



English As Second Language (ESL) Online Classes

Frequently Asked Questions

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ENGLISH AS A SECOND LANGUAGE (ESL)

WHAT IS ENGLISH AS A SECOND LANGUAGE (ESL)?

ESL classes help teammates improve their English proficiency while learning valuable career skills at Atrium Health. Teammates will receive a personalized training program based on their level, native language, and career pathway. Improve your English while using our mobile app or a computer by doing short, real-world lessons that are relevant to your life and career of choice, along with keeping you motivated and engaged.

By enrolling in the program, you will be able to:

- Transfer previous high school/GED/HiSet credits to graduate more quickly
- Engage in small talk and longer conversations with friends, acquaintances, colleagues, and patients.
- Communicate with patients and teammates in-person and over the phone
- Prepare for careers in general medicine, specialized medical fields or other work environments
- Master key terminology related to meetings and general workplace protocol
- Learn through 5–10-minute lessons, tailored so that working adults can fit micro-learning opportunities into their busy days. You can download lessons for use offline or in low-bandwidth areas.
- Spend about 1-3 hours per week engaging with career focused content.
- Earn a certificate of completion with a certification of your English level.

HOW MUCH DOES THE ESL PROGRAM OPTION COST?

The ESL program option is offered to teammates through their existing education benefits for \$350 per 6-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 \$350 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 ENROLL IN ESL CLASS?

Teammates should use ESL if they are seeking to enhance proficiency in their English language reading, writing, and speaking skills.

TEAMMATES AND PROGRAM ELIGIBILITY

- 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 ESL PROGRAM IF I GO ON LEAVE OF ABSENCE?

Yes. If a teammate is approved for an ESL 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 EnGen 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 EnGen.

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 6-months. If you do not complete the program within your 6-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 6-months. Keeping your subscription active will allow you to return at any time without submitting for a new application.

APPLICATION SUBMISSION PROCESS

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

HOW DO I SUBMIT AN APPLICATION?

First, complete the ESL registration link on the [Atrium Health GED/ESL Page](#)

Second, log into your EdAssist Portal (located in the right margin) on the [Career Development Center, Educational Assistance Page](#)

Select **New Application** button at the top; enter your

1. **Contact Information**
 - a. Review your contact information
 - b. Click **Continue**
2. **Program Information**
 - a. **Education Program (degree):**
 - Select **Individual Course**
 - b. **Field of Study (major):**
 - Select **English Language Learning**
 - c. **Programs available:**
 - Select **Prepaid ESL and High School Diploma**
 - d. **Education Providers:**
 - Select **EnGen**
 - e. Click **Continue**
3. **Session Information:**
 - a. Enter a **6-month period** for session start date and end date
 - For example: Session Start Date: January 1, 2022, and End Date: June 28, 2022. NOTE: If you do not complete the program within your 6-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, your information will be sent to EnGen. EnGen will contact you directly.

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 the Career Development Center, Educational Assistance Page

You will receive a system-generated email sent to you 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 linked 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. – will BH assist with ESL/ENGEN Questions**

Live Chat: Submit a live chat to a Customer Service Representative 8 a.m. to 4 p.m. ET, Monday through Friday – is this available through ENGEN?

ESL Help

Please email support@voxy.com; or visit <https://support.voxy.com>