

# Bright Horizons EdAssist Solutions EdAssist 5

Appeals Process for Employees



# Agenda

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- Getting Help / Contact Support
- Appeals Process



# Getting Help / Contact Support

# Contacting EdAssist

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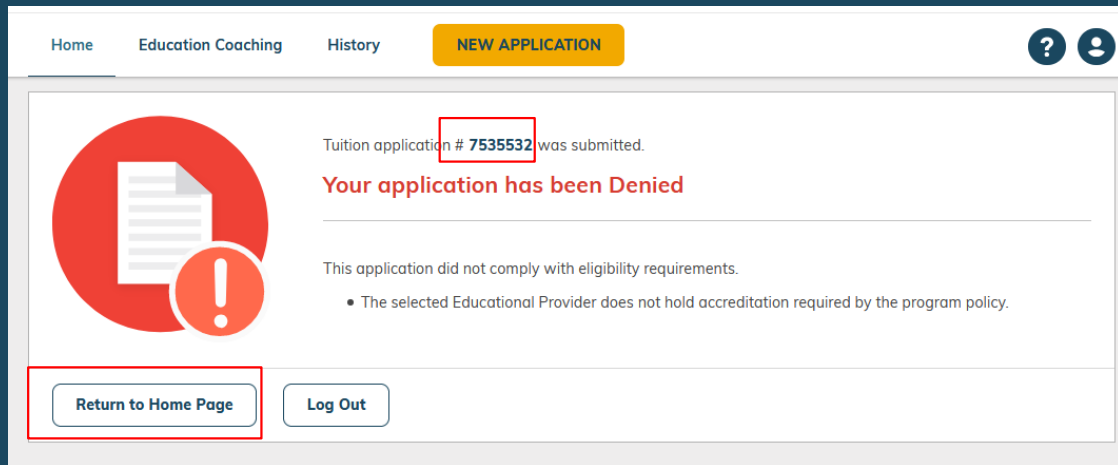


If you have question about your application, education network, or education coaching, you have a few ways to get help from an EdAssist Administrator.

- **Chat:** For immediate assistance, access [Vanderbilt EdAssist Website](#) and go to **Support Services**, then select **Get Live Help**.
  - Chat hours are between 9 am - 4 pm ET
- **Support Ticket:** Access [Vanderbilt EdAssist Website](#) and go to **Support Services**, then select to create a **Support ticket**.
- **Customer Support:** Call EdAssist Customer Support number 844.266.1532
  - Support hours are between 7 am – 7 pm ET, Monday through Friday

# Appeals Process

# Application Denied



The screenshot shows a web application interface with a navigation bar at the top containing 'Home', 'Education Coaching', and 'History'. A yellow button labeled 'NEW APPLICATION' is on the right. A red circle with a document icon and an exclamation mark is on the left. The main content area displays: 'Tuition application # 7535532 was submitted.', 'Your application has been Denied', and 'This application did not comply with eligibility requirements.' with a bullet point: '• The selected Educational Provider does not hold accreditation required by the program policy.' At the bottom, there are two buttons: 'Return to Home Page' and 'Log Out'.

At times, your application may be denied for various reasons such as selecting an unapproved school, going above your benefit limit, failing to submit proper documentation, or not complying with policy guidelines.

If you believe your denied application merits additional review, you have the opportunity to appeal your application

To begin the appeal process, click on the **application number**.



# Reason for Denial

Tuition Application #7876592

**DENIED** Employee

**Supporting Documentation** [What document types are supported?](#)

Please upload completion documentation. Only one Document Type can be selected at a time. Acceptable document formats are .pdf, .jpg, .jpeg, and .png. File size limit is 3 MB.

Drag Document here to upload or [Select File](#)

This application currently has no supporting documentation.

**Status History**

<b>DENIED</b>	Status Change	Jun 09, 2021 12:39 PM CDT
<b>PROGRAM RULE</b>	From <b>Program Rules</b> The selected Educational Provider does not hold accreditation required by the program policy (Regional).	Jun 09, 2021 12:39 PM CDT
<b>SUBMITTED — PENDING REVIEW</b>	Status Change	Jun 09, 2021 12:39 PM CDT

Each application has a Status History section that provides you with details as to reason for the Denial.

Review the reasons for the denial under **Status History** prior to appealing your application. You will need to provide a reason for your denial, and if required, support documentation as well.




# Actions


To begin the appeal process, click on **Actions** on the right corner of the application, and then click on **Appeal Denied Application**.

Tuition Application #7535532 Actions

⊘ DENIED Employee Appeal Denied Application

 **Supporting Documentation** What document types are supported? ⓘ

Please upload completion documentation. Only one Document Type can be selected at a time. The preferred document formats are pdf or jpg.


 **Drag Document here to upload or Select File**

This application currently has no supporting documentation.






# Reason for Appeal

 **Reason for Appeal**


Reason for Appeal (Optional)

I submitted my application with incorrect details

 **Comments**


If you are unable to explain your appeal reason sufficiently using the comment box, please upload a written explanation including the additional details in the supporting documentation section.

Please update my education provider to Boston College.

 **Status History**

<b>DENIED</b>	Status Change	Jun 09, 2021 12:39 PM CDT
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[View All Status History](#)

 **Supporting Documentation** [What document types are supported?](#)

Drag Document here to upload or Select File

This application currently has no supporting documentation.

[SEND APPEAL](#) [Cancel](#)

Select one of the options available for a **reason for the appeal** from the list provided.

Please make sure to add details **comments** as to the reason for your appeal and the information you are providing.



# Supporting Documentation

If needed, upload **supporting documentation** for your appeal.

When ready, click on **Send Appeal**.

**Reason for Appeal**

Reason for Appeal (Optional)

I submitted my application with incorrect details

**Comments**

If you are unable to explain your appeal reason sufficiently using the comment box, please upload a written explanation including the additional details in the supporting documentation section.

Please update my education provider to Boston College.

**Status History**

DENIED	Status Change	Jun 09, 2021 12:39 PM CDT
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[View All Status History](#)

**Supporting Documentation** [What document types are supported?](#)

Drag Document here to upload or Select File

This application currently has no supporting documentation.

**SEND APPEAL** Cancel



# Appeal Sent to Program Administrator



An appeal for Application # **7535532** was submitted

**Your appeal will now be reviewed by your program administrator**

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We will notify you via email with any status updates, or if anything else is needed.

After it is reviewed, your appeal will be forwarded to a company representative for reconsideration. Appeal decisions are final.

[Return to Home Page](#)

[Log Out](#)

Your appeal request will first be reviewed by your Program Administrator.

You will be notified if additional information is needed via an email or if your appeal is approved.



# Appeal Status

Tuition Application #7876592 Actions

**APPEAL FORWARDED TO APPROVER FOR REVIEW** Employee

**Supporting Documentation** [What document types are supported?](#)

Please upload completion documentation. Only one Document Type can be selected at a time. Acceptable document formats are .pdf, .jpg, .jpeg, and .png. File size limit is 3 MB.

Drag Document here to upload or Select File

This application currently has no supporting documentation.

**Status History**

MESSAGE	From	Jun 09, 2021 12:59 PM CDT
Please update my education provider to Boston College.		
<b>APPEAL FORWARDED TO APPROVER FOR REVIEW</b>	Status Change	Jun 09, 2021 12:59 PM CDT
<b>DENIED</b>	Status Change	Jun 09, 2021 12:39 PM CDT
PROGRAM RULE	From <b>Program Rules</b>	Jun 09, 2021 12:39 PM CDT
The selected Educational Provider does not hold accreditation required by the program policy (Regional).		
<b>SUBMITTED — PENDING REVIEW</b>	Status Change	Jun 09, 2021 12:39 PM CDT

At any time, you can check the status of your appeal or add additional information by going to **History** and finding you appealed application.





**Bright Horizons.**