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?
   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 Third-Party sponsors generally don’t pay for classes that student’s have withdrawn from.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 ENFORCED AS OF THE FALL 2015 SEMESTER
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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
   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
        (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.