

Tuition and Student Loan Assistance FAQ



TUITION REIMBURSEMENT

Boston Children’s Hospital’s (“Hospital”) Tuition and Student Loan Assistance policy encourages employees to further their professional development through education by offering both a tuition assistance program and a student loan subsidy, both administered by Bright Horizons (“EdAssist”). Below is a list of frequently asked questions to provide additional information related to this policy.

What is tuition reimbursement?	Tuition reimbursement is a payment made to the employee by the Hospital for an eligible degree program from an eligible college or university providing financial support for the employee’s educational goals.
Who is eligible for tuition reimbursement?	<p>Except as noted below, Hospital employees regularly scheduled to work 20 or more hours per week and who have successfully completed 90 days of continuous employment at the Hospital are covered under this policy.</p> <ul style="list-style-type: none"> • Fellows, Joint Appointees, and House Staff are eligible for the student loan assistance portion of this policy, but are not eligible for the tuition assistance portion of this policy • Temporary or Per Diem employees of the Hospital are not eligible for tuition or student loan assistance under this policy
How much can I get reimbursed?	The annual benefit maximum is \$5,250 for eligible employees regularly scheduled to work 30 or more hours per week for the Hospital (\$2,625 for eligible employees regularly scheduled to work between 20 and 29.99 hours per week for the Hospital).
Were there any changes made to the tuition reimbursement portion of this policy?	Yes. As of January 1, 2023, the waiting period was reduced to 90 days. The annual benefit maximum was also increased to \$5,250 for eligible employees regularly scheduled to work 30 or more hours per week for the Hospital (\$2,625 for eligible employees regularly scheduled to work between 20 and 29.99 hours per week for the Hospital).
Were there any additional changes made related to this policy?	In addition to the student loan subsidy and enhancements to the tuition reimbursement portion of the Policy, EdAssist (our administrator) will be providing guidance with a “Student Loan Advisor” (coaching). EdAssist will provide guidance on college financing, public student loan forgiveness, policy, and academics.
Are tuition reimbursement and/or student loan subsidies considered taxable income?	An employee’s first \$5,250 in payments received in a calendar year are not considered taxable income to the employee. Any payments received in a calendar year above \$5,250 are considered taxable income to the employee. These payments include both tuition reimbursements as well as student loan subsidies.
What expenses can I submit for tuition reimbursement?	Tuition reimbursements include tuition, registration fees, lab fees, and book fees. It does not include other expenses such as late fees, transportation, meals, materials other than textbooks.
Does my manager need to approve my application?	Yes, once the application has been submitted with EdAssist, the approval request will be emailed to the employee’s manager for approval. The manager reviews to conclude that the course/degree relates to the employee’s role or is in alignment with the career path in the Hospital’s structure and if the employee is in good standing.
How do I check the status of my application?	Employee’s may log into EdAssist at https://bch.edassist.com to review their profile. The employee will receive email notifications when the application status changes. Employees must ensure that their email is up-to-date in their profile.
What if my tuition reimbursement request is denied?	The employee may speak to the manager directly if unsure why the request was denied. The employee may process an Appeal in the EdAssist portal for a formal review, which would require a statement from the employee why they are appealing the denial.

Tuition and Student Loan Assistance FAQ



What if my manager has changed or is on leave?	If you find that the manager is not updated with EdAssist (our administrator), log into EdAssist and contact them via Live Chat or support ticket at to inform them of the new or covering manager's name. EdAssist will then confirm with Human Resources and update the approval workflow as appropriate so that the reimbursement request will be changed to the new manager.
I am out on a leave of absence. Am I still eligible for tuition reimbursement?	Yes, as long as you were enrolled in the course prior to the start of the leave of absence. Upon return to work, you may then request reimbursement. Employees cannot receive reimbursement during the leave of absence.
How do I apply for tuition reimbursement?	Applications are submitted directly with EdAssist within 90 days after the course start date. Click on "Workforce Education" for tuition reimbursement. Supporting documentation includes course registration, itemized invoice showing the course has been paid, and other documents as directed by EdAssist.
When do I get reimbursed?	Upon completion of the course, the employee must submit the passing grade per the Policy to EdAssist . Once the documentation is reviewed and approved, payment will be issued. Employees have a maximum of 120 days following the end date of the course to request reimbursement. Requests will not be accepted after this period.
Where can I find more information?	Employees can review the Tuition and Student Loan Assistance Policy available within Human Resources/Benefits section of the Hospital's intranet. Alternatively, after logging into EdAssist, support is available through Live Chat, Monday–Friday 8am–8pm EST or you can submit a support ticket and a member of the EdAssist team will contact you.