

## Education Assistance Benefits Program FAQs

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### 1. What is the blackout period and why is it happening?

The blackout period will take place from **Friday, Oct. 31, 2025, to Thursday, Jan. 15, 2026**, while Advocate Health transitions from EdAssist with Bright Horizons to InStride, our new education assistance benefits platform.

During this time, you will not be able to access EdAssist, submit new applications, upload documents or request reimbursements. This pause allows us to move all programs and funding options to one unified platform that will make managing your education benefits easier.

Once InStride launches on Jan. 15, 2026, you can submit documentation, apply for new programs and continue receiving education funding through the new system.

### Tuition Reimbursement

### 2. What happens if I can't upload my documents before the blackout period? (Tuition Reimbursement only)

You won't lose your eligibility or ability to be reimbursed. If you can't upload your documentation before Oct. 31, 2025 or Bright Horizons needs more information to process your application after the Oct. 31 blackout, you can restart your application with InStride after Jan. 15, 2026. Your reimbursement will be processed in 2026.

### 3. What if my course is complete and I have all my final documents? (Tuition Reimbursement)

Complete your application and upload your documents with EdAssist before Oct. 31, 2025. Submitting early ensures your reimbursement is processed in 2025. If you miss the deadline, you'll need to restart your application with InStride starting Jan. 15, 2026, and your reimbursement will be processed in 2026.

### 4. What if my course is still in progress? (Tuition Reimbursement)

Finish your course and gather your final grade, itemized tuition & fees and proof of payment. Keep your EdAssist application open through the blackout period. On Jan. 15, 2026, log in to InStride, create your account and restart your application from the beginning. Policy deadlines will have some flexibility during the transition.

## Continuing Education

### 5. I'm in a Continuing Education (CEU) or shorter program. What should I do?

If your final invoices and proof of completion are ready, submit them with EdAssist before Oct. 31, 2025, so your reimbursement is processed in 2025. If you miss the deadline, you'll restart your application with InStride after Jan. 15, 2026, and your reimbursement will be processed in 2026.

### 6. How is "continuing education" defined?

Continuing Education generally covers CEUs, short courses, course fees (non-degree seeking), and exam fees. Job-required education is eligible.

## Success Pays and Nursing Voucher

### 7. What about Success Pays and Nursing Voucher Programs?

If your course has already been paid out, you do not need to upload your Letter of Completion (LOC) at this time. Make sure your course and invoice details are accurate in the EdAssist with Bright Horizons site and keep your LOC for your records. If you plan to enroll in another Direct Pay program, you can do so in InStride after Jan. 15, 2026. Additional workflow details will be shared closer to launch.

## Direct Pay or Prepaid Tuition Assistance

### 8. What if I'm in a Direct Pay or Prepaid Tuition Assistance program?

If your school has already been paid, no action is needed right now. Confirm your course and invoice details on the EdAssist site and keep copies for your records.

If your course is still in progress or your school hasn't been paid yet, keep your EdAssist application open until Oct. 31, 2025. After Jan. 15, 2026, start a new application in InStride to continue your studies or request new Direct Pay funding.

## Loan Support

### 9. What if I'm in the Loan Program?

Oct. 31, 2025 is the final day to request payments or submit recurring payment information.

After this date, the EdAssist with Bright Horizons site will no longer be accessible. Additional workflow details for the new program with InStride will be shared closer to launch in January.

### 10. What is the loan support and payout maximum?

For loan support, the payouts are as follows:

- \$5,250 per year / \$21,000 Lifetime maximum for Full-time teammates

- \$2,625 per year / \$10,500 Lifetime maximum for Part-time teammates

We are working to update both the Workday knowledgebase and the policy in PolicyTech.

## Other

### 11. Will my EdAssist information transfer to InStride?

No. Data from EdAssist with Bright Horizons will not transfer to InStride. You'll need to start new applications in the new system for any ongoing or future programs.

### 12. What happens after the blackout period?

When InStride launches on Jan. 15, 2026, you will create your account > submit new applications > upload documentation for completed courses > continue receiving education funding through the new platform.

### 13. If my application for a fall program isn't processed until the spring, will that affect my EdAssist allowance cap for spring 2026?

Taxes will be covered for teammates affected by the black period should they exceed \$5,250 in 2026. This is a one-time exception and only applicable if the overage is due to the blackout period in 2025.

### 14. If I am participating in the Faculty Concession program at Wake Forest Baptist, does this blackout period pertain to me?

No, participants in the Faculty Concession program at Wake Forest Baptist will not have a blackout period and will still have access to the [Bright Horizons EdAssist](#) portal. The Faculty Concession program will continue into 2026, using Bright Horizons as the vendor.

### 15. How do I submit an application once the new system is live in January?

Educational materials and job aids will be shared with leaders and teammates closer to launch.

**You do not need to reach out to InStride directly.** More information, including educational materials on how to submit applications, will be available in the coming month.

### 16. Who can I contact for help?

We are here to support you throughout this transition. Visit the [Education Assistance page](#) for updates. Email [EdAssistHR@advocatehealth.org](mailto:EdAssistHR@advocatehealth.org) with questions.

You'll continue receiving communications and updates between now and January to guide you through each step of the transition.