



## An Easier Process to Apply for Tuition Reimbursement and Mount Carmel College of Nursing (MCCN) Education Assistance

Services Available Through the Mount Carmel Edcor Website	
Apply for tuition reimbursement and submit your payment request(s)	Go to <a href="https://trinityhealth.tap.edcor.com">https://trinityhealth.tap.edcor.com</a>
Track the status of your application(s)	Go to <a href="http://www.trackmystatus.com">www.trackmystatus.com</a> or <a href="https://trinityhealth.tap.edcor.com">https://trinityhealth.tap.edcor.com</a>
New Contact Center Line for Employees	Call 1-844-344-2716 to speak with an Edcor representative. They are available Monday – Friday from 8:00 a.m. to 8:00 p.m. EST.

### Online Application System FAQs

#### How do I apply for Tuition Reimbursement and/or MCCN Education Assistance?

Go to <https://trinityhealth.tap.edcor.com> to log into the Mount Carmel Tuition Reimbursement website.

1. Go to <https://trinityhealth.tap.edcor.com> or go to the [Professional Development](#) page under Human Resources on @MC.

2. You will see:

User ID

Forgot your User ID? [User ID Help](#).

Password

Forgot your password? Enter your User ID and click [Password Reset](#)

3. Enter your Network User ID and Password.
4. If you do not have a personal email address on file, you will be required to enter one.
5. After you read and agree to the site’s Terms and Conditions, click on the blue button titled “Start a New Application Here” (towards the upper left of the Welcome Page) OR click on the “New Application Request” button from the left navigation menu.

#### What information will I need to submit my application for Tuition Reimbursement or MCCN Education Assistance?

The information you need to apply will be the similar to what was required previously. You *may* need to provide the following:

- School Student ID
- School/Educational Institution Name
- School/Educational Institution Address
- Degree and Major
- Term Start and End Date
- Course Number(s)
- Course Name(s)
- Course Credit Hours
- Total Tuition Amount for Each Course
- Amount Anticipated Non-Repayable Financial Aid



**Is there a deadline for submission of my application request for Tuition Reimbursement or MCCN Education Assistance?**

Yes. Applications requests must be received no earlier than ***30 days prior to the term start date*** and no later than ***30 days after the term start date***. It is important to note that a failure to submit your application request within this timeframe will result in a rejection.

**If I am participating in Tuition Reimbursement or MCCN Education Assistance, may I apply for more than one course at a time?**

Yes. You can apply for up to four (4) classes or courses per application. This is strongly recommended if all of your courses are being taken during the same term.

**What type of paperwork do I need to submit with my reimbursement request?**

You will need to supply the below within 60 days after the term end date in ONE packet:

- Proof of passing grades (make sure the document has a school identifier on it, your name and course names, along with your grades)
- Itemized receipt indicating the difference between tuition and fees
- Proof of payment (must show that you paid the amount you are requesting reimbursement for)
- Method of Payment (your documentation must show HOW you paid for your charges)

Remember – you can submit your paperwork via upload (preferred) or fax. Instructions for both methods are located right on the screen for your convenience, but if you have questions, please reach out to Edecor’s Contact Center for assistance.

**How will I know when my application request is approved?**

When submitting your online application, your Manager will be provided with an email notification alerting them that they need to review the submittal.

Once your Manager has rendered a decision on your submittal, Edecor will perform a final check of your application to ensure that it meets the various requirements of Mount Carmel’s policy guidelines and you will be notified via email of the final decision on your submittal.

**Am I able to track the status of my application/reimbursement request?**

Absolutely! [www.trackmystatus.com](http://www.trackmystatus.com) allows you to track the status of your application and payment requests. To access the site, you will need the unique 16-digit tracking number assigned to your application. You are also able to track the progress of your submittals directly through the Mount Carmel Tuition Reimbursement website.

If you need additional assistance, please call 1-844-344-2716 to speak with an Edecor representative between 8:00 a.m. and 8:00 p.m. EST Monday – Friday.

**How do I minimize the chance of rejected documentation?**

Following the below suggestions will help reduce the chances of receiving a rejection.

- The number one reason for rejections is missing paperwork – make sure you have read your program requirements and have access to all necessary documentation
- Make sure you submit all of your documentation at one time – each packet needs to be complete



- Use the upload feature – we all know that fax machines are tricky – uploading avoids fax degradation
- If you have to utilize a fax machine, make sure you know how your fax machine operates:
  - Ensure that you use the Edcor provided coversheet – this ensures that YOUR paperwork attaches to YOUR application
  - Ensure that you use dark, clean copies of your paperwork – illegible documents cannot be processed
  - Do not highlight anything on your documents – when faxing, this actually appears as being blacked out and renders your documents illegible
  - Make sure you are faxing your documents in portrait mode and with standard 8.5” wide x 11” long paperwork
- If uploading (preferred):
  - Ensure that you use dark, clean copies of your paperwork – illegible documents cannot be processed
  - Do not highlight anything on your documents
  - Make sure you upload the appropriate type of files – there are detailed instructions on the upload screen that we highly recommend you read prior to uploading your documentation

**Is there a deadline for submission of my payment request for Tuition Reimbursement or MCCN Education Assistance?**

Yes. All requests and appropriate documentation must be submitted within 60 days after the term end date on your application for your request to be considered for reimbursement.

**How do I know if my school is accredited for Tuition Reimbursement?**

Accreditation is a status granted to educational institutions found to either meet or exceed academic quality standards established by an accrediting agency through an assessment process.

In accordance with the Mount Carmel Tuition Assistance policy, all courses must be taken at a regionally or nationally accredited educational institution that is Title IV approved. Schools listed on the Tuition Assistance website have been determined by the Department of Education to be accredited and are eligible for your program.

If your school is not listed, or if you have questions about accreditation, contact your school directly or call Edcor at 1-844-344-2716.

**What expenses are and are not covered under the Tuition Reimbursement Program?**

Mount Carmel will provide reimbursement for tuition. Books and fees are not covered.

For certifications the following fees/costs are covered:

- Related preparatory courses and exam fees
- Enrollment fees
- Practice exams
- Workshops and bootcamps
- Study aids
- Study packages/products



**Where can I view the Tuition Reimbursement policy?**

You can find the Mount Carmel Tuition Reimbursement Program Policy under the “Program Details” tab from the left navigation menu on the Welcome Page, or access it from [PolicyTech](#).

**What if I have additional questions?**

You can call Edcor’s Contact Center at 1-844-344-2716 8:00 a.m. to 8:00 p.m. EST Monday - Friday.