



North Carolina ESA+ PROVIDERS

Enrolled Provider Training

About NCSEAA

Helping North Carolinians pay for education for 60 years

K12 Scholarships

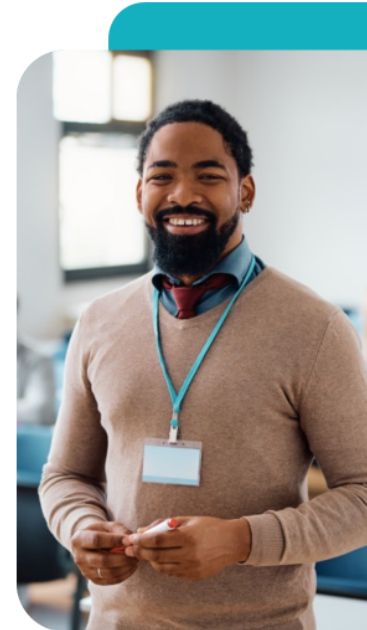
- Opportunity Scholarship
- Education Student Accounts (ESA+)

Higher Education Scholarships & Investments

- College for North Carolina (CFNC)
- Scholarships
- Residency Determination service
- NC 529 Savings Plan

Higher Education Loans

- Forgivable Loans
- NC Assist Loans
- Loan Management



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ESA+ Overview

State Program, timelines,
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Key Terms

Tuition? Tutoring?

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Provider Agreement

Be sure you know what you are
agreeing to!

04

ClassWallet

Direct Pay Vendors, 2.5%

05

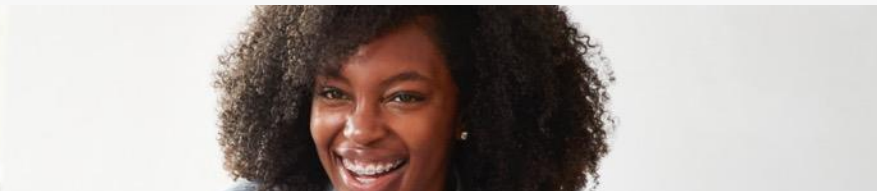
Invoices

Include required data

06

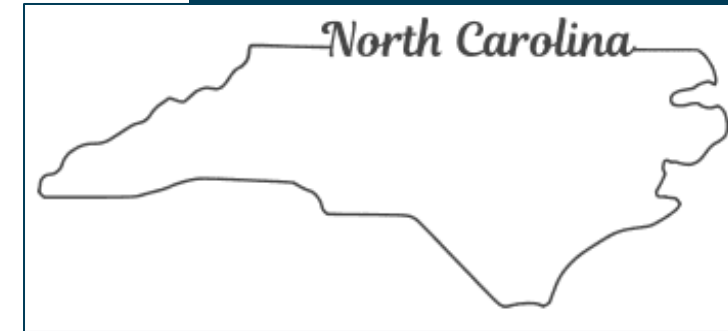
New! Provider Toolkit

What can you put on your
website?



North Carolina Law & ESA+ Program Rules

- North Carolina lawmakers established the ESA+ Scholarship Program.
- Our state agency, the North Carolina State Education Assistance Authority (NCSEAA) is charged with administering ESA+.
- There are Rules which govern the operations of the ESA+ Program.
- The Education Student Accounts (ESA+) Program is funded by the State of North Carolina.



STATUTE and RULES:

<https://www.ncseaa.edu/psr/k12-programs/>



01

ESA+ Overview



ESA+ provides scholarships for expenses related to educating a child with a disability in a nonpublic (private or home) school.

Funds can be used for:

- ☐ Tuition and fees at eligible schools
- ☐ Products: curriculum, technology
- ☐ **Services: therapy, tutoring, and transportation**



How Does It Work?

1. The **ESA+ student** receives a service from a Provider.
2. The **Provider** gives parents an invoice.
3. The **Parent** submits the invoice via their ClassWallet account.
4. **ESA+ staff** review the invoice.
5. If *approved*, the student's ESA+ scholarship funds transfer to the provider's bank account.
6. If *rejected*, no funds transfer. The parent receives an explanation.



Timelines

ESA+ **funds are deposited** in parent accounts at the beginning of each semester:

- August/September for fall
- January for spring

ESA+ **closes ClassWallet:**

- for calendar year-end processes *the last week of December*
- for fiscal year-end processes: *late June through early July*





How do families pay for summer expenses?

- ☐ Families can prepay in the spring for summer expenses. (summer = June, July, August)
- ☐ Families cannot pay in the fall (retroactively) for expenses in June or earlier.

02

Key Terms



Schools vs Tutors

- A **School** is registered with the North Carolina Division of Non-Public Education (DNPE).
- School costs are called **tuition and fees**.



A **Provider of Educational Services** enrolls with ESA+ to provide **Tutoring and Teaching Services**.

For the purposes of ESA+, providers can't charge tuition.



ClassWallet Terms

- **Direct Pay Vendors** are the Providers. Families submit an invoice and select the correct Provider from the list of Direct Pay Vendors.
- The **Marketplace** is where families shop online for curricula and technology.



In the Service Provider section of the ESA+ website you'll find reference copies of the Provider Agreements: <https://k12.ncseaa.edu/families-of-awarded-students/esaplus-program/service-providers/enrollment/>

03

Provider Agreement

A Provider Cannot ...

- *be a member of the student's immediate family, or*
- *if the student is a Home School student, the Provider cannot be a member of the households belonging to the student's Home School.*



A Provider Cannot ...

- *Refund ESA+ scholarship payments to the parent.*

Contact the ESA+ Program for help with refunds.

ESAprvider@ncseaa.edu



A Provider Must ...

- *be enrolled with ESA+ **prior to the date of service** that will be paid for with ESA+ funds.*



Are you enrolled with ESA+ as a Facility?

Facilities warrant that...

- *their Providers are credentialed as required.*
- *the Facility will ensure that employees receive and review a copy of the Provider Agreement.*



Misuse of Funds

SEAA has zero tolerance for misuse of ESA+ funds. Examples of misspent funds by parents include:

- using funds for anything other than Qualifying Education Expenses
- using funds on behalf of someone other than the student awarded an ESA+ scholarship
- using funds when the ESA+ student is enrolled full time in their regular public school

A parent who has made an error in spending should self report and notify SEAA immediately.

ESA@ncseaa.edu or 855.330.3955

04

ClassWallet



ClassWallet is ...

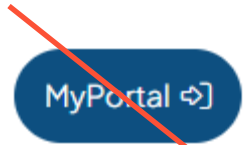
- a separate company SEAA contracts with
- an online platform that hosts the electronic account on behalf of the ESA+ Program
- where ESA+ families use scholarship funds to:
 - Make a payment to a service provider
 - Purchase products that are allowable expenses



CLASSWALLET

Where to Log In ...

ESA+ Providers are not currently using the portal that families and schools use.
You should **not** need to sign in to MyPortal.



MyPortal Account Login:

User Name:

Password:

By logging in, I certify that I have read, agree to and understand the [Terms and Conditions](#) page.

[Forgot your username or password?](#)

Create an Account: (Except School/Institution Users. See your administrator for assistance.)

In order to create an account, click here [Create an Account](#).

To return to the SEAA website, [click here](#).

If you are having trouble logging in, **Login Support**

(855) 763-5333

loginhelp@ncseaa.edu

You **may** need to log back in to the Provider Portal where you began the enrollment process.



Welcome to the NCSEAA Provider Portal

Portal for ESA+ Service and Product Providers

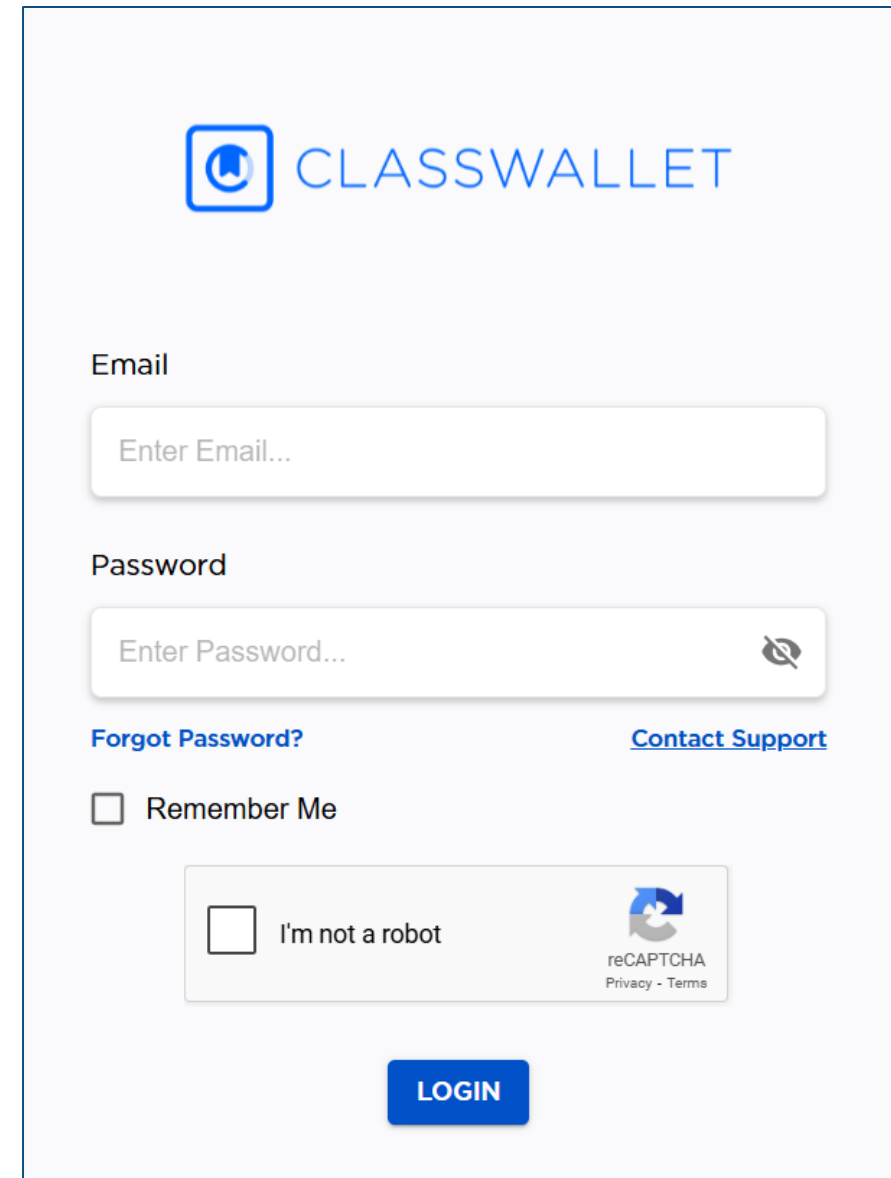
This Provider Portal allows providers to check the status of their registration or to upload documents securely.

To log in to the portal, provide the information requested below.


Where to Log In ...

Your primary portal as an ESA+ enrolled provider is the **Direct Pay Vendor Portal on the ClassWallet** platform.

<https://vendor.classwallet.com/authentication/login>.




The image shows a screenshot of the ClassWallet login interface. At the top, there is a logo consisting of a blue square with a white 'C' and a wallet icon, followed by the text 'CLASSWALLET' in blue. Below the logo, there are two input fields: 'Email' and 'Password'. The 'Email' field has a placeholder text 'Enter Email...'. The 'Password' field has a placeholder text 'Enter Password...' and a toggle icon for visibility. Below the password field, there are two links: 'Forgot Password?' and 'Contact Support'. There is a checkbox labeled 'Remember Me'. At the bottom, there is a reCAPTCHA section with a checkbox and the text 'I'm not a robot', and a reCAPTCHA logo with links for 'Privacy' and 'Terms'. A blue 'LOGIN' button is at the bottom right.

 CLASSWALLET

Email


Enter Email...

Password

Enter Password... 

[Forgot Password?](#) [Contact Support](#)

☐ Remember Me

☐ I'm not a robot 
reCAPTCHA
[Privacy](#) - [Terms](#)

LOGIN

Who to Contact?

For technical issues, questions about ClassWallet communications, or for reports available to you, contact ClassWallet.

help@classwallet.com
877.969.5536

For questions about your enrollment, contact ESA+.

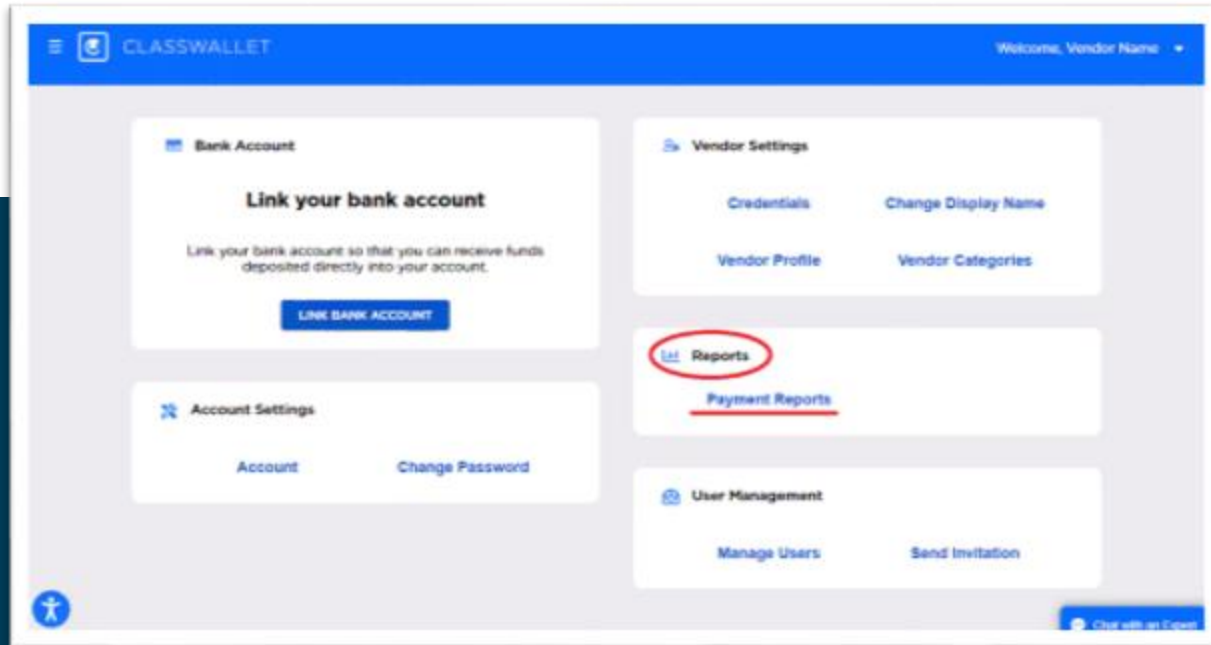
ESAprvider@ncseaa.edu
919.695.8742 option 2

PLEASE NOTE:

You should **not** reach out to ESA+ on behalf of families. The ESA+ parent is responsible for their student's scholarship and the policies around allowable expenses.



ClassWallet Reports



Payment Reports

You can access payment reports from your Vendor ClassWallet Account to reconcile transactions with your bank account.

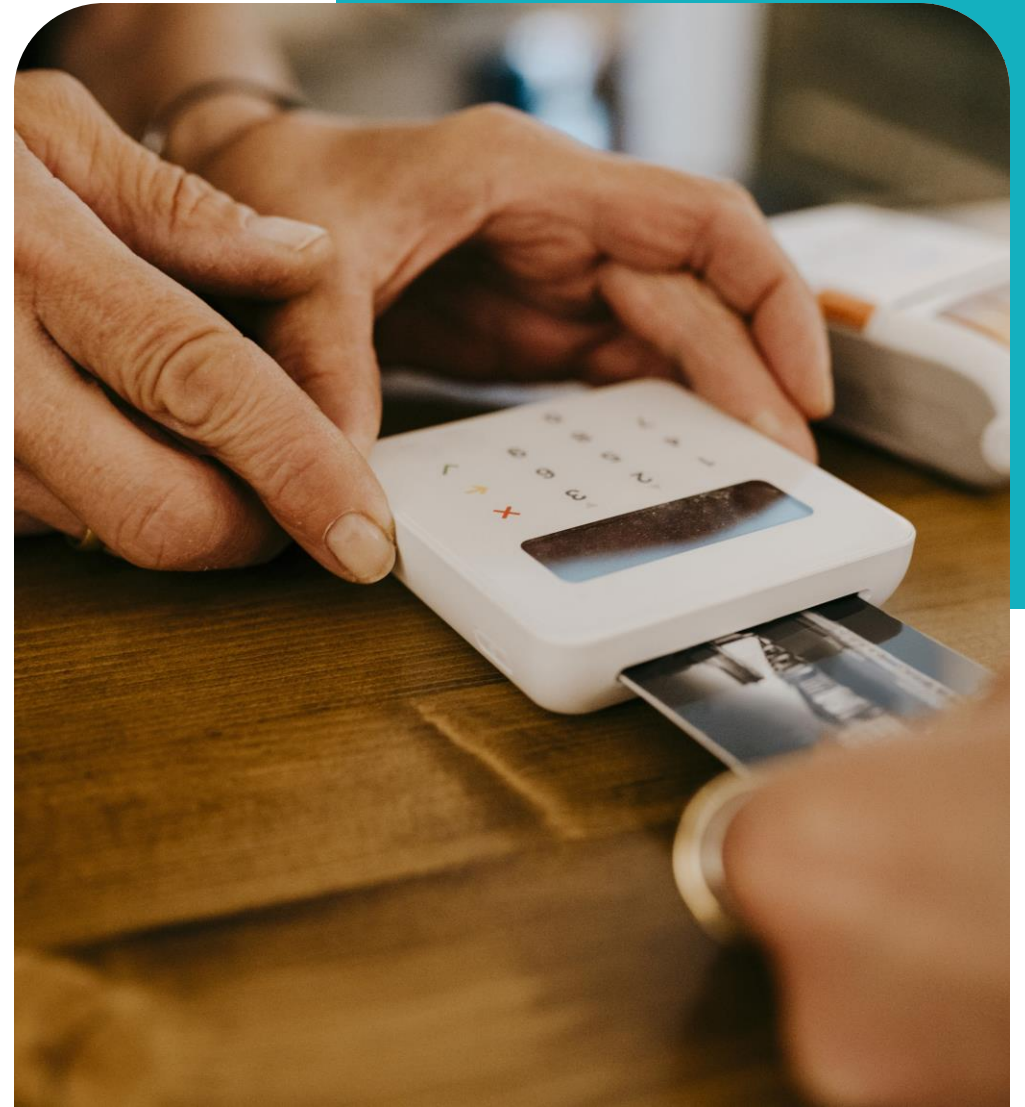
<https://classwallet.my.site.com/classwallet/s/article/Enhanced-DirectPay-Vendor-Reports>

2.5% Fee

Payments through ClassWallet are assessed a 2.5 % fee, similar to how merchants pay for accepting credit card payments.

- If an ESA+ parent requests to pay \$100 to a provider, the provider will receive \$97.50.
- (2.5% of \$100 = \$2.50)

<https://classwallet.my.site.com/classwallet/s/article/2-5-Fee-information-for-Direct-Pay-Vendors-Processing>



Can ESA+ Funds Pay the 2.5% Fee?

It depends ...

Do you accept credit cards, generally?

- If so, and if you charge that credit card fee to your customers, then **yes**, you can charge the ClassWallet transaction fee to your ESA+ parents, and the ESA+ funds can pay for it. **IMPORTANT:** See the next slides regarding how to invoice this fee!
- If you accept credit cards and don't charge the fees back to your customers, then **no**, you can't charge ESA+ for the transaction fee.



TIP: Treat the 2.5% like a credit card fee.

05

Invoices



Be sure that the **invoices** you provide to parents include:

- Your name or your company's name
- The student's name
- The name of the parent/guardian being charged*
- Type of service/ therapy
- Date(s) of service/ therapy
- Amount charged for service/therapy
- Line item for 2.5% Transaction Fee, if included

The **parent of record for the ESA+ scholarship must also be the party responsible charged on the uploaded invoice.*



For more information:

<https://k12.ncseaa.edu/media/alippfqq/esa-invoice-documentation.pdf>

Invoices



If you charge credit card fees to your customers (or if you don't accept credit cards at all) you can add the 2.5% to your invoice.

Add “Transaction Fee” as a separate line item.

Invoices



06

Provider Toolkit & Resources



Provider Resources

How Can Families Find Out that I am Approved to be Paid with ESA+ Funds?

- **Provider Database** - North Carolina's ESA+ providers are listed on the searchable [Provider Database](#) on our website.
- **Provider Toolkit** - You may use the materials included in this toolkit to let families know that you are enrolled as a provider in the ESA+ scholarship program and are approved to be paid with ESA+ funds.

Toolkit available here:

<https://k12.ncseaa.edu/families-of-awarded-students/esaplus-program/service-providers/>



Provider Resources

Badge

Allowed Uses

- To let families know that you are enrolled and may accept ESA+ funds for allowable expenses

Not Allowed

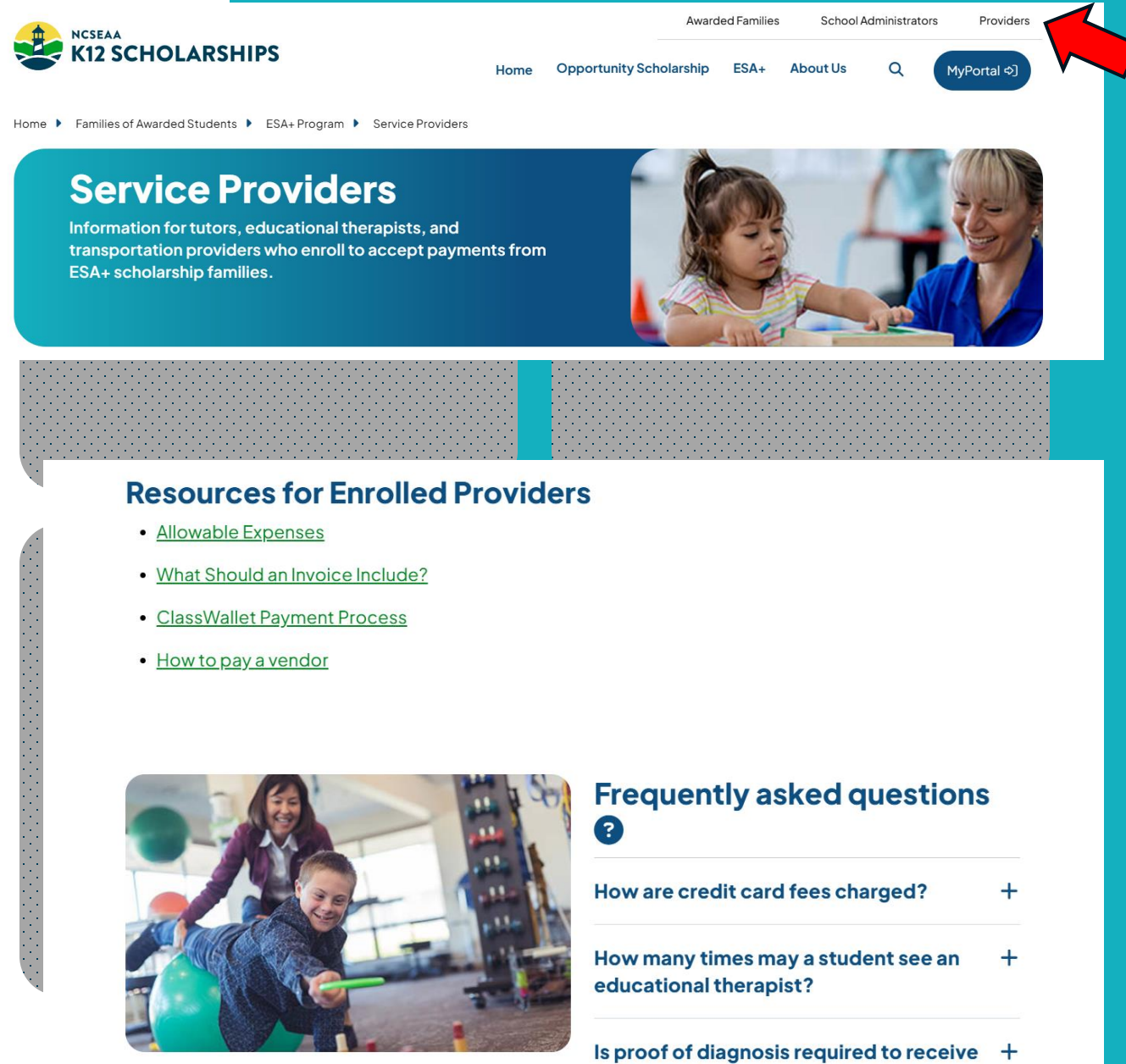
- The SEAA or ESA+ logo in promotional materials, publications, social media, or other online platforms.
- Statements or representations suggesting that SEAA provides credentialing, certification, or an official endorsement of your qualifications, or a recommendation of your services.
- You may not advertise that individual services you provide are "eligible", "allowable" or "approved" by the ESA+ scholarship program, or as meeting the criteria for a qualifying education expense unless expressly authorized by ESA+ staff in writing.



Provider Resources

Website

<https://k12.ncseaa.edu/families-of-awarded-students/esaplus-program/service-providers/>



The screenshot shows the NCSEAA K12 Scholarships website. The header includes the NCSEAA logo and navigation links for Awarded Families, School Administrators, and Providers. A red arrow points to the Providers link. Below the header is a breadcrumb trail: Home > Families of Awarded Students > ESA+ Program > Service Providers. The main content area features a blue banner for 'Service Providers' with a description and a photo of a woman interacting with a child. Below this is a section titled 'Resources for Enrolled Providers' with a list of links: Allowable Expenses, What Should an Invoice Include?, ClassWallet Payment Process, and How to pay a vendor. At the bottom, there is a 'Frequently asked questions' section with a list of questions and expandable answers.

NCSEAA
K12 SCHOLARSHIPS


Awarded Families School Administrators Providers

Home Opportunity Scholarship ESA+ About Us Q MyPortal

Home > Families of Awarded Students > ESA+ Program > Service Providers


Service Providers

Information for tutors, educational therapists, and transportation providers who enroll to accept payments from ESA+ scholarship families.



Resources for Enrolled Providers

- [Allowable Expenses](#)
- [What Should an Invoice Include?](#)
- [ClassWallet Payment Process](#)
- [How to pay a vendor](#)



Frequently asked questions

?

How are credit card fees charged? +

How many times may a student see an educational therapist? +

Is proof of diagnosis required to receive +

Contact Us



www.k12.ncseaa.edu



ESaprovider@ncseaa.edu



919.695.8742 option 2



We want to help!