

UnityPoint Health: Frequently Asked Questions Tuition Reimbursement

General Information

What institutions can I enroll in?

You can enroll in any institution accredited by the Department of Education's Office of Post-secondary Education, and any institution pre-approved by UnityPoint Health.

Can I enroll in certifications?

Certifications are allowed. Certifications that support the operations of the UnityPoint Health system are allowed. Reference the Education Assistance policy for approved certification programs.

When can I enroll in this Benefit?

You can enroll any time after being employed for six months.

When can I generally expect my reimbursement?

You will be reimbursed at the end of your term/semester only after we have received the necessary information to verify your enrollment and completion of all courses for the term.

Degree Information

What documentation must be submitted?

- Student's name
- School name/logo or URL
- Course title(s)
- Course start and end dates or term.
- Itemized costs for reimbursement
- Tuition costs
- Course-related fees
- Books and any discounts/grants or scholarships
- Transcript showing final grade with the above information minus the cost information.

How long do I have to register for a degree?

You will have 90 days after your term/semester's start date to send us the required information to sign up.

When will I get reimbursed for my degree?

You will be reimbursed after the necessary information has been received and reviewed. Once approved you will receive your reimbursement shortly thereafter.

How long do I have to get Fiducius the required information for reimbursement?

You will have 90 days after the end of your term/semester to submit the necessary documents. Your account will prompt you for the required information.

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Certification Information

What documentation must be submitted?

- Student's name
- Name of the institution providing certification exam or renewal
- Certification name itemized cost for reimbursement.
- Exam/Renewal or other related costs such as review guides
- Study group cost
- Copy of certification/renewal or letter stating team member successfully passed certification.

How long do I have to register for a certification?

You will have 90 days after your term/semester's start date to send us the required information to sign up.

When will I get reimbursed for my Certification?

You will be reimbursed after the necessary information has been received and reviewed. Once approved you will receive your reimbursement shortly thereafter.

How long do I have to get the required information for reimbursement?

You will have 90 days after the end of your term/semester to submit the necessary documents. Your account will prompt you for the required information.

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Reimbursement Information

How do I add my bank account information to my portal?

- Log in to the [MyFiducius portal](#).
- Click on My Accounts on the left-hand side of the portal.
- Under Account Servicers/Banks Section:
 1. Click on "Add Servicer/Bank".
 2. Select "Other" from the dropdown.
 3. Fill out all the required information.
- Under Accounts:
 1. Click on "Add Account".
 2. Select the bank previously added as your "Account Servicer/Bank".
 3. Select "Reimbursement Account" for the "Account Type".
 4. Fill out all the other required information.

How are payments scheduled?

Scheduled tuition reimbursement payments are calculated upon approval of submitted documentation. Payments that are approved for reimbursement will appear in a "reimbursement pending" status.

My term cost is more than my maximum reimbursement allowed. What do I do?

When entering the cost of your class(es), enter the maximum amount allowed to be reimbursed. The system will not allow you to enter a higher amount.

Tuition Reimbursement Processing

Payment Remittance Date	Information
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7th of the Month	If your documentation was approved between the 16th of the previous month and the 1st of the current month, your tuition reimbursement will be processed on the 7th of the month. Please allow up to 2 weeks before you will receive payment.
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21st of the Month	If your documentation was approved between the 2nd and the 15th of the current month, your tuition reimbursement will be processed on the 21st of the month. Please allow up to 2 weeks before you will receive payment.
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Note: Documents are typically reviewed the business day after they are received. However, during high volume periods, processing times may be longer.

End of-year documentation deadline?

To receive your tuition reimbursement in the current tax year, documentation needs to be received and approved no later than December 20th. Due to high volumes and holidays, it is recommended that you return documentation no later than December 14th to ensure your documentation is approved before the deadline.

[Log in](#) to the MyFiducius Portal

UnityPoint Health has created an account for you, please do not select "Create Account"

- Select "Forgot password" and enter your UnityPoint Health email address. Then click on the "reset password" button. You will be sent an email with a link to set/reset your password (this can take a few minutes to arrive).
- Click on the link provided in the email to reset your password within 30 minutes of receiving the link.
- Follow the instructions on the screen to sign into your portal.
- Send an email to LoginAssistance@GetFiducius.com with the subject line "UPH" if you experience any problems logging in.