

Career Online High School, A High School Diploma Program

Frequently Asked Questions

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CAREER ONLINE HIGH SCHOOL

WHAT IS CAREER ONLINE HIGH SCHOOL?

Career Online High School is a 100% online program in which you earn both an accredited high school diploma and a career certificate. Career Online High School gives you the flexibility you need to balance work and school. By enrolling in the program, you will:

- Earn a diploma on your own schedule.
- Gain real-world career skills with adult-focused class content.
- Get support from success coaches to help you along the way.

HOW MUCH DOES THE CAREER ONLINE HIGH SCHOOL PROGRAM OPTION COST?

The Career Online High School program option is offered to teammates through their existing education benefits for \$1,295 per 18-month subscription.

The program is organized as a “**Prepayment of Tuition and Fees**” payment model. This means that **Atrium Health will pay the provider directly and that there is no out of pocket cost for tuition.** This \$1,295 subscription fee will be deducted from your annual Atrium Health Education Assistance cap limit benefit. For [details on Education cap limits visit here.](#)

HOW DO I KNOW IF I SHOULD USE CAREER ONLINE HIGH SCHOOL?

Teammates should use Career Online High School if they are interested in obtaining their high school diploma. Previous high school courses, GED and HiSET class credits are available.

TEAMMATES AND PROGRAM ELIGIBILITY

HOW DO I BECOME ELIGIBLE FOR CAREER ONLINE HIGH SCHOOL?

- Full-time and part-time active teammates of Atrium Health. This includes Navicent, Wake Forest Baptist and Greater Charlotte Region (GCR) teammates.
- New teammates will be eligible to participate after completing three (3) months of continuous service.
- PRN, temporary, and contract teammates are *not eligible* to participate
- Teammates must be in an active employment status at the time of application submission, approval, and payment

AM I ELIGIBLE FOR CAREER ONLINE HIGH SCHOOL PROGRAM IF I GO ON LEAVE OF ABSENCE?

Yes. If a teammate is approved for a Career Online High School subscription prior to FMLA leave, coverage under the Atrium Health Education Assistance Program policy will remain in effect until the expiration of the FMLA leave.

DOES MY PROGRAM HAVE TO BE APPROVED?

Yes. Teammates must submit an application for each subscription. The Career Online High School

application will be reviewed for policy compliance by the Plan Administrator (EdAssist) only.

ARE THERE ANY REPAYMENT REQUIREMENTS?

As a condition for the payment by Atrium Health of Covered Expenses under this Educational Assistance plan benefit, the teammate must agree to remain, and must remain, employed by Atrium Health, for a minimum of one (1) year (12 continuous months) after any reimbursement is paid.

A teammate who voluntarily terminates employment or is terminated for cause within 12 months of receiving payments will be required to refund Atrium Health 100% of the payments received within that time period. Teammates are exempt from the work commitment if their employment is involuntarily terminated for reasons other than cause or performance. The prorated amount will be calculated by number of months remaining to fulfill the one (1) year (12 continuous months) work commitment compared to the amount of educational assistance funds received.

DO I NEED TO SUBMIT ANY DOCUMENTS UPON COMPLETION?

Yes. Teammates will need to submit either a certification of completion or a progress report at the end of the subscription to avoid suspension of all direct bill programs. Certificate of completion and progress report can be obtained directly from Career Online High School.

HOW DO I KNOW WHEN MY SUBSCRIPTION EXPIRES?

Your subscription will begin on the date entered in your application for Course Start Date and will end after 18-months. If you do not complete the program within your 18-month subscription period, you will need to submit another application for a new approval code.

CAN I CANCEL MY SUBSCRIPTIONS?

We encourage all our teammates to keep the subscription active until it automatically expires at the end of 18-months. Keeping your subscription active will allow you to return at any time without submitting for a new application.

WHAT HAPPENS IF I NEED TO TAKE CLASSES PAST THE 18-MONTH SUBSCRIPTION?

If a participant needs to extend their subscription beyond the 18 months, they will create a new application to renew their subscription. Another 18 months subscription fee will be deducted from their prepaid tuition balance.

APPLICATION SUBMISSION PROCESS

Teammates will access the Atrium Health EdAssist Portal to apply for education assistance benefits.

HOW DO I SUBMIT AN APPLICATION?

Click on **New Application** button at the top after you log into the EdAssist portal linked on the Career Development Center, Educational Assistance Page

1. **Contact Information**
 - a. Review your contact information
 - b. Click **Continue**
2. **Program Information**
 - a. **Education Program (degree):**
 - Select **GED/Diploma**
 - b. **Field of Study (major):**
 - Select **GED/Diploma**
 - c. **Programs available:**
 - Select **Prepaid ESL and High School Diploma**
 - d. **Education Providers:**
 - Select **Career Online High School**
 - e. Click **Continue**
3. **Session Information:**
 - a. Enter an **18-month period** for session start date and end date
 - For example: Session Start Date: January 1, 2022, and End Date: June 28, 2023. NOTE: If you do not complete the program within your 18-month subscription period, you will need to submit another application for a new approval code.
 - b. Enter your **Course & Expense Information**
 - Skip this section
 - c. Click **Continue**
4. **Agreements**
 - a. Enter "**No**" for the question on financial aid you will receive (grants, scholarships, or discounts).
 - b. Read and agree to the following: Participant Agreement and FERPA Agreement
 - c. Electronically sign your application and click **Continue**
5. **Review & Submit**
 - a. Confirm that all information is correct before submitting your application
 - b. Click **Submit Application**
6. **Obtain Provider Approval Code:**
 - a. Once your application is approved, an "Approval code" will be provided to you. You can find your approval code via two methods:
 - **On the EdAssist Application:** On the EdAssist Homepage, go to Actions Needed and find your application. Click **copy code**, then click **Take Your Courses Now** (<https://atriumhealth.mycareerhs.com/>)
 - **On the system generated email**, follow the enrollment instructions, and go to the provider web [URL](#) as indicated in the email sent to your Atrium Health email account.

- b. Once you are on the [Career Online High School website](#), select a **Career Track** for your High School Diploma and complete the enrollment process. You can begin taking classes immediately.
- c. For any questions, you can contact Career Online High School powered by Smart Horizons directly at **855-203-7516**.

HOW CAN I CHECK THE STATUS OF MY APPLICATION?

After entering your application details, you will be notified on the EdAssist webpage and by an email sent to your Atrium Health email account that your application has been received.

We also encourage you to monitor the status of your application on the Career Development Center, Educational Assistance Page

You will receive a system-generated email sent to your Atrium Health email account whenever your application status changes.

GETTING HELP

EdAssist Help

Website: You can submit and check the status of your applications 24 hours a day, seven days a week via the EdAssist portal on the Career Development Center, Educational Assistance Page

- You can submit a support ticket online by clicking “**Support**” from the top navigation bar.
- If you have a question or comment about a particular application, please use the application comments function to add notes directly on the application in question.

Phone: You can contact a Customer Service Representative 8 a.m. to 8 p.m. ET, Monday through Friday, at **833-211-2710**.

Live Chat: You can submit a live chat to a Customer Service Representative 8 a.m. to 4 p.m. ET, Monday through Friday.

Career Online High School Help

Phone: You can contact a Customer Service Representative 8 a.m. to 8 p.m. ET, Monday through Friday, at **855-203-7516**.