

## Third-Party Billing Q & A

### Q1. What is Third-Party Billing?

A1. *Third-Party Billing is when a private, government, or scholarship agency pays any portion of your tuition & fees and requires a bill from the University.*

### Q2. What do I need to know about third party sponsorships?

A1. *Find out what your sponsor's requirements are to receive your funds.*

A2. *Find out what the sponsor commits to pay on your behalf.*

A3. *You are responsible for paying your portion of the bill by the due date; otherwise, your account may be assessed late payment fees.*

A4. *The University bills the sponsor for sponsored expenses on your behalf.*

### Q3. What is required to participate in Third-Party Billing?

A1. *A completed Chicago State University Third-Party Billing Agreement for the enrollment period covered by third-party billing.*

A2. *An official billing request/voucher/ authorization document, from your third-party sponsor, is required for every semester that the third-party is willing to pay. All authorization letters **MUST** include the following information:*

- *Name, address, and contact information of Third-Party Agency*
- *Student's Name*
- *Student's UID ( University Identification Number)*
- *The academic term(s) and amount being covered by the authorization*
- *Name and contact information for the billing point of contact*
- *Preferred method of invoice delivery (email, fax, direct mail) and the corresponding billing information*

### Q4. When will my Third-Party Sponsor be billed for my charges?

A1. *Third-Party billing will take place after the last day classes can be dropped with a "W" grade (**consult the academic calendar for semester-specific dates**). Third-Party sponsors generally don't pay for classes that student's have withdrawn from.*

A2. ***UPS CRCP & Earn and Learn** billing takes place up to 14 days after grades have posted for each semester. UPS requires that CSU include a grade report with each invoice submitted.*

### Q5. I receive Financial Aid, but my Third-Party sponsor will pay my educational costs. Why aren't I getting all of my Financial Aid back when refunds are processed?

A1. ***Any and all payments** applied to your CSU account will be applied toward **any and all outstanding balances** in the order in which they post to your account(this excludes balances not yet due).*

A2. *This rule applies to Financial Aid disbursements and 3rd party payments received on your behalf.*

A3. ***Refunds will only be processed when and if** your 3rd party payment creates a credit balance (-\$X.XX) on your CSU account.*

A4. *It is **not** Chicago State University's policy to pay out refunds when a balance is due on a student account.*

A5. ***THIS POLICY WILL BE STRICTLY ENFORCES AS OF THE FALL 2015 SEMESTER***

## Third-Party Billing Q & A

**Q6. How can I submit third-party billing forms?**

- A1. *In Person: Bursar's Office*  
*Cook Administration Building, Suite 213*
- A2. *Mailing Address:*  
*Chicago State University*  
*Bursar's Office*  
*Attn: Third-Party Billing Coordinator*  
*9501 S. King Dr., ADM 213*  
*Chicago, IL 60628*
- A3. *Email:* [dland@csu.edu](mailto:dland@csu.edu)
- A4. *Fax:* (773) 821-2510

**Q7. How often do I need to submit proof of third-party payment eligibility?**

- A1. *A Third-Party Billing Authorization form and an authorization to bill your third-party sponsor is required at the beginning of each semester being covered by third-party billing.*

**Q8. My third-party sponsor has not submitted my paperwork to Chicago State University yet, what do I need to do.**

- A1. *It is the student's responsibility to assure that the proper billing authorization/voucher is submitted to Chicago State University's Bursar's Office. Follow up with your contact at the third-party agency paying your educational expenses. Then you will need to contact Chicago State University's Third-Party Billing Coordinator to confirm that all required paperwork has been received.*

**Q9. Who do I contact with questions about Third-Party Billing?**

- A1. *Contact CSU's Third-Party Billing Coordinator:*  
*Danielle Land*  
[dland@csu.edu](mailto:dland@csu.edu)  
*(773) 995-2470*

**Q10. What happens if my Third-Party doesn't pay?**

- A1. *You are legally responsible to pay the full cost of your educational expenses if your sponsor does not pay.*
- A2. *You are responsible for paying any balances, **not covered** by your third-party sponsor, by the published due date for that semester. Failure to pay balances not covered by your third-party agreement are subject to late fees, if not paid by the balance due date.*

**Q11. What if I have a balance because my third-party sponsor hasn't paid my bill yet and I need to register for the upcoming enrollment period?**

- A1. *Please contact your Third-Party Billing Coordinator to discuss status of payment*

**Q12. What if I need an official transcript, but my third-party sponsor has not paid my account balance off yet?**

- A1. *In order to receive a transcript, your Chicago State University account balance must be zero. You can pay off your balance and be reimbursed once your third-party sponsor makes payment that creates a credit balance (-) on your CSU account.*

**Q13. How do my FERPA (Family Educational Rights and Privacy Act) rights relate to my Third-Party agency?**

- A1. *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.*