



RWJBarnabas Health Tuition Reimbursement Program User Guide

Program Overview and Frequently Asked Questions 2

Who is eligible to apply? 2

What programs are eligible for tuition reimbursement? 2

Reimbursement Details..... 2

How to apply for tuition reimbursement 3

 Step 1: Course Review..... 3

 Step 2: Employer Review 3

 Step 3: Reimbursement Request 3

 Submitting your application..... 4

How do I know if my application is complete? 4

What happens after I have submitted my application? 4

When should I expect to receive reimbursement? 4

What email notifications will be sent to me? 4

Communicating with the ISTS Processing Team 5

Navigating the Tuition Reimbursement Program Home Page 6

Applications View..... 6

How do I use my Home page to verify my application status? 6

Detailed Status View 7

Who should I contact if I have any questions about the program? 7



Program Overview and Frequently Asked Questions

Who is eligible to apply?

Eligibility is determined by each location.

What programs are eligible for tuition reimbursement?

- Courses must increase the competence of the employee within their present job or prepare them for advancement within RWJBarnabas Health.
- Courses must be offered through an accredited college or university.
- Eligible academic programs and coursework include:
 - Coursework taken for academic credit towards a Bachelor's or Master's degree.
 - Non-degree credited coursework: college-level courses resulting in transferable college credit.
**Professional certifications will be reviewed on a discretionary basis by ISTS and RWJBarnabas Health*

Reimbursement Details

The following charges are eligible for reimbursement:

- Tuition only
- Nursing Clinical Fees

RWJBarnabas Health will **not** reimburse funds under the following conditions:

- Tuition that has been covered fully by financial aid (grants, scholarships, and military benefits).
- Other Fees or books/materials
- Graded coursework that does not meet the minimum grade requirement of a "C" or "Passed".

Payments are applied to the year in which the course started. Annual maximums will be carried throughout the RWJ Barnabas Health system, should an employee transfer between facilities. Reimbursement will be subject to current tax laws.



How to apply for tuition reimbursement

Start a request by visiting <https://rwjbh.applyists.net>. Click on “Start a Request”. You will be required to enter your employee ID and last name. If eligible for the program, you will be directed to your Reimbursement Request.

Step 1: Course Review

To apply for this program, you must complete the online application and submit for review. Once you have completed all required fields, your application can be submitted by pressing the green Submit button. If your submission is successful, you will be redirected to your Home page.

ISTS will review your requested coursework to determine eligibility. If your coursework is eligible, a notification will be sent to your assigned approver for review. If your coursework is not eligible or ISTS needs more information, you will be notified via email.

Step 2: Employer Review

Once your application has been submitted, your assigned approver will receive instructions to review your course(s). Once reviewed, you will be notified of next steps.

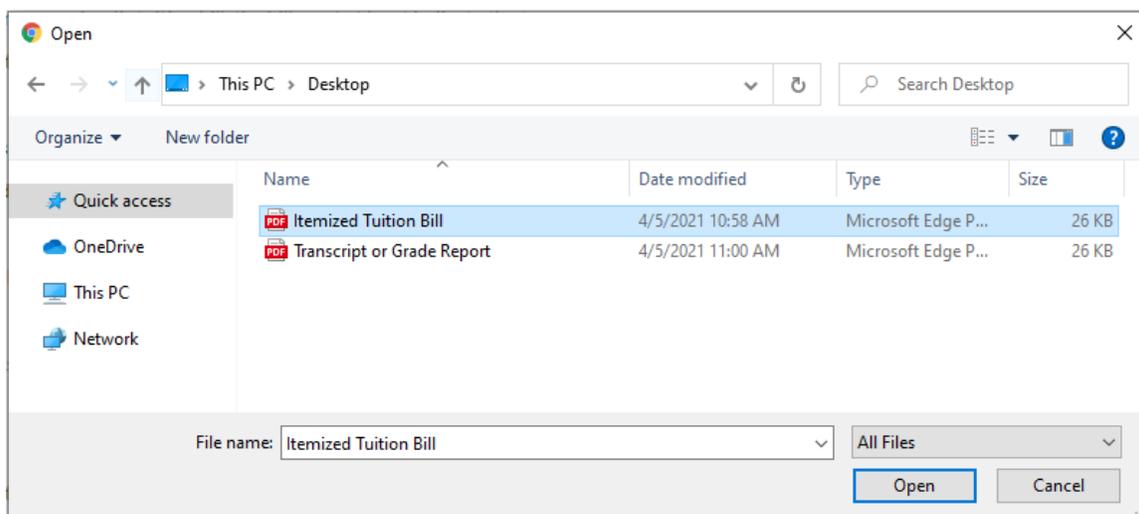
Step 3: Reimbursement Request

You can request reimbursement after your courses have ended and final grades have been received. Reimbursement must be requested within **60 days of your course end date**.

The following documents are required to complete your reimbursement request:

- Upload a transcript/grade report document.
- Upload an itemized tuition bill detailing cost per credit, a breakdown of fees, and payment received by your school or proof of a deferred payment plan. If your tuition has been deferred, proof of course/term deferral must be confirmed on your tuition invoice or in a separate document on school letterhead.

After you have collected the required documents and saved them in an acceptable file format to your computer, you will upload them to the application for review. Select the corresponding item in the drop down and click “Choose File” to locate the file saved on your computer, then upload.





Please note: The only acceptable file formats are: .pdf, .tif, .png, .gif, .jpeg, .bmp and .xps. If you have multiple files, you may upload them in a .zip file if the individual files are in an acceptable file format. Any other file formats will not be reviewed and will result in an incomplete application.

Submitting your application

Click the "Submit" button to send your reimbursement request for review. Once submitted, ISTS will process your documents within 3 business days. You can expect payment through normal RWJBH payroll in approximately two payroll cycles from your submission date.

How do I know if my application is complete?

Complete applications will have a green COMPLETE button, as shown below. **Please note**, a request that was denied by your assigned approver will display as "complete". If your assigned approver has approved your coursework, your application is complete once you have uploaded your required documents and they have been verified and approved.



COMPLETE

What happens after I have submitted my application?

Once all documents have been accepted and your application is COMPLETE, ISTS will initiate payment to be processed via payroll.

When should I expect to receive reimbursement?

Once your documents have been accepted, you will be reimbursed via payroll within two pay cycles.

What email notifications will be sent to me?

- **Yearly Deadline Reminders:** A notification will be sent at the end of the calendar year if you have pending approved courses for reimbursement.
- **Course Approved/Denied:** Once your assigned approver has reviewed your courses, you will be notified of the review status.
- **Rejected Document:** If a document you uploaded is rejected, you will be notified.
- **Reimbursement Approved:** Once your reimbursement has been approved, you will be notified. This notification will include your reimbursement amount.

Your information is never sold to any third party for marketing purposes.



Communicating with the ISTS Processing Team

Notifications are sent via email. You may also monitor your application status on your Home page.

Participants can leave notes for the ISTS processing team directly on the application. The ISTS team will leave notes here for you if direct communication is needed to process your request.

Notes

If there is anything you would like ISTS to know when we process your request, use the following space for notes:

Notes for the ISTS Processing Team (Optional)

Word Limit: 300

Word count: 0

Messages from ISTS

The ISTS Processing Team has no messages for you at this time.

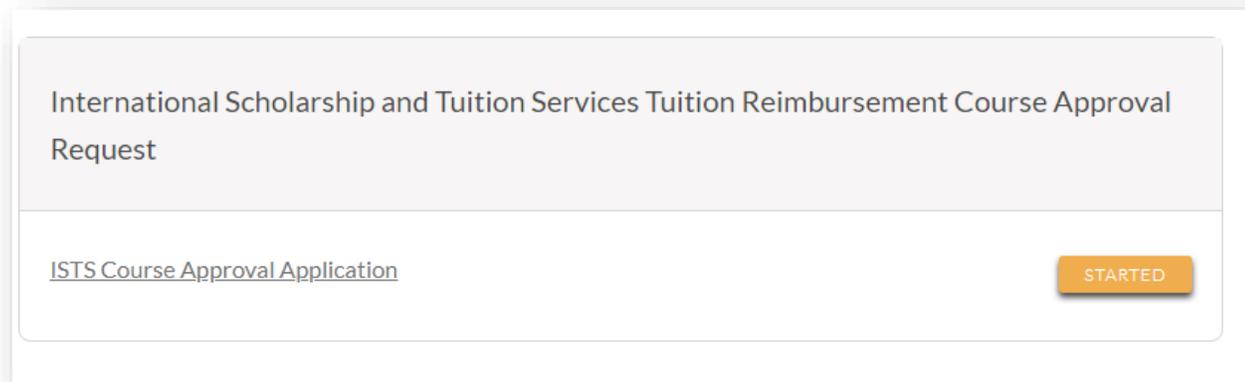
Navigating the Tuition Reimbursement Program Home Page

You will access your tuition reimbursement application via <https://rwjbh.applyists.net>.

As you participate in the tuition reimbursement program, your Home page will display all applications, their overall status, and your participation summary of benefits through the calendar year.

Applications View

Each application will have its own box. You will see the program name, application link, started or submitted date and **Status Button**.



How do I use my Home page to verify my application status?

When you log in to your **Home page**, you will see all applications listed. Each application will have an overall status button visible to you.



A grey STARTED button means you have not submitted your online form.

An orange STARTED button means you have submitted the online form, but you are either missing required items for the application, or your documents are still processing.

A green COMPLETE button means your application is complete and no further actions are required.



Detailed Status View

Once you click the **Status Button**, your detailed status view will appear. Below is an example.

The screenshot shows a web interface for an "ISTS Tuition Reimbursement Request". At the top left, it says "Started: 1/24/2017". At the top right, there is a "STARTED" button. Below this is a "GO TO FORM" button. A section titled "Attachments" contains a table with two rows. The first row is for a "Grade Report" with filename "Sample Grade Report.pdf" and status "ACCEPTED". The second row is for an "Itemized Tuition Bill" with filename "Sample Tuition Bill.pdf" and status "PROCESSING". Annotations with arrows point to various elements: "Date application was started" points to the start date; "Application Status" points to the "STARTED" button; "Action required to complete your application" points to the "Itemized Tuition Bill" row; and "Status" points to the "PROCESSING" status label.

Date application was started

Application Status

ISTS Tuition Reimbursement Request
Started: 1/24/2017

STARTED

Additional status information about your form is shown below.

GO TO FORM

Attachments

Type	Filename	Status
Grade Report	Sample Grade Report.pdf	ACCEPTED
Itemized Tuition Bill	Sample Tuition Bill.pdf	PROCESSING

Action required to complete your application

Status

Who should I contact if I have any questions about the program?

Any questions regarding the application process or the program should be directed to ISTS via email at RWJBarnabasHealth@applyISTS.com or at (855) 791-1735. ISTS office hours are Monday through Friday from 8:00 AM to 5:00 PM Central.
