



# Third-Party Billing FAQs Students

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## What does a student need to know about third-party sponsors?

- Find out what the sponsor's requirements are to receive sponsored funds.
- Find out what the sponsor will commit to pay on the student's behalf.
- The student is responsible for paying any portion that is not covered by a sponsor by the semester due date. The student also has the option of setting up a payment plan for any remaining balance, which must be set up by the semester due date. The due date for balances will be the first day of classes for each semester.
- The university bills the sponsor for sponsored expenses on the student's behalf.

## How does a sponsorship work?

- The sponsor provides a billing authorization that may be a letter, purchase order, or voucher to the Office of Student Financial Services. The student's account is credited for the expected amount. This credit prevents holds being placed on the student's account for the sponsored amount only.
- After the drop/add period, Hodges University bills the sponsor on the student's behalf. ANY restrictions or contingencies on the authorization will not be accepted. For instance, if the agency requires grade or transcript review before payment can be received, the university will not authorize third-party billing for this sponsor. In such cases, the student must pay the original bill and be reimbursed by the sponsoring agency.
- If the sponsor does not pay the student's bill, the conditional credit is removed from the student's account and the student will be billed directly for the outstanding balance. An unpaid bill may cause inability to obtain transcripts, register for the following term, and possible cancellation from current classes.

## What is a billing authorization?

- A billing authorization is a document in which a sponsor commits to pay designated education expenses for the student. The authorization from the sponsor specifies what they will pay, the period of coverage and billing information.
- Sponsors usually send the authorization directly to the university, but some sponsors send the authorization to the student. The Office of Student Financial Services does NOT notify the student or sponsor when authorization expires at the end of the term(s) or effective date(s).
- The sponsor and student are responsible to ensure that authorization is received before the first student bill due date, which is the first day of classes per semester.

## How is the student billed for charges not paid by the sponsor?

The student's online statement, which can be viewed through the myHUgo portal, will show a detailed balance due (including tuition, fees and books) and the payment due date. If the Office of Student Financial Services has already received your sponsor authorization, the balance due will reflect the sponsor credit.

## Can a student receive a refund if their account shows a credit balance?

If a credit balance shows on the student's account as the result of a third-party billing credit, a refund can be given to the student, if the third-party sponsor has authorized for a student to receive any remaining credit balances from third-party funds.

## What does a student need to do if they do not see their sponsor's commitment on their account?

- For a student to view their account detail, go to the myHUgo portal > HU Self-Service > Student Account Information.
- If the student does not see the sponsor's credit on their account, this means that we have not received the sponsor authorization. The student will need to contact the sponsor to see when the authorization will be sent to the university.

## What happens if the sponsor does not pay?

- The student is legally responsible to pay the full cost of education expenses if the sponsor does not pay.
- If payment is not received from the sponsor within 30 days of the invoice sent, a second invoice will be sent to the sponsor and a hold will be placed on the student's account that will prevent them from obtaining transcripts, grades and/or registering for the following semester.
- If payment is not received from the sponsor by the last week of said semester, the student will be billed for the unpaid amount. Any charges that are not paid by the sponsor are billed directly to the student. The student will be charged and a hold will be placed immediately on their account if, at any time during the semester, the sponsor notifies the university that they will not pay any portion of a bill.

## Are grades and/or transcripts submitted to a sponsor by the university?

The relationship between the sponsor and the university involves billing and payment matters only. The student is responsible for providing all other information required for the sponsor. At times, authorizations contain information that is not relevant to billing; the university not follow up on that

information. For example, if a sponsor requires grades to be shown after a semester is complete to see if you can receive a sponsorship for the following semester, it will be the student's responsibility to send that information to the sponsor.

### How does a student's privacy rights relate to a sponsor?

Student education records – other than publicly available directory information – are private and shall not be disclosed except as appropriate to the following:

- Appropriate persons or agencies in connection with a student's application for, or receipt of, financial aid to determine eligibility, amount or conditions of financial aid, and to enforce the terms and conditions of the aid.