

Welcome to *Understanding ClassWallet!*

Helpful Hints for Zoom

*Slides are already posted at <https://www.ncseaa.edu/esa-family-trainings/> and a **recording** of this session will be posted there within a week.*

- Zoom has **closed captioning** available

Asking Questions

- Use the Q & A to ask your questions (chat is disabled)
- Email ESA@ncseaa.edu to ask questions about an individual student

Answering Questions

- Presentation team will answer questions from the Q & A at certain points
- Only questions related to this session's content will be addressed live



Why Was My Order Rejected? Understanding ClassWallet

North Carolina's ESA+ Scholarship Program

What is ClassWallet?

What is ClassWallet?

- a separate company that 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 ESA+ Allowable Expenses
 - submit receipts from an ESA+ Reimbursement School



Do you use ClassWallet?

YES

- Home school
- ESA+ Reimbursement School
- Direct Payment School (if ESA+ funds remain after tuition and fees are paid)

NO

Parents of students at a Direct Payment School where the ESA+ funds pay the tuition and fees with no money left over



CLASSWALLET

Accessing Funds in ClassWallet

ESA+ Funds *straight to ClassWallet*

Home School

- Funds deposited to Wallet account at the beginning of each semester.
- Make purchases and pay providers throughout the school year.

ESA+ Reimbursement School

- Funds deposited to Wallet account at the beginning of each semester.
- Submit tuition receipts at the end of each semester (*~December and ~May*)

Unspent Wallet funds from fall remain for spring.

Direct Payment School: Remaining funds to ClassWallet

After tuition and fees are paid

If your school's costs are less than your award amount, the remaining award funds will move each semester to ClassWallet for you to use for *other* Allowable Expenses.

TIMING: If your school is efficient with Certification, and you and your school are efficient with Endorsement, fall funds will be in ClassWallet by mid-September, and spring funds by early February.

How will I know when the funds are in ClassWallet?



Welcome email from ClassWallet

- Will come from info@classwallet.com
- Subject Line: “Welcome to ClassWallet | Access Your ESA+ Funds”
- Sent to your email address as listed in MyPortal

Hint: it may end up in your spam or quarantine folders so please check those before contacting ESA+ staff

Welcome Email from ClassWallet

EXTERNAL | Welcome to ClassWallet | Access Your ESA+ Funds

 ClassWallet <info@classwallet.com>
To

 Reply  Reply All  Forward  

Thu 10/20/2022 1:47 PM

[View this email in your browser](#)



Welcome!

Congratulations on receiving your **ESA+** funds from the North Carolina State Education Assistance Authority (NCSEEA). Your funds have been deposited into an account established for you on ClassWallet. You will be able to view your award balance and make purchases or payments through your ClassWallet account.

- [Step 1 - Access your ClassWallet account](#)
- [Step 2 - Accept the Affidavit](#)
- [Step 3 - Review Ways You Can Use Your Grant Funds](#)
- [Get support if needed](#)

All purchases must be made online at www.classwallet.com. You will not receive a debit card, nor can you use these funds to reimburse purchases made outside the ClassWallet Marketplace.

How to Log In

Accessing the Affidavit*

Using Funds

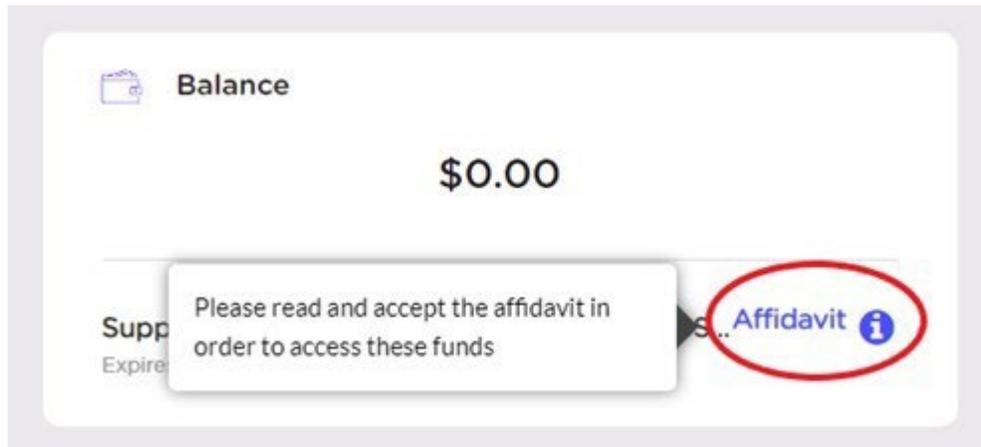
Links to tutorials and more!

Tip: You can access ClassWallet's Knowledge Base in your account for helpful articles and videos

<https://classwallet.my.site.com/classwallet/s/>

What is the Affidavit?

Once you sign into your account after funds have been sent, you will be prompted to **accept the affidavit in order to access the funds.**



I certify that my student is receiving an education in the subjects of English language arts, mathematics, social studies, and science for at least 75 days of the current semester.

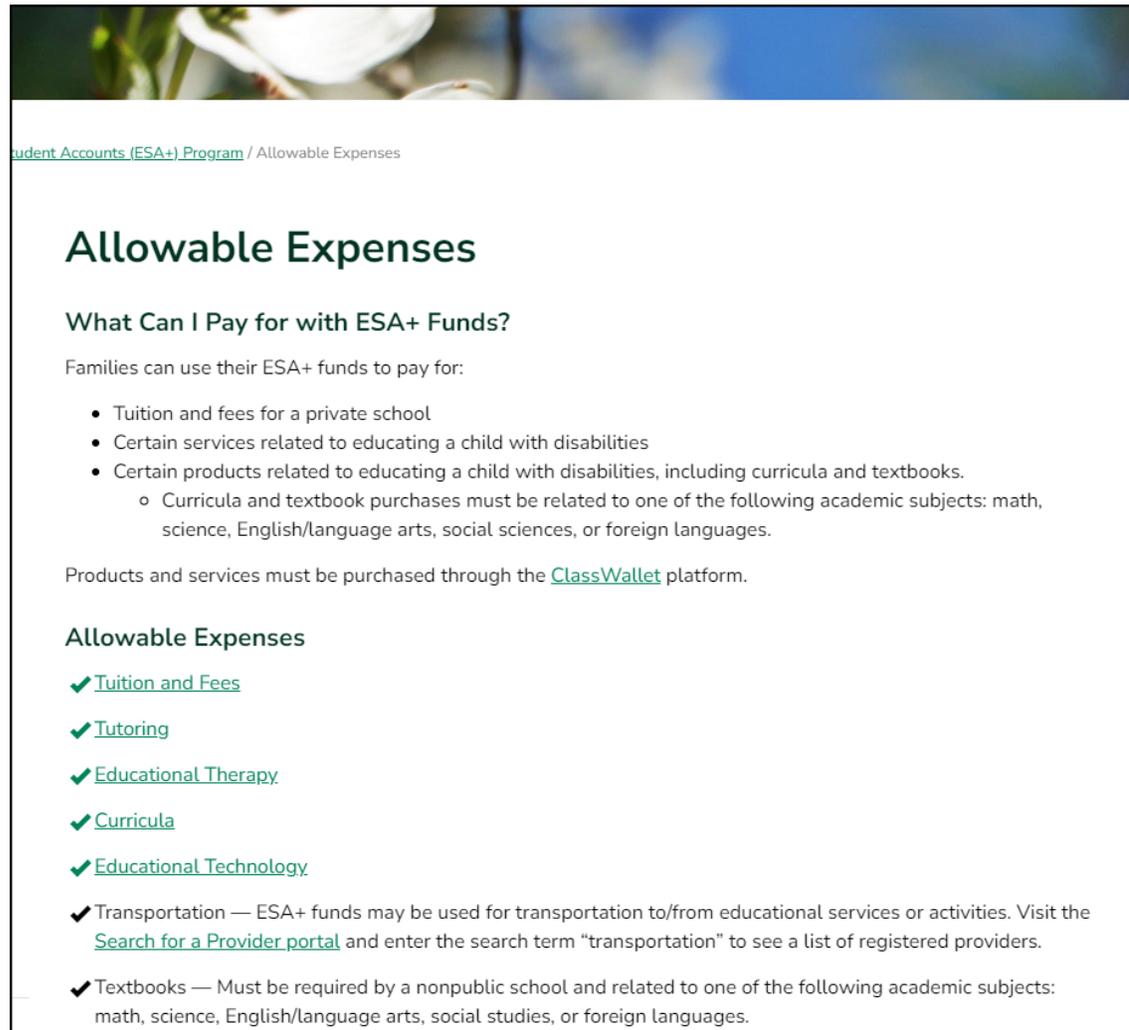
I further acknowledge my understanding that I am required to spend at least \$1,000 of the ESA+ Program scholarship funds by the end of the current school year to pay for an education for my child; an education that consists of education in the subjects of English language arts, mathematics, social studies, and science.



Allowable Expenses

What Expenses Are Allowable

ESA+ website 



Student Accounts (ESA+) Program / Allowable Expenses

Allowable Expenses

What Can I Pay for with ESA+ Funds?

Families can use their ESA+ funds to pay for:

- Tuition and fees for a private school
- Certain services related to educating a child with disabilities
- Certain products related to educating a child with disabilities, including curricula and textbooks.
 - Curricula and textbook purchases must be related to one of the following academic subjects: math, science, English/language arts, social sciences, or foreign languages.

Products and services must be purchased through the [ClassWallet](#) platform.

Allowable Expenses

- ✓ [Tuition and Fees](#)
- ✓ [Tutoring](#)
- ✓ [Educational Therapy](#)
- ✓ [Curricula](#)
- ✓ [Educational Technology](#)
- ✓ Transportation — ESA+ funds may be used for transportation to/from educational services or activities. Visit the [Search for a Provider portal](#) and enter the search term “transportation” to see a list of registered providers.
- ✓ Textbooks — Must be required by a nonpublic school and related to one of the following academic subjects: math, science, English/language arts, social studies, or foreign languages.

These topics are links to explanations about WHICH expenses are allowable, and HOW parents pay for them

<https://www.ncseaa.edu/k12/esa/8617-2/>
(or select “Allowable Expenses” from the left side navigation)

Acceptable credentials

Tutors have a teaching certificate from North Carolina or another state, or a bachelor's degree.

Therapists must individually hold a license or accreditation that is recognized by a State, regional, or national organization that governs the field of therapy for which they are providing services.

<https://www.ncseaa.edu/k12/esa/provider-registration/>

Step 1: Submit Provider Registration Request and Create Account

Visit the [Provider Portal](#) to register as a provider (for the purposes of this process, a provider may be referred to as a vendor).

Step 2: Submit Required Documents

Once you have created your provider account you will be asked to submit the required documents listed below.

- ESA+ Facility or Individual Provider Agreement (available through the Provider Portal)
- Provider Credentials

Providers must complete registration with the ESA+ staff at SEAA but **you** can show them where to go and / or encourage them to complete.



Timeline
The registration review process may take several weeks once all documents are received.

Finding Providers Already Registered

ESA+ website 

<https://www2.ncseaa.edu/approvedprovidersk12/default.aspx>

or click “Provider Search” from the left side navigation



Welcome to the NCSEAA Provider Search Site

🔍 Type the name of the provider or desired city in the box below.

Please note: If your desired provider is not on the list, please direct them to [NCSEAA Provider Portal](#) to register.

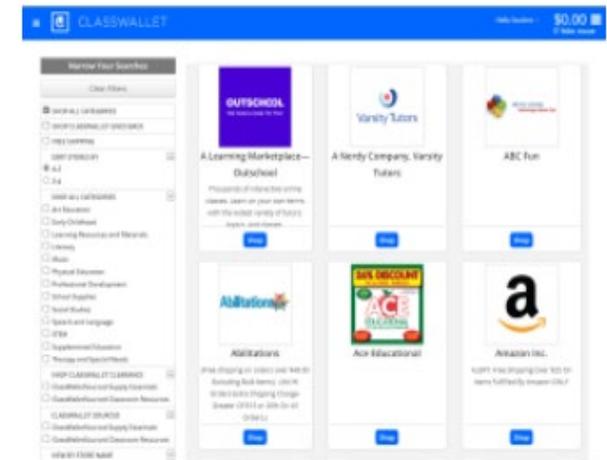
Shopping & Payments via ClassWallet

2 paths in ClassWallet:

1. Direct Pay Vendors (mainly tutors and therapists)

2. Marketplace

- stores where you buy curriculum and technology
- a couple national tutoring companies



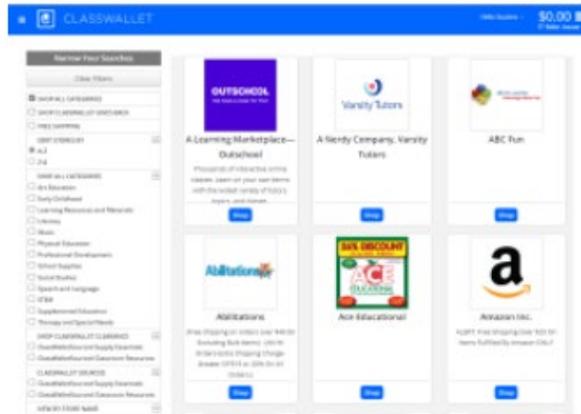
Using ClassWallet



Need more help with the ClassWallet payment process?

<https://www.ncseaa.edu/k12/esa/payment-process/>

The ClassWallet Platform



How to Purchase Products on ClassWallet

How to Pay a Service Provider in ClassWallet

How to pay for curricula purchased through providers listed on the ESA+ Provider Search Site



ClassWallet also has “How to” articles on paying a provider and shopping on their Marketplace:

<https://classwallet.my.site.com/classwallet/s/article/How-to-pay-a-vendor>

<https://classwallet.my.site.com/classwallet/s/article/How-to-shop>



For service provider payments, you will need to upload an invoice from the provider.

An invoice must include:

ESA+ Invoice Information under **Resources**
(<https://www.ncseaa.edu/k12/esa/>)

- Name of approved provider or company
- Student's name and the name of the parent/guardian being charged*
- Type of service/ therapy
- Date of service/ therapy
- Amount charged for service/therapy
- Line item for 2.5% Transaction Fee, if included

** the parent/guardian named on the application must also be the responsible party charged on the uploaded invoice submitted for approval before funds transfer approval is granted*

Service Provider Payment: 2.5% Fee

The ESA+ debit account structure includes a 2.5% transaction fee, similar to the fees for payments made by credit card.



- A provider that does not charge for credit card fees may not charge the ClassWallet transaction fee to ESA+ families.
- If providers charge the transaction fee to ESA+ parents, parents can pay it with ESA+ funds.



Tips for Using ClassWallet

Tips for Using ClassWallet: Products

Products

- Make sure the product is [allowable](#).
- All items in an order must be for the same category.
Don't purchase technology AND curriculum in the same order.
- One unallowable item will cause the whole order to be rejected.

*Are you purchasing an item that you are not sure will be allowable?
Put it in an order by itself so if it must be rejected, the whole order will not be rejected.*

Changing Your Address

1. Update Your Mailing Address in MyPortal.

Update your mailing address in **two places**: Mailing address and Permanent Mailing Address

2. Contact ClassWallet to change your shipping address.

help@classwallet.com

1-877-969-5536



Tips for Using ClassWallet: Technology

- **Technology Accessories** (e.g., printer, computer/tablet case) must be purchased within 30 days of buying the device
 - **3-year limit** on purchase of computer/tablet/interactive whiteboard (can purchase one of each, every 3 years)
- Any item over \$600 can only be purchased every 3 years
 - Headphones – only allowed for [specialized devices](#)

Tips for Using ClassWallet: Services (tutoring or therapy)

- Check that provider is approved and service is allowable
- Payment amount requested must be equal to or less than amount due on invoice
- Student & parent names must match record; no nicknames
- Can pay ahead for services that will occur in **current semester** (cannot prepay for entire year)

Don't add the 2.5% transaction fee to the payment amount unless the provider has included it as a line item on the invoice.

Tutoring Q & A

What are the academic subjects that are covered by ESA+?

Math, science, English/language arts, social studies, or foreign languages

Where can I find a tutor?

There are two places to look for tutors who are already registered with ESA+.

1. Individual tutors or tutoring centers in North Carolina are called providers. You can look through the ESA+ provider list to see who is already registered and where they are. You'll pay your tutor as a Direct Pay Vendor on ClassWallet.
2. There are two companies that offer online tutoring: Outschool and Varsity Tutors. To purchase tutoring from these companies, go to the ClassWallet Marketplace.

The tutor I want to use isn't on the ESA+ search site.

Ask that person to register with ESA+. Be sure to allow a few weeks for your tutor to complete the process.

Therapy Q & A

What therapy services are allowed?

Educational therapy must be **adaptive/therapeutic in nature or designed for students with special needs**. Examples: applied behavior analysis therapy, speech therapy, occupational therapy, physical therapy.

How many times may a student see an educational therapist?

The ESA+ program does not limit the number of educational therapy visits.

Does ESA+ require proof of a diagnosis?

No.

Can I use ESA+ for medical insurance co-pays?

Yes, if the therapy is an allowable expense and the provider is registered with ESA+.

Can I use ESA+ to cover a service once medical insurance has been exhausted?

Yes, if the therapy is an allowable expense and the provider is registered with ESA+.

Tips for Using ClassWallet: Troubleshooting

What if I need to reorder an item?

Email program staff before reordering the same item so we can make sure that the funds from your first purchase are returned to your account.

If you don't notify ESA+ staff before you reorder, and you try to reorder immediately, the reorder will appear to ESA+ staff as a 2nd purchase of the same item, and they will reject it.



Tips for Using ClassWallet: Troubleshooting

If your order is rejected ...

1. Read the reviewer comment in the automatic email reply from ClassWallet.
2. If you still have a question, email program staff. Include the order number and a description of the item.

Apart from a problem with the item or service, there are **OTHER** reasons ESA+ staff have to reject orders.

- Student is not in an eligible school *make sure MyPortal shows an accurate school choice*
- Documentation of a disability out of date *update your documentation before January 1*
- Outstanding task *check MyPortal regularly*

Getting Assistance

If I have a question about...

- logging in to ClassWallet
- uploading an invoice
- returning an item
- a shipment (ex. missing item)
- any technical issues related to ClassWallet's website

Then I should contact...

ClassWallet

help@classwallet.com

1-877-969-5536

If I have a question about...

- ESA+ allowable expenses
- a rejected order or invoice
- my approved provider & the Direct Pay list
- my ESA+ funds and disbursement
- signing the affidavit in ClassWallet

Then I should contact...

ESA+ Program

ESA@ncseaa.edu

1-855-330-3655

IMPORTANT ESA+ REMINDERS

Parents should check MyPortal **once a week**:

- Are there items on the To Do list?
- Look at Notifications. Maybe you've missed an email!

ESA+ students need updated documentation of a disability **every 3 years** (*3 years from the evaluation date on file*).

HOWEVER: Parents, you will renew **annually** so that the ESA+ staff know you want your student to continue next year.

ESA+ is **not a reimbursement** program.

- Very few exceptions (mainly the ESA+ Reimbursement Schools)
- Do not purchase items or pay for services with the intent to submit a receipt.

Public School? If a student will be in the public school, full-time, as normally assigned, then they are **not eligible for ESA+**.

- ESA+ is not permitted to provide funds to students who are enrolled in their regular public school (including charter schools).

CONTACT US



ncseaa.edu



ESA@ncseaa.edu



1-855-330-3955

Monday-Thursday: 8am-6pm

Friday: 8am-5pm

Summer Training for ESA+ Families

<https://www.ncseaa.edu/esa-family-trainings/>

Enrollment Options, Updating the Area of Disability, ESA+ Reimbursement Schools, Purchasing Curriculum, Planning for Summer Expenses, Continuing Eligibility, and more ...

Register to attend live sessions or view recordings at your convenience.