



The Hope Scholarship Education Service Provider Handbook

2022-2023 SCHOOL YEAR – REVISED APRIL 3, 2023

WEST VIRGINIA HOPE SCHOLARSHIP

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Overview

The Hope Scholarship Program is an education savings account (ESA) program that will allow parents and families to utilize the state portion of their education funding to tailor an individualized learning experience that works best for them.

An ESA allows each family to have access to an account for each eligible student in their household. All purchases will be made via an ACH transaction and will be pre-approved by the West Virginia Treasurer’s Office.

In 2021, West Virginia, along with Indiana and New Hampshire, became the sixth, seventh, and eighth states in the US, after Arizona, Florida, Mississippi, North Carolina, and Tennessee, to enact education savings account programs.

The following sections will help guide you as you serve Hope Scholarship students and their families.

EMA – Education Market Assistant

Step Up For Students-West Virginia, Inc. is a not-for-profit organization that has been engaged by the West Virginia State Treasurer’s Office to provide Hope Scholarship program management including the application intake process, and subsequent scholarship funding management. These functions are supported by EMA, the Education Market Assistant.

EMA serves as the scholarship management platform for parents and providers.

Qualifying For The Hope Scholarship Program

To qualify for the Hope Scholarship program, a student must meet the following criteria:

- The student must be a resident of West Virginia. Validating documentation may be required.
- The student is under 21 years of age. If at any point during the school year the student turns 21, they will no longer be eligible, and their account will be closed. Validating documentation may be required.

- The student has not successfully completed a secondary education program, **AND**
- Is enrolled full-time and attending a public elementary or secondary school in West Virginia for at least 45 consecutive calendar days at the time of application. **The student must continue to attend until an award letter is issued by the Hope Scholarship Board;** To meet the attendance portion of this eligibility option, students shall not have unexcused absences during the public-school enrollment period that exceed the threshold to be considered chronically absent, which is ten percent of the calendar days enrolled in the public school. **OR**
- The student was enrolled full-time in a public elementary or secondary school program in West Virginia for the entire instructional term during the academic year immediately preceding the academic year for which the student is applying to participate in the Hope Scholarship Program; **OR**
- The student is eligible or required at the time of application to enroll in a West Virginia kindergarten program for the first time under West Virginia’s compulsory school attendance law (*W. Va Code § 18-8-1a*). (*i.e., the student must be at least five years old prior to July 1*). If the student won’t be five years old before July 1, the student may become eligible for the Hope Scholarship Program if the student successfully enrolls in a public kindergarten program in West Virginia through the public kindergarten program’s early entrance process. If a student who has not yet attained the age of five years old by July 1 and who is unable to enroll in a public kindergarten through an early entrance process otherwise attends a kindergarten program authorized under W. Va. Code §18-8-1a, that student is considered an existing private or homeschool student since the student is no longer eligible for kindergarten.

If a Hope Scholarship student becomes ineligible to participate in the program during the academic year based on the above rules or by not filing a renewal application, his or her account will be terminated.

If you have a student who would like to apply for the Hope Scholarship Program, please click [here for the Hope Scholarship Parent Handbook](#).

Providers MAY NOT ask for or require a parent to provide the username and/or password to their Scholarship account. Providers should never access the student’s Scholarship application or account for any reason. Doing so may result in loss of provider participation and/or scholarship eligibility and funding for the student.

Funding for the Hope Scholarship Program

Funds in a student's account may be utilized for a variety of approved expenses. Please see the next section for a list of approved uses of Hope Scholarship Funds. Please make sure you are in constant contact with parent/guardians when servicing a scholarship student.

Award Amount

The amount of the Hope Scholarship will be equal to the statewide average amount of funding a public school is allotted per pupil in West Virginia in the previous year. Up to five percent may be retained by the Hope Scholarship Board to administer the program. **For the 2022-2023 school year, the scholarship award amount is \$4,298.60.** This amount will change on a yearly basis.

Award Distribution

Distribution of the first half of each eligible student's Hope Scholarship funds into their account will occur no later than **August 15** of each year. The second half of Hope Scholarship funds will be deposited no later than **January 15** of each year.

Note: Due to the injunction against the Hope Scholarship Program, Hope Scholarship funds for the 2022-23 school year will be deposited in student accounts in one payment no later than January 15, 2023. In the event there is an issue verifying a student's educational status for the 2022-23 school year, funding will be made available as quickly as possible once the issues are resolved.

Each Hope Scholarship student will have their own Hope Scholarship account, even if multiple Hope Scholarship students reside in the same household or share the same parent/account holder. Funds in a Hope Scholarship account may only be used for the student who is assigned to the individual account.

Prorated Funding

The amount of funding to an eligible student who is awarded a Hope Scholarship account for less than a full fiscal year will be prorated based on the portion of the fiscal year the eligible student is awarded the Hope Scholarship account.

The percentage of funds distributed will be calculated by reducing the total award amount by a percentage equal to the number of school days that have already passed in the student's county of residence since the beginning of the school year divided by 180.

For example: if 45 days of the school year have passed when the student is found eligible for the scholarship, $45 / 180 = 0.25 = 25\%$ reduction in scholarship award amount; meaning the eligible student will receive 75% of a full scholarship for the remainder of that school year.

Note: For the 2022-23 year, students may receive a prorated amount of Hope Scholarship funding if they attended public school for a portion of the school year during the injunction against the program. Public school enrollment is being verified via the WVEIS system.

Funding Continuation

The Hope Scholarship Board will continue to make deposits into an eligible student's Hope Scholarship account **unless** any of the following occur:

- A parent of an eligible recipient fails to renew a Hope Scholarship account or withdraws from the Hope Scholarship Program;
- The Board determines that a student is no longer eligible for a Hope Scholarship;
- The Board suspends or revokes participation in the Hope Scholarship Program for failure to comply with the requirements of the Hope Scholarship Act;
- The Hope Scholarship student successfully completes a secondary education program; or
- The Hope Scholarship student reaches 21 years of age.

If any of the above conditions occur, the Board will notify the parent/guardian that the eligible recipient's account will be closed in forty-five (45) calendar days. If a parent fails to adequately address the condition(s) causing the closure or does not respond within thirty (30) calendar days of being notified, the board shall close the account and any remaining moneys shall be returned to the Hope Scholarship Program Fund.

Any funds remaining in a Hope Scholarship account at the end of the fiscal year may be carried forward to the next fiscal year upon successful renewal of the account.

Tax Implications

Funds deposited into a student's Hope Scholarship account, other than those expended on fee-for-service transportation services, **do not** count as taxable income for the parent/guardian of a Hope Scholarship student or for the student themselves.

Approved Uses for Hope Scholarship Funds

Parents/guardians of a Hope Scholarship student must agree to use the funds deposited in their student's Hope Scholarship account only for the following qualifying expenses to educate their student:

- Private or parochial school tuition and fees at a participating school.
- Tuition and fees for programs of study, curriculum, or supplemental materials in reading, mathematics, science, social studies, or the arts.
- Tuition and fees for programs of study or the curriculum of courses that lead to an industry recognized credential that satisfies a workforce need.
- Tuition and fees for ongoing services that a public school offers to Hope Scholarship students, pursuant to W. Va. Code §18-31-8(f), including individual classes and extracurricular activities and programs: Provided, that students participating in the Hope Scholarship Program are subject to all eligibility rules applicable to participation in extracurricular activities governed by the West Virginia Secondary School Activities

Commission. Provided, however, that Hope Scholarship students attending a participating private school are eligible to receive free services that the public schools otherwise offer to private school students; Provided, further, that if a Hope Scholarship student has utilized their funds for other qualified expenses, the student shall be responsible to pay the tuition and fees to the public school from other sources in order to receive such services.

- Tutoring services provided by an individual or a tutoring service: Provided, that tutoring services cannot be provided by a member of the Hope Scholarship student's immediate family.
- Fees for nationally standardized assessments, advanced placement examinations, any examinations related to college or university admission, any examinations for industry certification exams, and tuition and fees for preparatory courses for the aforementioned exams.
- Tuition and fees for nonpublic online or virtual learning programs.
- Tuition and fees for alternative education programs.
- Fees for after-school or summer education programs.
- Tuition, fees and materials for enrollment in dual credit or college level courses.
- Educational services and therapies, including, but not limited to, occupational, behavioral, physical, speech-language, and audiology therapies.
- Fees for transportation paid to a fee-for-service transportation provider for the student to travel to and from an education service provider.
- The cost of school uniforms required by a participating school.
- Vocational supplies or equipment required for a K-12 course of study.
- Technology equipment needed for an educational program, including but not limited to computers, printer and required software.
- Tuition and fees for programs of study, curriculum, or supplies needed for supplemental or elective educational courses.
- Basic educational supplies, including but not limited to, paper, writing utensils, scissors, etc.
- Any assistive technology or other equipment/supplies necessary to accommodate a student with a disability.
- Tuition and fees at a microschool
- Certified teacher annual reviews of a student's academic work

- Payments to out-of-state public schools for tuition and fees; and
- Any other qualifying expenses as approved by the Board.

An account holder may seek approval of an expense as a qualifying expense by submitting a request to the Board, on a form that will be prescribed by the Board and made available on the Hope Scholarship website.

Hope Scholarship funds may only be used for qualified educational purposes. However, it is not required that a Hope Scholarship student be enrolled, full- or part-time, specifically in either a nonpublic school, either in-person or virtually.

Hope Scholarship funds may not be refunded, rebated, or shared with a parent or student in any manner. Any refund or rebate for goods or services purchased with Hope Scholarship funds shall be credited directly to a student's Hope Scholarship account.

Parents/guardians of a Hope Scholarship student may make payments using personal funds for the costs of educational goods and services not covered by the funds in their student's Hope Scholarship account. However, personal deposits into a Hope Scholarship account are not permitted.

In order for an expense to be covered by the Hope Scholarship Program, the Education Service Provider or vendor must become a participating provider through the EMA platform. Reimbursement of Hope Scholarship funds for payments made with non-Hope Scholarship funds will only be considered on a case-by-case basis caused by extenuating circumstances. Any request must be made on a form prescribed by the Board and must require detailed supporting documentation. Any reimbursement requires approval for the Board.

Become an Authorized Education Service Provider

Only an authorized education service provider may accept Hope Scholarship funds as payment for providing education services to Hope Scholarship students.

To become an authorized education service provider, you will need to create a profile, and provide information related to the approved services offered for Hope Scholarship students. After the profile has been created, you will need to agree to the Education Service Provider Terms and Conditions.

If the services and goods fall within the approved uses of Hope Scholarship, and you agree to the Education Service Provider Responsibilities, you will be able to become a provider or vendor through the EMA platform.

Education Service Provider Responsibilities

Prior to receiving Hope Scholarship Funds, an education service provider must sign a contract with the Board, through the EMA platform, agreeing to the following:

- As an education service provider, I will comply with all rules and requirements of the W. Va. Code §18-31-1 et seq. and W. Va. Code R. §112-18-1 et. seq.
- As an education service provider, I will not refund, rebate, or share Hope Scholarship funds with parents or students in a manner inconsistent with any provision of the West Virginia Code or W. Va. Code R. §112-18-1 et. seq.
- As an education service provider, I will require any employee who will have contact with Hope Scholarship students to submit to a criminal background screening.
- As an education service provider, I will not engage in unlawful discrimination according to applicable state or federal law in providing educational services to Hope Scholarship students.
- As a nonpublic school entity, I will annually notify the superintendent of the county in which a Hope Scholarship student resides of that student's enrollment in the Hope Scholarship Program, by no later than June 8 in accordance with W. Va. Code §18-31-11. Copies of the annual notifications shall also be provided to the West Virginia Department of Education by the same date.
- As a nonpublic school entity, I will submit a complete copy of the school's tuition and fee schedule to the Hope Scholarship Board and will provide the Hope Scholarship Board with advance notice of any changes to the tuition or fee schedule that occur during the academic year.
- As a nonpublic school entity, upon request of the Hope Scholarship Board, I must provide the Board with an accounting of all fees and tuition charged to each Hope Scholarship student and an itemized accounting of all the school's transactions with the student involving Hope Scholarship funds.
- As a nonpublic school entity, I must provide notice to the Hope Scholarship Board if a Hope Scholarship student withdraws from the school or fails to meet the school's minimum attendance requirements.
- As a nonpublic school, I must annually notify the Hope Scholarship Board of any students participating in the Hope Scholarship Program who graduate from a secondary program offered by the school by no later than June 15.
- As an education service provider, I am prohibited from requiring a student or a family to pay tuition or fees above the regular tuition or fee schedule based upon a student or family member's participation in the Hope Scholarship program.
- As an education service provider, I must not limit the amount of Hope Scholarship funds that a student may apply towards tuition and fees.
- As an education service provider, I must not retain Hope Scholarship funds used to pay a

deposit or tuition in advance if the student does not ultimately utilize my services. I am only entitled to only the portion of the Hope Scholarship funds paid to cover any required tuition and fees for the educational services actually rendered to the student.

- I understand that if the Hope Scholarship Board receives credible information indicating that an education service provider has violated W. Va. Code §18-31-1 et seq.; violated the Hope Scholarship rule; or engaged in criminal activity involving Hope Scholarship Funds, the Board may temporarily freeze or direct a hold on the approved provider status pending an audit or inquiry into the expenditures or conduct at issue.
- I understand that as required in W. Va. Code §18-31-10, as an education service provider, I must submit to any audit initiated by the Hope Scholarship Board related to Hope Scholarship Funds. Upon request, I understand that I must provide the Board with access to all records necessary to verify the expenditure of Hope Scholarship funds on qualifying expenditures.
- I understand that if the Hope Scholarship Board determines that, as an educational service provider, I have intentionally violated W. Va. Code §18-31-1 et seq.; violated this rule; or engaged in criminal activity involving Hope Scholarship funds, the Board may terminate the approved provider status and declare the person or entity permanently ineligible to receive Hope Scholarship funds.
- I understand that immediately following termination of person's or entity's approved education service provider status, the Hope Scholarship Board will provide written notice of said termination to the education service provider and to any Hope Scholarship student who has made payments of Hope Scholarship funds to the education service provider during the academic year. The notice will provide the reason for the account's closure and notify recipients of the process to appeal a Board decision.
- I understand that as an education service provider, I may appeal a determination by the Hope Scholarship Board by filing an appeal according to the procedure in W. Va. Code R. §112-19-11.

Set up an Account

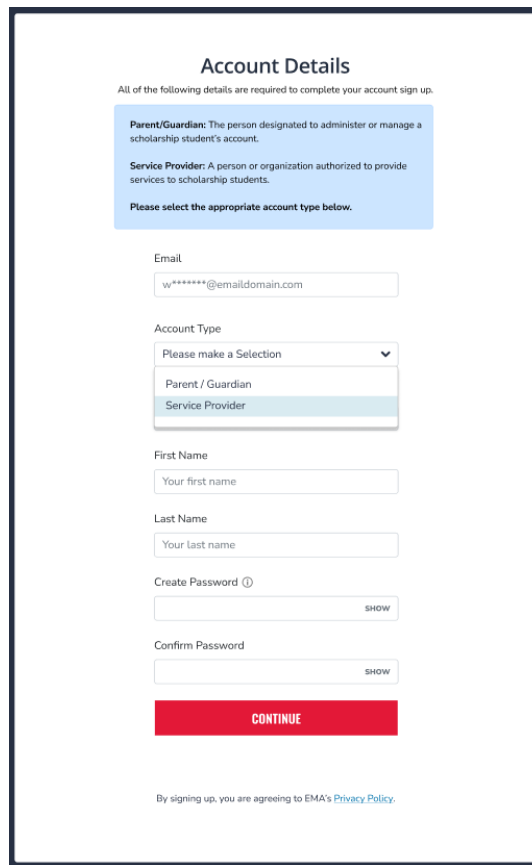
In order to become an approved Education Service Provider, you must set up an online account through the Education Market Assistant (EMA). Nonpublic schools who wish to participate have received an invitation link, please click on the link within the email to begin the process. This link is unique to your business/school. If you are a nonpublic school that wishes to participate in the program, please contact hopescholarshipwv@wvsto.com to request a unique link. Once the link is clicked, the primary contact (School Admin) is redirected to the Account Creation screen. Upon completion, the School Administrator is routed to their Business Profile.

If you are an Education Service Provider, not associated with a nonpublic school, you can [click](#)

[here](#) to set up your account.

The following steps will be required when setting up your profile:

1. On main log in page, click "Sign Up"
2. Enter an Email Address and click "Send Code" - Please be sure this email belongs to someone with decision-making abilities, as this profile will be connected to the accounting system within EMA. The email address cannot already be associated with a parent account.
3. When the email is received, enter code into field and click "Confirm"
4. Select the Provider Account Type
5. Create a username and password. If the username is taken, you will be prompted to choose a different one.
6. Click "Continue."



The screenshot shows a web form titled "Account Details". At the top, it states "All of the following details are required to complete your account sign up." Below this is a blue box containing definitions: "Parent/Guardian: The person designated to administer or manage a scholarship student's account." and "Service Provider: A person or organization authorized to provide services to scholarship students." Below the box, it says "Please select the appropriate account type below." The form includes an "Email" field with the placeholder "w*****@emaildomain.com", an "Account Type" dropdown menu with "Please make a Selection" and options for "Parent / Guardian" and "Service Provider", "First Name" and "Last Name" fields with placeholders "Your first name" and "Your last name", "Create Password" and "Confirm Password" fields with "SHOW" toggles, and a red "CONTINUE" button. At the bottom, it says "By signing up, you are agreeing to EMA's Privacy Policy."

7. You will be asked to select 3 security questions and complete the answers.

Select a User Experience

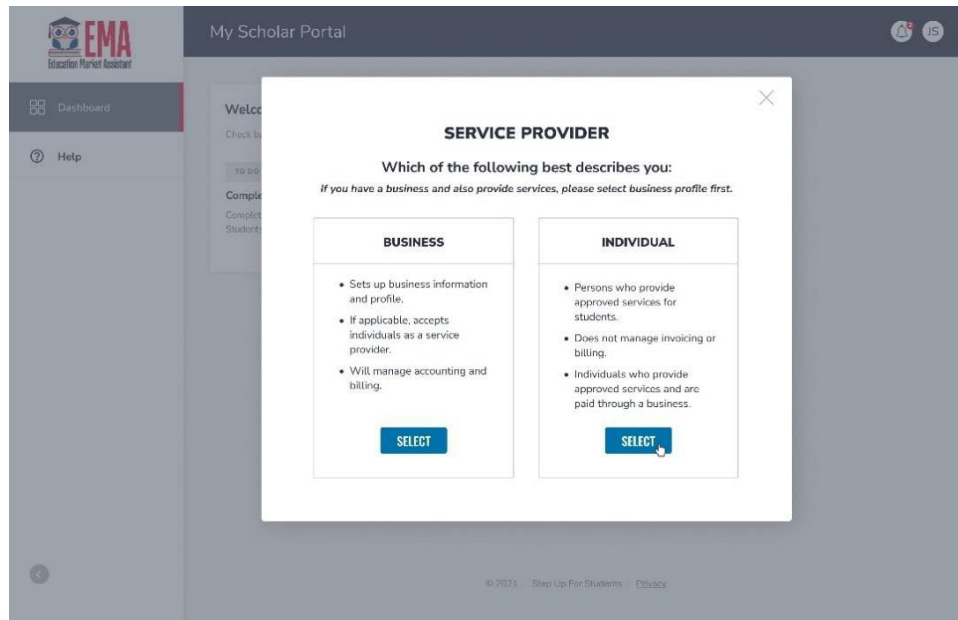
A service provider is defined as a person or organization that provides services to scholarship students.

When setting up a user account, a service provider must select if they are an individual or business.

By selecting a business, the user can set up the business information, and manage billing and

accounting. This option should be utilized by sole proprietors who will be invoicing Hope Scholarship students for educational services rendered. **All business accounts must have at least one individual account linked to the business account (which in the case of the sole proprietor will be an individual account associated with the business owner who is providing the services). Business accounts need to be setup first then an individual account.**

By selecting Individual, the user can set themselves up as the person providing the services to the student on behalf of a business registered to participate in the Program. These individuals will be paid through a business as employees or independent contractors of the business and will not receive Hope Scholarship payments directly for services rendered.



Business Profile Set Up

You will set up your business profile by providing the following information:

1. Legal Business Name – This is the name associated with your EIN or SSN.
2. Doing Business As name or (DBA) – This is any name that a business operates under that is not its legal name and is the only way families can search for you within EMA, at this time.
3. Business email address
4. Primary phone number and type
5. The business website address
6. Description – This will allow you to highlight the services or population your school or business serves. This will be public to parents searching for services through the marketplace. You may add up to five thousand characters for the description.
7. Business mailing and physical address

- a. After entering the above information, click "Save". This will save your information and activate the "Manage" button to enter your Direct Pay Information.
8. Set up the Direct Pay information. This information does not live within EMA. You must add the business tax and account information to be paid via ACH. Please review for accuracy before submitting. Incorrect information will delay payments.
 - a. Please note: When entering your payment information, you will be required to select your type and provider's basic information. Phone numbers require a country code, for the U.S we use +1. For successful set up, please ensure that the business name and Employer Identification Number (EIN) or Social Security Number (SSN) entered matches your income tax return.

The screenshot shows a web form titled "Setup Payment" with a close button (X) in the top right corner. Below the title, a message states: "Banking and tax information is not saved within EMA." The form contains the following fields:

Last Name	XXXX
Company	XXXX
Address	XXXX
Address 2	
City	XXXX
Zip	XXXX
Country	United States
State	WV

At the bottom of the form, there are two red buttons: "Edit" and "Next" with a right-pointing arrow.

Setup Payment



Banking and tax information is not saved within EMA.

Powered by tipalti

1 2 3 4
Address Payment Method Tax Forms Done

Done

You are all set. Payments will be made per your selections.

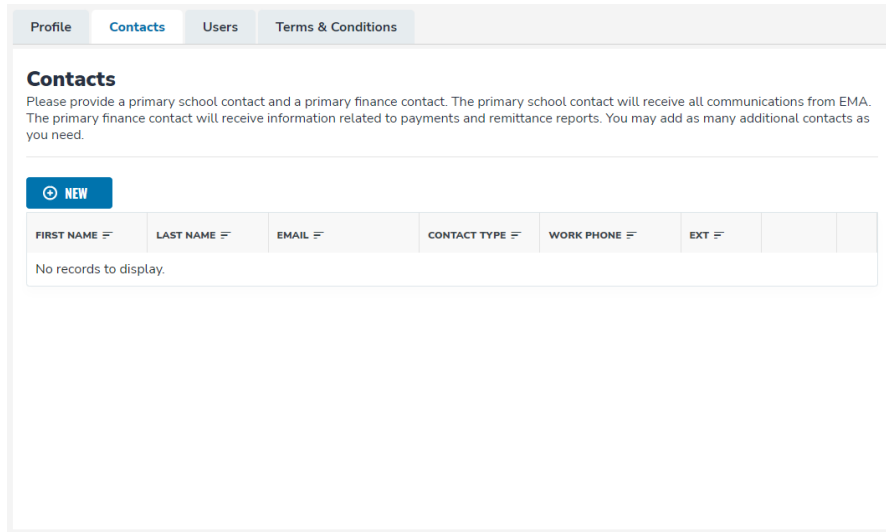
If you want to review your information, press the back button to review previous forms.
If you wish to edit any details, click the edit button on the appropriate form. After editing please proceed through all the steps again until this final confirmation.

← Back

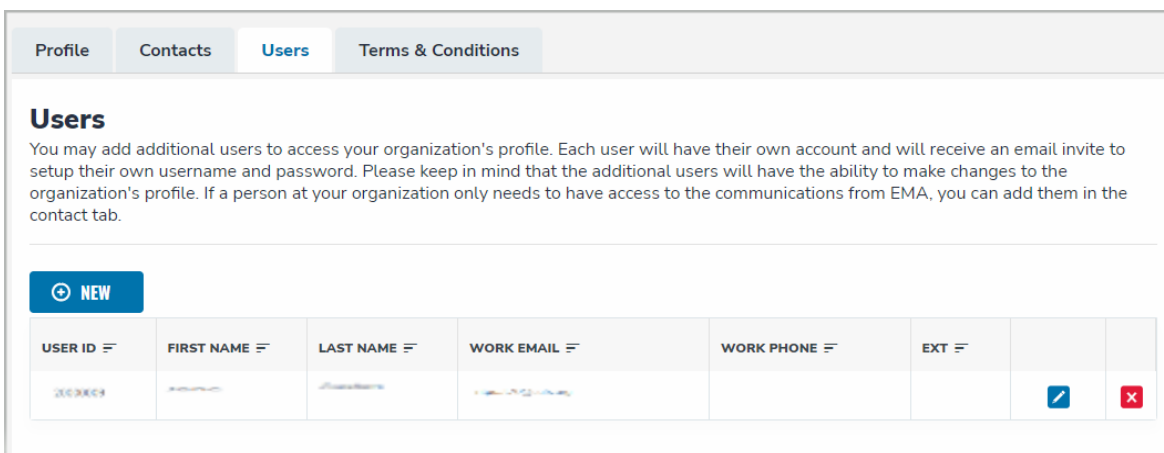
- b. Once you complete the direct pay section, a green "Valid" message should appear.



9. After completing the Direct Payment portion of the business profile tab, continue to the "Contacts" tab to add contacts that you would like to receive communications from EMA by clicking the blue "New" button. **Please include more than one contact/user to maintain access to the account in case of future personnel changes.**
 - a. We recommend adding a primary contact to receive all communications from EMA and a primary finance contact to receive information related to payments and remittance reports. You may add as many additional contacts as you need.



10. Move forward by selecting the "Users" tab and click "New" to add any additional users to access your organization's profile.
 - a. Each user will have their own account and will receive an email invite to set up their own username and password.
 - b. Please keep in mind that the additional users will have the ability to make changes to the organization's profile. If a person at your organization only needs to have access to the communications from EMA, you can add them to the contact tab.



11. Once you have added users, click on the 'Terms & Conditions' tab to complete your business profile.
 - a. Please carefully review and affirm each statement and enter your full name and electronic signature at the bottom of the page. Click the blue "Keep" button to save your electronic signature, followed by the "Submit" button to submit your business profile.

How to Link a Business and Individual Account

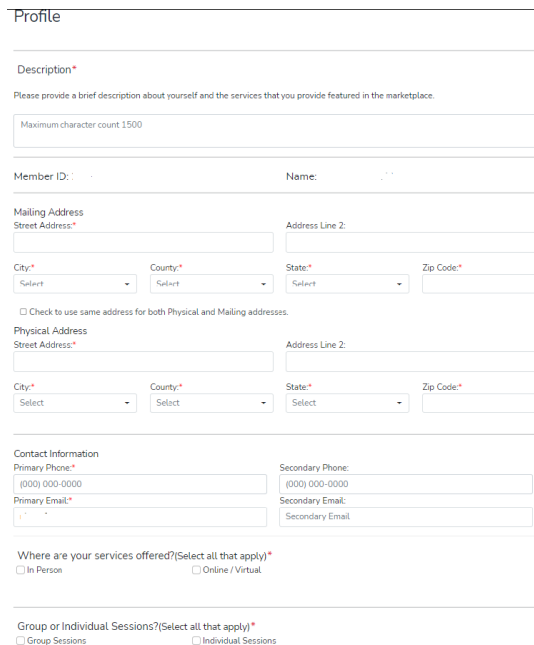
All business accounts must have at least one individual account linked to the business account (which in the case of the sole proprietor will be an individual account associated with the business owner who is providing the services). After setting up the business profile, a widget will appear on the user’s dashboard to create an individual account.

1. Click on “Get Started”
2. Clicking on “Get Started” will automatically create an individual account using the same credentials. The two accounts will be associated.

You will need to logout and back in to see the new features and to complete your individual provider account set-up.

Building Your Profile

Once Business Profile set up is complete, businesses must provide information regarding the type of service they provide. This includes, but is not limited to, a description of services, contact information, and where the services are offered. This can be completed by clicking “Profile” on the left-hand menu.



Profile

Description*

Please provide a brief description about yourself and the services that you provide featured in the marketplace.

Maximum character count 1500

Member ID: Name:

Mailing Address

Street Address* Address Line 2:

City* County* State* Zip Code*

Check to use same address for both Physical and Mailing addresses.

Physical Address

Street Address* Address Line 2:

City* County* State* Zip Code*

Contact Information

Primary Phone* Secondary Phone:

Primary Email* Secondary Email:

Where are your services offered?(Select all that apply)*

In Person Online / Virtual

Group or Individual Sessions?(Select all that apply)*

Group Sessions Individual Sessions

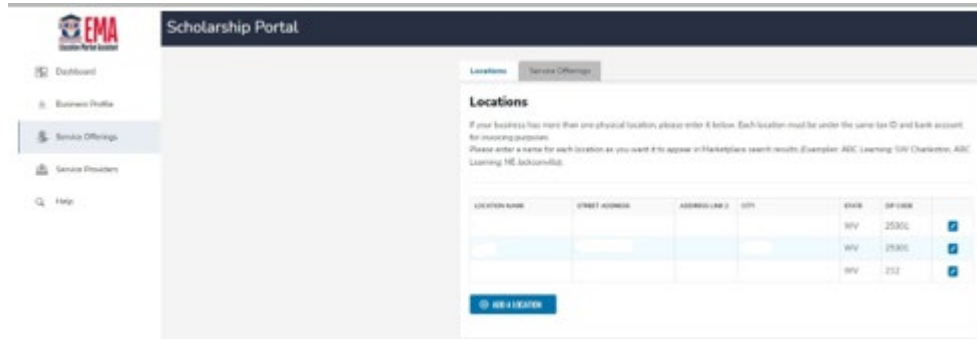
Add Locations to Your Business

As a business, **you MUST include a location** and will need to include all your physical locations in your account so that member service providers link to the correct location. If your business has more than one physical location, please enter it below. Each location must be under the same tax

ID and bank account for invoicing purposes. If each location has a different tax ID and bank account, they will need to set up as a new business.

To add new physical locations:

1. Select "Service Offerings" on the left-hand navigation
2. Two tabs appear after choosing "Service Offerings"
 - a. Locations (default landing to this tab)
 - b. Service Offerings
3. Under the "Locations" tab fill out the following:
 - a. Physical address where your services are offered
 - b. Contact information for that particular location
 - c. Location Name (Example: ABC Learning Charleston)
 - d. Group or individual services
 - e. Hours of operation
4. Click 'Save'



After selecting Save, the form goes away and, in its place, you will see the initial grid and within the grid you will see the location that was just added. You will be able to edit an existing location by clicking on the blue pencil button to re-open the form.

Add Services Offered in Your Business

As a business service provider, you will need to add service offerings (tutoring, therapy, etc.) to show your rates and submit invoices to student’s scholarship accounts. If the business is a nonpublic school, they may add any other offerings not included in the tuition and fees.

1. Select the “Service Offerings” menu option on the left-hand navigation
2. Select the “Service Offerings” tab and click ‘Add a service offering’
 - a. Service offerings are tied to locations. You may enter more than one location; however, each location must be under the same tax ID and bank account for invoicing purposes.

Locations **Service Offerings**

Service Offerings

Service offerings are tied to locations. You may enter more than one location; however, each location must be under the same tax ID and bank account for invoicing purposes.

Service Category * Service Type * Locations * Rate * Per *

3. Select the Service Category, service type, location, rate, and type of rate.
 - a. Locations will only populate once you have added a location following the instructions above.



You will be able to edit an existing service by clicking on the blue pencil button to re-open the form. You can also remove the service by clicking on the red 'X.'

NOTE: Please ensure that the rate per unit does not exceed the amount being requested for payment using scholarship funds. If the cost entered for a service offering exceeds the amount available in a student's scholarship account, the parent/guardian will be unable to complete the purchase.

Locations **Service Offerings**

Service Offerings

Service offerings are tied to locations. You may enter more than one location; however, each location must be under the same tax ID and bank account for invoicing purposes.

SERVICE CATEGORY	SERVICE TYPE	RATE	PER	
Educational Svcs, Other	Summer Educations Programs	\$23.00	Hour	 

Link Individual User Providers

As a business, you must link to individual service providers to manage your network to complete set up of your account. You must have at least one individual service provider linked to the business account. You will need to accept or decline any requests from individual service providers which have not already been linked to your business account through the [How](#)

[to Link a Business and Individual Account](#)” process described previously.

1. Click on the “Service Providers” menu option on the left-hand navigation
2. You will land on the “Requests to Join” tab. You will see the pending requests in a grid. You may accept or decline by clicking on the checkmark to accept or the red “X” to decline the requests.
 - a. When you accept the request, the individual service provider’s status changes from “Pending” to “Approved” in their individual account.
 - b. When you decline the requests, the individual service provider is no longer seen on the “Requests to Join” tab.

Individual Provider Profile Set Up

Individuals who provide services to a student on behalf of a business must also set up an individual provider profile. These individuals will be paid through a business as employees or independent contractors of the business they link with and will not receive Hope Scholarship payments directly for services rendered. The following information is required when creating the individual provider profile:

1. Description – This should be a brief description about yourself and the services that you provide to be featured in the marketplace.
2. Business mailing and physical address
3. Primary phone number
4. Primary email address
5. Location of services - You may choose In Person and/or Online/Virtual. Select all that apply.
6. Group or Individual Sessions – Select all that apply
 - a. After entering the above information, click “Save”.

Profile

Description*
Please provide a brief description about yourself and the services that you provide featured in the marketplace.
Maximum character count 1500

Member ID: _____ Name: _____

Mailing Address
Street Address* _____ Address Line 2: _____
City* _____ County* _____ State* _____ Zip Code* _____
 Check to use same address for both Physical and Mailing addresses.

Physical Address
Street Address* _____ Address Line 2: _____
City* _____ County* _____ State* _____ Zip Code* _____

Contact Information
Primary Phone* (000) 000-0000 _____ Secondary Phone: (000) 000-0000 _____
Primary Email* nlpua74@uafs.org _____ Secondary Email: _____

Where are your services offered?(Select all that apply)*
 In Person Online / Virtual

Group or Individual Sessions?(Select all that apply)*
 Group Sessions Individual Sessions

CANCEL **SAVE**


Add Individual Services to Your Individual Provider Account

As an Individual Provider, you will need to add services to your Individual Provider account.

1. Select the "Individual Services" menu option on the left-hand navigation.
2. Choose "Add A Service".
3. Select the Service Category, Service Type, Credential Type, Expiration Date (if applicable), and License # (if applicable).
 - a. You may upload supporting documents by clicking "Drag and drop files here or Browse to select files". Choose the files you wish to upload and click "Open". Up to 5 files may be uploaded. Only the following file types are supported: PDF (.PDF), and image files (JPG or .PNG)..


Individual Services

Fill in the required details below and upload your supporting documentation.

Service Category* _____ Service Type* _____ Credential Type* _____ Expiration Date: MM/YYYY 

License #: 1234567

Attach Documents




 Drag and drop files here or
 Browse to select files

CANCEL **SUBMIT**

You will be able to edit the credential expiration date of an existing service by clicking on the blue eye icon to re-open the form. You can also remove the service by clicking on the red 'X.'

Individual Services

Please provide a list of all types of service provided by you.

SERVICE CATEGORY	SERVICE TYPE	SUBMITTED DATE	STATUS	
Tutoring	Reading	01/13/2023	Approved	 

Navigation: From 1 to 1 of 1 | Page size: 10

 ADD A SERVICE

Linking to a Business as an Individual Service Provider

Individual Service Providers must link with a business by requesting to provide services at that business. Follow the steps below if you are an Individual Service Provider that has not already linked to a business through the process described in the previous section titled "[How to Link a Business and Individual Account](#)". You may request to join more than one business at a time.

1. Select the "Businesses" menu option on the left-hand navigation.
2. Search for the business you would like to work with using the search bar.
 - a. You may search by name, city, or state.
 - b. Please contact the business directly if they are not listed.
3. Once you find the correct business, click on the checkbox next to the name and click "Request".
 - a. After submission, the business will review the request.
 - b. You may view the status of your request under the My Businesses" tab.

Find Businesses | My Businesses

Find Businesses to Join

Search for the business you will work with using the search bar. You may also find it by searching by city or state. Once you find the correct business, click on the checkbox next to the name and click request. After submission, the business will review the request. You can view the status of your request under the My Businesses tab. Please contact the business directly if they are not listed below.

Search:

BUSINESS NAME	PHYSICAL ADDRESS	PHONE NUMBER	STATUS
No records to display.			

Navigation: From 1 to 0 of 0 | Page size: 10

Request Payment From a Scholarship Student

Guardians will be able to request services from Approved Education Service Providers using the EMA platform. Approved Education Service Providers are able to view, manage, and invoice these requests within the Billing section of the Service Provider Portal in EMA.

View Service Orders

As a business, you will need to accept or deny requests for services submitted by guardians. The guardian should contact you to schedule any services requested.

1. After logging into your EMA account, click on the "Billing" menu option on the left hand navigation.
2. You will land on the "Service Orders" tab and see any pending requests in a grid. Once the service has been rendered, please complete all the required fields and click the check mark at the right. If you are not able to render a service, then click the red "X" to remove this service from the list.
3. After completing a line item, click on the "Service Invoicing" tab to approve the line item for payment.

Invoice Services

As a business, you will need to invoice the completed Service Orders to receive payment for the services rendered.

1. After completing the steps above to approve a service order, click the "Service Invoicing" tab.
2. Review each line item for accuracy.
 - a. If the information is not correct, please click the red "X" to the right of the Service Order and this will move the line item back to the "Service Orders" tab for corrections.
 - b. If the information is correct, select the line items you wish to invoice and then click the "Invoice" button to process the lines selected for payment.

Service Order Reports

As a business, you may create a report to view all transactions that have been submitted to your business within a school year. The report includes the status of each Service Order to assist you in reconciling payments.

1. After logging into your EMA account, click on the "Billing" menu option on the left-hand navigation.
2. Three tabs will appear; select the "Reporting" tab.
3. Choose the desired school year for the report from the drop-down menu.
 - a. You may also use the search function to refine the report.
4. Click the "Export" button to download a copy of the report for your reporting records.

Nonpublic Schools

Tuition and fees at an eligible participating nonpublic school are covered by the Hope Scholarship, including tuition and fees for nonpublic online or virtual learning programs. Nonpublic schools have additional requirements to stay compliant with the Hope Scholarship Program.

Nonpublic participating schools must submit a complete copy of their maximum published tuition and fee schedule to the Board through the EMA platform. Nonpublic schools are prohibited from charging tuition or fees above the provider's regular tuition or fee schedule based upon a student participation in the Hope Scholarship program. Any changes to the tuition and fee schedule that occur during the academic year must be provided to the Board with advance notice.

Additionally, participating schools must annually provide notice to the West Virginia Department of Education and the superintendent of the county in which a Hope Scholarship student resides of that child's enrollment in the Hope Scholarship Program no later than June 8, 2023. Participating schools must notify the Board of any participating students who graduate from a secondary program offered by the school no later than June 15, 2023.

Nonpublic participating schools must be able to provide an accounting of all fees and tuition charged to each Hope Scholarship student and an itemized accounting of all of the school's transactions with the student involving Hope Scholarship funds, if requested by the board. The EMA platform will allow nonpublic schools to get this information through the platform after January 15, 2023.

Nonpublic participating schools must withdraw Hope Scholarship students from the school through the EMA portal if the student withdraws from the school or if the student fails to meet the school's minimum attendance requirements.

Participating schools may not limit the amount of Hope Scholarship funds that a student may apply towards the provider's tuition and fees. Additionally, participating schools may not retain Hope Scholarship funds used to pay a deposit or tuition in advance if the student does not ultimately attend the school. The participating school is only entitled to the portion of the Hope Scholarship funds paid to cover any required tuition and fees for the educational services actually rendered to the student.

If the Board receives credible information indicating that an education service provider has violated W. Va. Code §18-31-1 *et seq.*; violated this rule; or engaged in criminal activity involving Hope Scholarship Funds, the Board may temporarily freeze or direct a hold on the person's or entity's approved provider status pending an audit or inquiry into the expenditures or conduct at issue.

As required in W. Va. Code §18-31-10, an education service provider must submit to any audit initiated by the Board related to Hope Scholarship Funds. Upon request, the education service

provider must provide the Board with access to all records necessary to verify the expenditure of Hope Scholarship funds on qualifying expenses.

If the Board determines that an educational service provider has intentionally violated the Hope Scholarship Service Provider Agreement or engaged in criminal activity involving Hope Scholarship funds, the Board may terminate the person's or entity's approved provider status and declare the person or entity permanently ineligible to receive Hope Scholarship funds.

Following termination of an approved status, the Board will provide written notice of said termination to the provider and to any student who has made payments of Hope Scholarship funds to the provider during the academic year. The notice will provide the reason for the account's closure and notify recipients of the process to appeal a Board decision. An education service provider may appeal a determination by the Board by filing an appeal according to the procedure in W. Va. C.S.R. §112-19-11.

Setting up a Participating Nonpublic School

1. Login to your EMA portal by clicking [here](#).
2. Review the information under the business profile and set up your direct pay information
 - a. IMPORTANT: If Direct Pay information is not provided, no other tabs will be made available. Please verify accuracy of direct pay information. Incorrect information will delay payment.
3. Click on 'Enrollments' on the left side navigation
 - a. Review the school information tab at www.hopescholarshipwv.com, including the onboarding videos and handbook. All the videos and documentation will provide all the information you need to navigate the EMA portal.
 - b. Please set up your school start and end dates for the 2022-2023 school year.
 - i. Keep in mind that the year runs from July 1 to June 30th each year. Your school's start and end dates must be between those dates.
 - c. Select all grades served at your school and religious affiliation, if applicable.


Tuition and Fees




1. Click on 'Enrollments' on the left side navigation and click on the top 'Tuition' tab.
2. Under tuition, please click 'Add'
3. A new line item will appear. Name your tuition, click on the grade dropdown and select all grades for which this tuition is used. (Example: Second Child Elementary Tuition)
 - a. If a grade you serve does not populate in the dropdown, please review the school information tab and be sure all your information is accurate.

4. Add the amount of the tuition without including any fees. Once you have added the correct information, you may click the green box to add your new tuition. You may cancel the entry by clicking on the grey box or delete the line if no students have been enrolled at our school.

Tuition

Please add your school tuition. You will have the ability to enter each grade you serve from (Pre-K through 12).







NAME OF TUITION	GRADES	AMOUNT		
<input type="text"/>	<input type="text" value="v"/>	<input type="text" value="\$0.00"/>		
				

5. Next, click 'ADD' under the fee category and input each fee charged to students at your school. Please select the fee category, name the type of fee, and add the fee amount.
6. Once you have added the correct information, you may click the green box to add new fee. You may cancel the entry by clicking on the grey box or delete the line, if no students have been enrolled at our school.

Fees

Please add your school fees. Examples: Uniforms, books, transportation, registration, test fees, etc.



FEE CATEGORY	NAME OF FEE	AMOUNT		
<input type="text" value="Select"/>	<input type="text"/>	<input type="text" value="\$0.00"/>		
				

7. You can now start building your fee schedule. Click on 'ADD' under the Maximum Published Tuition and Fees Schedule option.
8. A modal will pop up and prompt you to add the name of the Tuition and Fee schedule. Pick a base tuition from the list of tuitions you have created. Select the grades using this schedule. And add fees by clicking on the + button.
9. Please be sure that the total matches your maximum tuition and fee schedule for each grade. Payment is tied to this information.
10. If the information is correct, please click save. **You will need to have a maximum schedule for each grade served at your school.**

IMPORTANT: Once a School Enrollment Form is sent, all maximum published tuition schedules are locked and unable to be edited until the following school year. Make sure to enter every grade you serve.

Under the Additional Tuition and Fee Schedule, you can create discounted rates, or various combinations to use multiple times. These schedules will be used for invoicing at the time students

are enrolled in your school.

1. Click on 'ADD' under additional Tuition and Fee Schedules.
2. A modal will pop up and prompt you to add the name of the Tuition and Fee schedule. Pick a base tuition from the list of tuitions you have created. Select the grades using this schedule. And add fees by clicking on the + button.
3. Please be sure that the total matches your maximum tuition and fee schedule for each grade. Payment is tied to this information.

Add Tuition & Fee Schedule

Name of Tuition and Fee Schedule

Base Tuition

All Grades

PK 6

K 12

All Fees

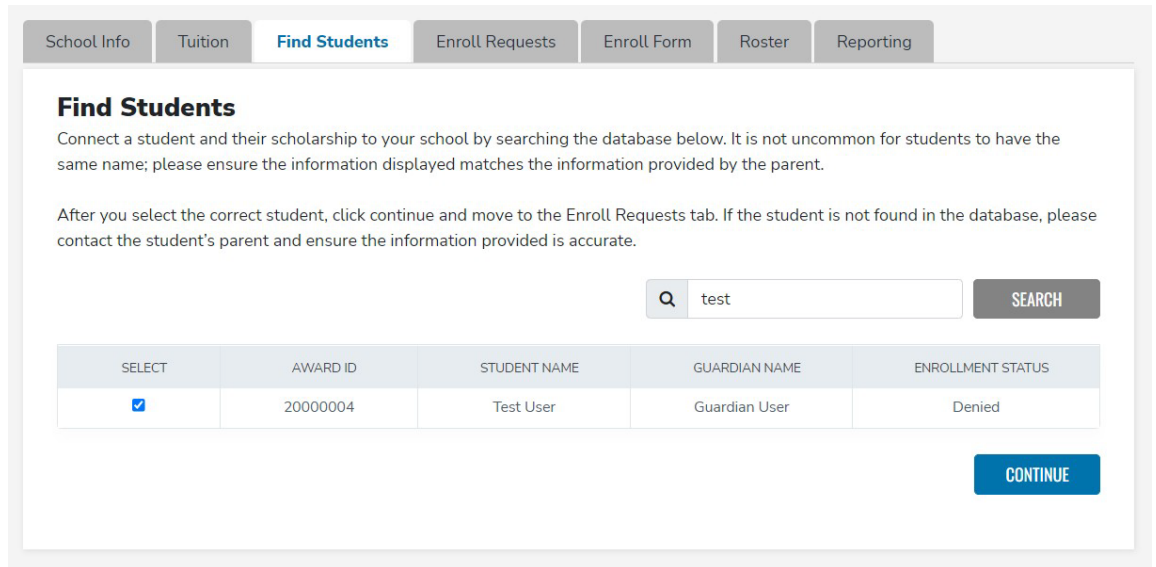
Total Amount

IMPORTANT: NO CHANGES WILL BE ALLOWED TO A SCHOOL'S MAXIMUM TUITION AND FEES after they have been certified, and at least one School Enrollment Form has been submitted. This means your max tuition and fees will be locked-in until the following school year. If you think your school will update the max Tuition and Fees before the start of the school year, please wait until such time to certify your tuition and fees in our system and before submitting any School Enrollment Forms. If you have additional schedules, you can add them at any time, as long as they are under the max tuition and fees.

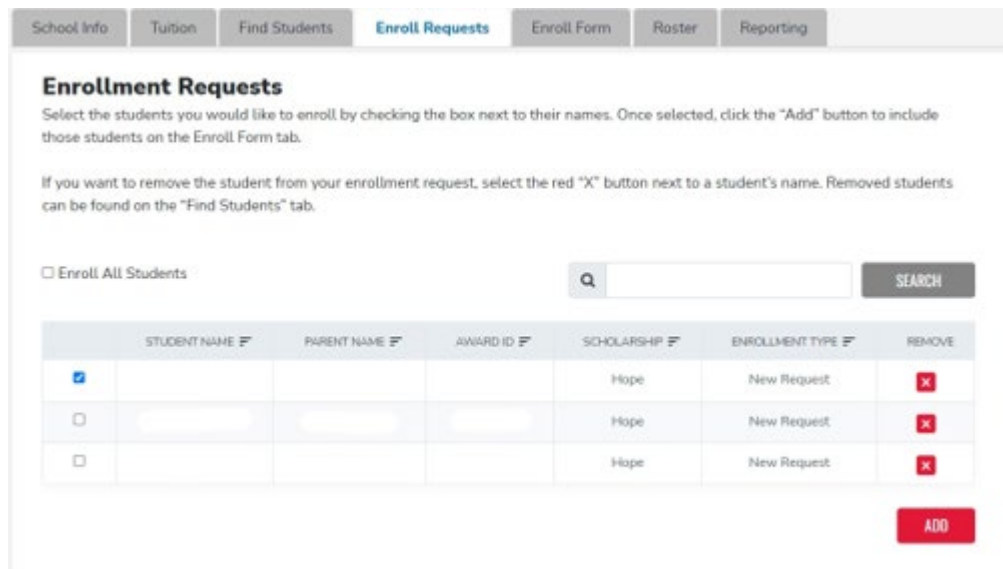
School Enrollment Forms

To connect a Hope scholarship student to a participating nonpublic school, the school must annually submit their maximum tuition and fees through their account in the EMA platform prior to submitting a School Enrollment Form.

1. Click on 'Enrollments' on the left side navigation and click on the top 'Find Students' tab.
2. Type the student's name in the search bar at the top right corner.
 - a. It is not uncommon for students to have the same name; please ensure the information displayed matches the information provided by the parent.



3. After you select the correct student, click continue and move to the Enroll Requests tab.
 - a. If the student is not found in the database, please contact the student's parent, and ensure the information provided is accurate.
 - b. Select the student you would like to enroll by checking the box next to their names. Once selected, click the "Add" button to include those students on the Enroll Form tab.
 - c. You may remove students from your enrollment requests by selecting the red "X" button next to a student's name. Removed students can be found on the "Find Students" tab.



4. The students will then appear in the Enroll Form Tab. You can select the school year for which you are enrolling the students, the student's start date, grade, and tuition and fees

for the student. Please be sure the total amount matches the actual amount the student owes the school. Click request.

Scholarship Portal

2022-2023

STUDENT NAME	AWARD ID	START DATE	GRADE	TUITION/FEE SCHEDULE	TOTAL AMOUNT
		6/24/2022	2		\$7,100.00
		Select	Sele	Select Schedule	
		Select	Sele	Select Schedule	

From 1 to 3 of 3

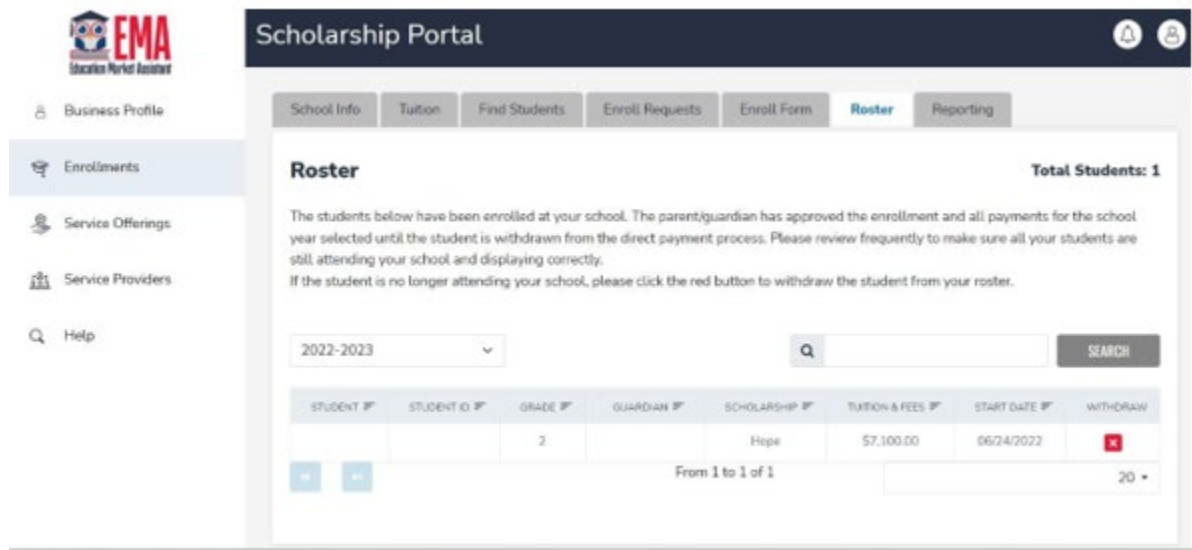
Confirm Enrollments

STUDENT NAME	AWARD ID	GRADE	TUITION & FEES SCHEDULE	START DATE	TOTAL AMOUNT
		2	pre school	6/24/2022	\$7,100.00

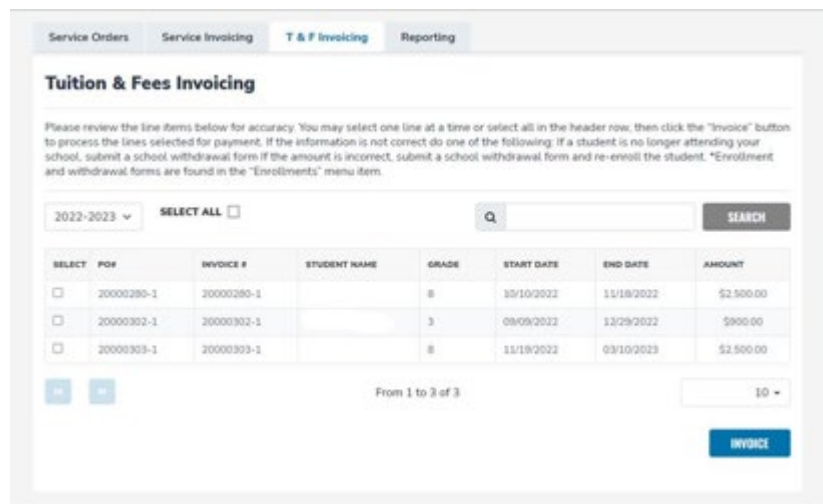
IMPORTANT: NO CHANGES WILL BE ALLOWED after tuition and fees have been certified and at least one School Enrollment Form has been submitted. This means your tuition and fees will be locked-in until the following school year.;

If you think your school will update the Tuition and Fees before the start of the 2022-2023 school year, please wait until such time to certify your tuition and fees in our system and before submitting any School Enrollment Forms.

5. A request will be sent to the parent in their EMA portal to approve the enrollment and the tuition charged to the student.
6. Once the parent approves the request, the student will appear in the school's roster tab.



7. Once funding is available in the students' accounts in EMA, the school must go to Billing in the left-hand menu and click on the "T&F Invoicing" tab to invoice tuition and fees.
 - a. Please review the line items for accuracy. You may select one line at a time or select all in the header row, then click the "Invoice" button to process the lines selected for payment.
 - b. If the information is not correct, do one of the following: If a student is no longer attending your school, submit a school withdrawal form. If the amount is incorrect, submit a school withdrawal form and re-enroll the student. Enrollment and withdrawal forms are found in the "Enrollments" menu item.



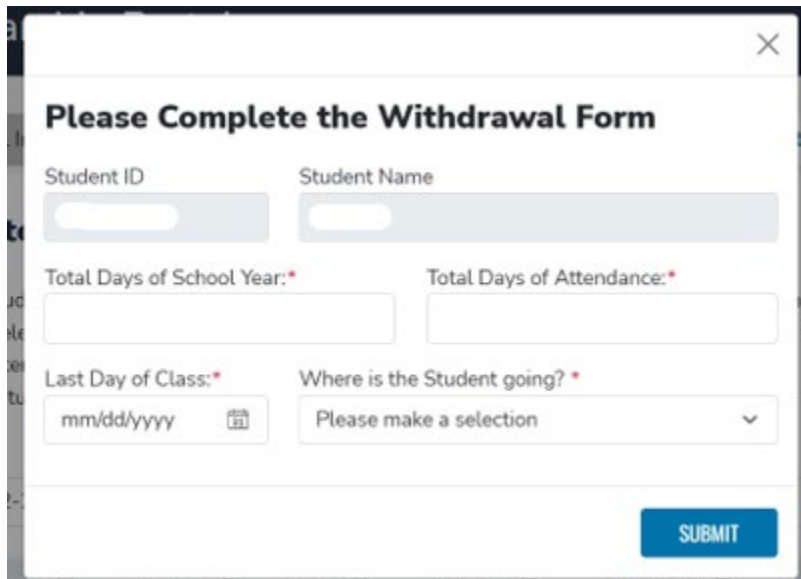
IMPORTANT: NO CHANGES WILL BE ALLOWED TO A SCHOOL'S MAXIMUM TUITION AND

FEES after they have been certified, and at least one School Enrollment Form has been submitted. This means your max tuition and fees will be locked-in until the following school year. If you think your school will update the max Tuition and Fees before the start of the school year, please wait until such time to certify your tuition and fees in our system and before submitting any School Enrollment Forms. If you have additional schedules, you can add them at any time, as long as they are under the max tuition and fees.

School Withdrawal Form

Students who are no longer attending your school, or that need to have their tuition and fees updated, will need to be withdrawn from the system.

1. Click on the roster tab
2. Find the student you wish to withdraw
3. Click on the red 'X', and a modal will appear
4. Please select the student's last day of class, and what type of school the student will attend, if known.
 - a. **If the student's information only needs to be edited, the student first and last day should be the same.**



The screenshot shows a modal window titled "Please Complete the Withdrawal Form". It contains the following fields and controls:

- Student ID: Text input field
- Student Name: Text input field
- Total Days of School Year: Text input field with an asterisk (*)
- Total Days of Attendance: Text input field with an asterisk (*)
- Last Day of Class: Text input field with a calendar icon and an asterisk (*)
- Where is the Student going?: Dropdown menu with the text "Please make a selection" and an asterisk (*)
- A blue "SUBMIT" button is located at the bottom right of the modal.

5. Once all the information has been submitted, you can click submit.

Student Reporting

To see a list of all of the students that have received a student enrollment request and which students have accepted enrollment, rejected enrollment, or are still pending, you can pull a report from the student reporting tab in the enrollment tab.

1. Select the "Students" option on the menu, and then select the "Student Reporting" tab

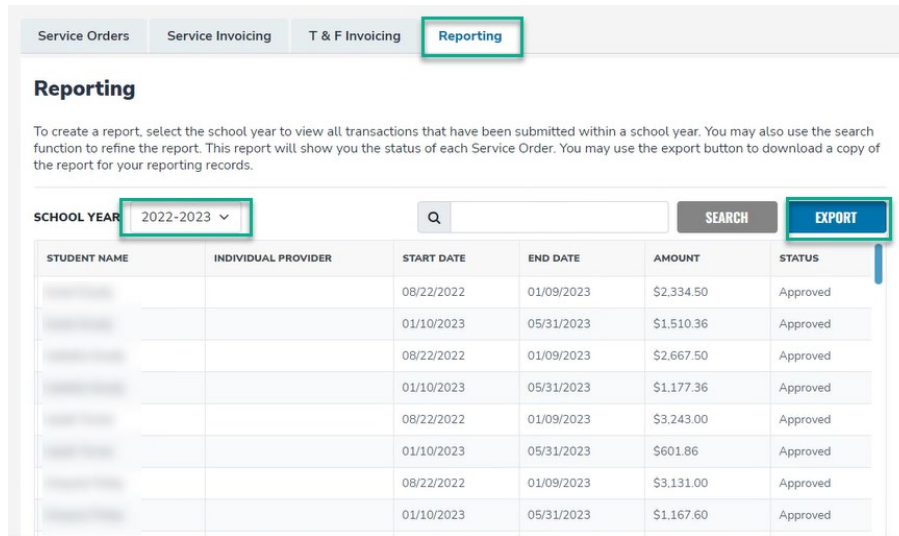
2. Select the school year from the drop down on the page
3. A list of all the students will be shown with their current enrollment request status. You can search by student's name or parent's name.
 - In progress – Enrollment form not yet submitted
 - Pending - Waiting for parent approval. Funding will not be received until the student is enrolled.
 - Enrolled – Parent has approved the enrollment request.
 - Denied – Parent has denied the enrollment request.
 - Withdrawn – The school has withdrawn the student.

STUDENT NAME	STUDENT ID	GRADE	GUARDIAN	SCHOLARSHIP
		3	Guardian User	Hope
		1	Guardian User	Hope
		2	Guardian User	Hope
			Guardian User	Hope
			Guardian User	Hope
			Guardian User	Hope

School Service Order Reports

As a school, you may create a report to view all transactions for your business within a school year. The report includes the status of each Service Order to assist you in reconciling payments.

1. After logging into your EMA account, click on the "Billing" menu option on the left-hand navigation.
2. Four tabs will appear; select the "Reporting" tab.



3. Choose the desired school year for the report from the drop-down menu.
 - a. You may also use the search function to refine the report.
 - b. Transactions will fall into one of three statuses:
 - i. In process – Invoice is pending
 - ii. Approved – Awaiting payment processing
 - iii. Paid – School has received payment
 - iv. Receivable – Student has been withdrawn and there has been an overpayment to the school
4. Click the "Export" button to download a copy of the report for your reporting records.

Contact

If you have any questions, please contact us at VVHope@emaportal.org or by calling our Service Center at 1-833-622-6819. Our Service Center is open Monday through Friday from 8:00 a.m. – 5:00 p.m. ET. We are here to help you.

You may also find resources, including videos and instructions in the help tab within the EMA platform.