Memphis student should email their LOCs to: compete@memphis.edu

Tennessee College of Applied Technology should email their LOCs to: shavon.hill@tcatmemphis.edu

Trident University students should email their LOCs to their assigned Student Finance Advisor

Colorado Technical University students should email their LOCs to their assigned Student Finance Advisor

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?

Any employee who voluntarily terminates employment or is terminated for cause within 12 months of receiving education assistance will be required to refund City of Memphis 100% of the payments received within that time period.

Any employee who voluntarily terminates employment or is terminated for cause within 24 months of receiving education assistance will be required to refund City of Memphis 50% of the payments received within that time period.