Tuition Reimbursement for ZSFG Interns and Residents
FREQUENTLY ASKED QUESTIONS

What is the educational expense reimbursement program?
This is a program to reimburse interns and residents who work three or more months at ZSFG for education and training expenses up to $600 per year. The funds for educational reimbursement come from the Patient Care Fund.

How much money is in the Patient Care Fund?
The Patient Care Fund has $183,319 annually, and interns and residents may use up to $105,319 of that fund annually for reimbursement of education and training expenses.

What has changed?
All the changes listed below are effective July 1, 2017:

- Interns and residents will use the Department of Public Health (DPH) reimbursement process to submit reimbursement requests. We will no longer be using the CCSF's online tuition reimbursement program.
- Reimbursement increased from $300 to $600 per fiscal year for eligible interns and residents who spend three months on rotation at ZSFG.
- Items eligible for reimbursement have expanded to include wellness activities and projects and training.
- Beginning FY 2017-2018, any portion of the annual contribution not used shall not be carried forward.
- The Pre-Approval Request process is eliminated. Reimbursements will be processed once the cost has been incurred and the required documentation is submitted.

Am I qualified for this program?
You are eligible for this program if you meet the following criteria:
- You are scheduled for 3 months rotation at ZSFG over the course of the academic year (July 1 – June 30)
- That 3 month rotation is verified by your resident coordinator
- Your name is on the eligibility list provided by UCSF

Is pre-approval needed?
No, the pre-approval process is eliminated. Reimbursements will be processed once the cost has been incurred and the required documentation is submitted.

Where can I find out if I'm eligible?
Look for your name on the eligible list posted here: http://sfdhr.org/online-tuition-reimbursement-process-sfgh-interns-residents.

The list of eligible interns and residents may be updated throughout the academic year.

I don't complete my 3rd month of work at ZSFG until June – can I get reimbursed before then?
You do not need to wait to submit your reimbursements until you have completed the three months of work at ZSFG. As long as you're on the approved list submitted by your resident coordinator (posted here: at http://sfdhr.org/online-tuition-reimbursement-process-sfgh-interns-residents).

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I was supposed to work three months at ZSFG so I submitted reimbursements, but then my schedule changed and I am no longer eligible – what do I do?
If you have already received reimbursement you are required to repay that amount within 90 days. Please contact the department representative via email, dph.resident.expense.program@sfdph.org, to make arrangements for repayment.

If you have not received reimbursement yet then please notify your resident coordinator and they will notify ZSFG and update the list to be ineligible for reimbursement.

How much can I get reimbursed for?
Each resident can get reimbursed up to $600 per year.

What types of expenses can get reimbursed?
All items to be reimbursed should support positive patient outcome and have a correlation to patient care.

- Medical books/journals/subscriptions
- Exams*
- Computer and digital equipment (excluding accessories and/or warranties)
- Conference registration (excluding travel and lodging)
- Wearable medical equipment (i.e., a stethoscope, shoes [should justify a health and welfare or patient care correlation])
- Medical software
- Wellness activities (i.e., gym membership, yoga, massage)
- Projects/training (that support positive patient outcomes)

*Exam fees will only be reimbursed when you successfully pass an examination. Therefore, you should only submit reimbursement requests for exam fees in the academic year in which you pass the exam.

What are examples of not an allowable expense?
- Gift cards
- Accessories and/or warranties for computer and digital equipment
- State board fees

How do I access the tuition reimbursement system?
An intern/resident must use a computer on the ZSFG campus with access to the DPH Intranet in order to access the tuition reimbursement system. When the user opens up a web browser, enter http://insidechnsf/. From there, the user can scroll down until they see the CIR logo below. Click on the CIR logo to access the tuition reimbursement system.

You can also directly enter the URL below to access the online tuition reimbursement system:
http://in-sfghweb02/Infrastructure/HR/UCSFResReim/output/login.php?return=true

City and County of San Francisco   Department of Human Resources

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What is my username and password?
The username is your UC Employee ID and the password is the last four digits of your social security number.

If I have trouble <u>logging into the system</u>, who do I contact?
dph.resident.expense.program@sfdph.org

What if I want to log in off campus?
In order to access the DPH Intranet off campus, you will need a VPN or a portal that will allow direct access.

How do I submit my reimbursement request(s)?
After you log in, you will have the three options: 1) Submit a new request 2) Review your reimbursement request summary and 3) View your approved requests and your remaining balance.

To submit a new request:
- Click "Submit New Request" tab
- Click the "Reimbursement Request" link
- Select "Submit New Request" and fill in the fields
- After your submission, you can view the status of your request under "Status".

To view your request summary:
- Click "Reimbursement Request Summary" tab

To view your fund balance:
- Click "Remaining Balance" tab
- Please note that the balance will only reflect approved requests

How do I submit the required documentation (receipt, proof of payment, etc.)?
An intern/resident must submit the required documentation by sending an email to dph.resident.expense.program@sfdph.org. Please include the Reimbursement ID and your name in the subject line of the email. If the required documentation is not received, your reimbursement request will not be processed. The Reimbursement ID is generated after you submit your reimbursement request through http://in-sfghweb02/Infrastructure/HR/UCSFResReim/output/login.php?return=true on the DPH Intranet. You can submit the required documentation from either your personal email or work email from home.

What is the required documentation to submit with my reimbursement request?
An intern/resident needs to provide an itemized receipt, clear proof of payment that includes the intern/resident's name and method of payment, and proof of attendance/completion (if applicable).
- ✓ Itemized receipt
- ✓ Proof of payment
- ✓ Proof of attendance (if applicable)
- ✓ The last four digits of your social security number

Accepted proofs of payment are:
- Itemized receipt with method of payment listed as cash
- Itemized receipt and cancelled check (front and back)
- Itemized receipt and front of check with redacted bank statement showing transaction, your name, and last 4 digits of account number
- Itemized receipt and redacted credit card statement showing transaction, your name, and last 4 digits of account number

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If proof of payment shows a name different from you then please provide written explanation on the proof submitted (i.e., "This is my parent"). Remember to black out all but the last 4 digits of any account numbers and any sensitive information.

If I go to a conference, what is considered proof of attendance?
- Badge with your name on it and the name of the conference
- Certificate with your name on it
- A photo of Intern/Resident in attendance with identifying conference information
- Blank name tags or certificates will not be accepted

Can I submit multiple requests?
Yes, but each request should be submitted separately. After each submission, a separate Reimbursement ID will be generated to reflect each request and must be noted on the e-mail when you submit the required documentation to dph.resident.expense.program@sfdph.org.

What if I accidentally submit multiple expenses with one?
We will only process the item that matches the requested amount. The administrator may contact you for verification.

These funds are guaranteed no matter what, right?
Reimbursements will be processed in the order that they are received. It is possible that the fund will be depleted before every eligible person applies for reimbursement.

Where will my check go and how do I get it?
The check will be mailed to the UCSF Dean's Office at ZSFG. The Dean's Office will notify your resident coordinator when the check is received to coordinate delivery.

How long will it take to get my check?
A check will be cut approximately 60 to 90 days after the reimbursement is approved.

Updated 9/1/17