



Frequently Asked Questions

Student Loan Assistance Program

General Questions

What is the [EMPLOYER] Student Loan Assistance Program?

[EMPLOYER] is proud to provide student loan repayment assistance to employees who have obtained (or are in the process of obtaining) an undergraduate or graduate degree for themselves from an accredited institution, have outstanding loans, and meet Program eligibility requirements.

How much is the loan contribution?

A [CONTRIBUTION AMOUNT] contribution will be made monthly, directly to your student loan servicer.

Is this contribution taxable?

The monthly loan payment made by [EMPLOYER] will be considered imputed income and will be subject to federal, state, FICA, and local withholding taxes. [EMPLOYER] is required to include student loan contributions made through the administrator on your Annual Wage Statement, Form W-2.

Once [EMPLOYER] is contributing to my loan, do I continue making my monthly payment?

[EMPLOYER]'s monthly contributions are intended to be additional payments to aid in faster repayment and we would strongly recommend not using them in place of regular monthly payments. Please know that any late fees or penalties incurred due to missed or late payments are your sole responsibility. Neither Encompass Health nor Tuition.io are responsible for such fees incurred by your loan servicer.

Enrollment and Administration

How do participate in the Student Loan Assistance Program?

Program-eligible employees will then receive an email invitation from Tuition.io with instructions to enroll.

How does my contribution get set up?

Once eligible for the program, you will receive an email invitation directly from Tuition.io with a unique registration link and instructions. If you have misplaced or cannot locate your email, you can also enroll at [\[EMPLOYER\].tuition.io/enroll](#) by providing your Employee ID and last name.



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Enrollment and Administration, Continued

My registration link isn't working. What should I do?

Contact support@tuition.io via email or call **855-353-9395** for assistance.

Can I register for the program from my own computer at home?

Yes, however, in order to use the unique registration link you will need to sign in using your **[EMPLOYER]** email address. If you do not have access to this at home, you can register by going to [\[EMPLOYER\].tuition.io/enroll](https://[EMPLOYER].tuition.io/enroll).

What information do I need in order to enroll?

You will want to have the following information handy to enroll in the program. Please note that contributions will not begin until your loan has been fully linked to Tuition.io and all steps have been completed. Tuition.io will send you a confirmation email once your account setup is complete.

- Loan servicer **username and password**
- Loan servicer **account number**
- **Physical address** to where your student loan payments are sent

I'm having issues with the Tuition.io portal. Who can help me?

Contact support@tuition.io via email or call **855-353-9395** with a description of the issue you are having.

Is there a limit to the number of loans I can add to my Tuition.io account?

No, you can add as many loans as you would like, however monthly contributions from **[Employer]** will only be applied to one loan at a time. You can select which loan you would like the contributions to be applied to first within the Tuition.io portal.

When and how will contributions be issued?

Contributions will be issued by Tuition.io directly to the primary loan servicer chosen during your enrollment. Contributions will be made monthly and notification will be sent to you via email when funds have been sent to your student loan account.

Who do I contact for questions about payments?

Contact support@tuition.io via email or call **855-353-9395** with payment questions.