

Student Loan Assistance Frequently Asked Questions

Program Overview

Category	Question	Answer
Program	What is student loan assistance?	Student loan assistance helps employees pay down undergraduate loans faster by reducing interest and shortening repayment time. After you create an account and verify your loan with Tuition.io, Nebraska Medicine pays your minimum monthly payment or up to \$437.50 per month , whichever is lower, with a \$5,250 annual maximum . Payments continue as long as you're full-time, in an eligible role, and in good standing. There's no lifetime maximum . Nebraska Medicine will keep contributing until the loan is fully paid, you become ineligible, or you leave the organization.

Registration & Documentation

Category	Question	Answer
Registration	How do I register with Tuition.io?	Create an account and link loans by the 22nd of the month to qualify for payment the following month. Provide required documentation.
Documentation	What documentation is required to verify loans?	Provide your most recent billing statement to verify the payment amount. Ensure it reflects your required minimum monthly payment amount. If your loans are paid ahead, your statement may not reflect your monthly payment amount but may show a lower payment amount. Another option to verify your monthly payment amount is to provide alternative documentation to verify your loan payment amount. Your loan servicer can provide you with either a Printable Account Information PDF or a Loan Verification Statement . These documents typically show your monthly payment amount, even if your account is paid ahead.
Deferment/Grace	Am I eligible if my loans are in deferment or grace period?	Yes. If your loan is in-school deferment or grace period, you will need to provide alternative documentation verifying your estimated payment amount. Your loan servicer can provide you with either a Printable Account Information PDF or a Loan Verification Statement , or a letter confirming your expected payment when your loan enters repayment.
Income-Based Plan	Am I eligible if my payment is \$0 under an income-driven plan?	No. If your payment increases later, submit updated documentation to become eligible.

Annual Reverification	What is Annual Reverification and why is it required?	To continue receiving Nebraska Medicine's monthly student loan contributions, you must complete annual reverification through Tuition.io by uploading a current student loan billing statement and notifying Tuition.io once the document has been submitted. This process confirms that your student loan remains eligible for the program and that you remain actively responsible for repayment. Each year, Tuition.io will send a reverification email with instructions and a completion deadline. If reverification is not completed by the deadline, Nebraska Medicine's student loan contributions will stop and will resume only after all verification requirements have been satisfied.
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Eligibility Requirements

Category	Question	Answer
Eligibility	Who is eligible for student loan assistance?	You must: • Be employed by Nebraska Medicine • Be in an eligible role. Job codes for eligible roles included in the student loan assistance program are listed in the Student Loan Assistance Program Eligible Job Codes document located on the Benefits HUB. • Job code eligibility is reviewed periodically to ensure it aligns with current workforce needs. As a result, some job codes may be added while others may be removed based on factors such as contract labor usage, turnover rates, workforce availability, and other business and economic considerations. • Work full-time (.9 FTE or greater) in an eligible position. • Be in good standing, defined as: ○ No second or final corrective action within the last six months. ○ Most recent performance rating (overall score) of 1.90 or higher

Loan Requirements

Category	Question	Answer
Loan Type	What loans qualify?	Loans must be undergraduate, from a qualified institution, and in your name. Loans for your children's education, Parent PLUS loans, or loans not in your name do not qualify.
Graduate Loans	Do graduate loans qualify?	No, only undergraduate loans are eligible.
Consolidation	Will consolidated loans qualify?	Yes, if they are for undergraduate education and meet IRS guidelines.

Payment Details

Category	Question	Answer
Maximum Benefit	What is the maximum assistance amount?	\$5,250 annually, with no lifetime maximum.
Payment Timing	How and when are payments made?	Payments go to your lender. Submit documents by the 22nd; payments are sent mid-next month.
Late Submission	What if I link my loan after the 22nd?	It will be reviewed the next month.

Managing Multiple Loans

Category	Question	Answer
Multiple Loans	What if I have multiple student loans?	You choose which loan receives payments. Excess may apply to another eligible loan.

Tax Information

Category	Question	Answer
Taxes	Are employer payments taxable?	Tax-free up to \$5,250/year; amounts above are taxable.

Program Rules & Status Changes

Category	Question	Answer
Default	What happens if I default on my loan?	Payments will stop.
Combined Benefits	Can I use this with tuition assistance?	Yes, but combined benefits over \$5,250 are taxable.
Employment Changes	What happens if I leave or become ineligible?	Payments stop; you may requalify if eligibility is restored.
Job Changes	What happens if I move to a different position?	If your new role is on the eligible job code list, you'll remain eligible for Student Loan Assistance. If it is not on the eligible job code list, your payments will stop.
Additional Jobs	What happens if I start or stop an additional job?	If you work multiple positions, you must have either: • One eligible position that is at least 0.9 FTE, or • Two eligible positions that together total at least 0.9 FTE. If these requirements are not met, your Student Loan Assistance payments will stop.

Support

Category	Question	Answer
Contact	Who do I contact for questions?	Contact Tuition.io at support@tuition.io or call 855-353-9395.