Tuition Reimbursement for ZSFG Interns & Residents
FREQUENTLY ASKED QUESTIONS

ELIGIBILITY

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)
- Your 3-month rotation is verified by your resident coordinator
- Your name is on the eligibility list provided by UCSF

Where can I find out if I'm eligible?

Look for your name on the eligible list posted here: https://sfdhr.org/online-tuition-reimbursement-process-zsfg-interns-residents. If you are not on the eligible list, please contact your resident coordinator for assistance. 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 if you're on the approved list submitted by your resident coordinator. To see the list, you must use a computer on the ZSFG campus with access to the DPH intranet. On the DPH intranet site, look for and click on the icon below:

http://insidechnsf/images/tuition.png

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.

HOW TO SUBMIT A REQUEST

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 to access the tuition reimbursement system. When the user opens up an intranet web browser, enter **http://insidechnsf/**. From there scroll down you see the DPH Tuition Reimbursement Logo. Click on the logo to access the Tuition Reimbursement System.

What is my username and password?

The username is your UCSF Employee ID (including the zero) and the password is the last four digits of your social security number.

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 (only approved requests will be reflected)

WHAT CAN BE SUBMITTED

What types of expenses can get reimbursed?

All items to be reimbursed should support positive patient outcome and have a correlation to patient care. All expenses eligible for reimbursement must be purchased, conferences attended and exams taken within the fiscal year, from **July 1st** through **June 30th**.

- Medical books/journals/subscriptions
- Exam fees*
- Computer and digital equipment (excluding accessories, warranties, applications)
- Conference registration** (excluding travel and lodging)
- Wearable medical equipment (i.e., a stethoscope, lab coat, shoes [should justify a health and welfare for patient care correlation])
- Medical software
- Wellness activities (i.e., gym membership, yoga, massage; excludes hazardous recreational activities that are highly risky in the context of life or disability)
- 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.

**Should submit proof of attendance and proof of purchase in the same fiscal year*

What are examples of not an allowable expense?

- Accessories and/or warranties for computer, Apple watches, monitors and digital cameras
- Athletic wear, accessories, locker/towel fees and tips (massage tips)
- Bicycles, marathons, non-fitness memberships and vacation trip purchases
- Household, decorative and office supply items
- USMLE Exam, and Fellowship subscriptions/memberships and fees
- State board fees
- Medical treatments and co-pay fee

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 the Tuition Reimbursement System on the DPH Intranet. You can submit the required documentation from either your personal email or work email from home.

When do I submit the required documentation?

Required documentation must be received within **30 days** a tuition reimbursement request has been submitted in the online tuition reimbursement system. Failure to submit required documentation will result in a denied request and you will need to submit a new request in order to have your request reviewed and processed.

What are the required documentations to submit with my online reimbursement request?

PROOF OF PURCHASE: An intern/resident needs to provide an itemized receipt. Receipts should display:

•   Name of company/retailor
•   Purchasers Name and date
•   Description of the item, price and quantity
•   Method of payment – cash/debit card/credit card/check

PROOF OF PAYMENT: Accepted proofs of payment are:

·   Itemized receipt with method of payment listed as cash
·   Cancelled check (front and back)
·   Redacted bank statement showing transaction, your name, and last 4 digits of account number
·   Redacted credit card statement showing transaction, your name, and last 4 digits of account number

If proof of payment shows a name different from you, please provide written explanation on the proof submitted (i.e., "This is my parent or spouse"). Remember to black out all but the last 4 digits of any account numbers and any sensitive information. ***SUBMIT ALL REQUIRED DOCUMENTS IN PDF FORMAT (CUT&PASTE AND JPEG PICTURES ARE NOT ACCEPTABLE UNLESS REQUESTED.) ALL DOCUMENTS MUST BE LEGIBLE***

If I go to a conference, what is considered proof of attendance?

Conference registration fees will be reimbursed after you have attended the conference. Purchase and completion of conference attendance, must take place in the same fiscal year between July 1st and June 15th. Examples of proof of attendance are:

•   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. However, combining your request is encouraged.

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TROUBLESHOOTING & INFORMATION

What if I submit a request with the wrong information?

We can only process a request if you provide required documentation that matches the request entered into the system. The administrator may contact you for verification.

How do I check the status of my request?

Please log in to the system to check on the status of your reimbursement (denied, pending, approved or need required documentation). If there are issues, you will be contacted by the administrator.

How long will it take to get my check?

A check will be cut approximately 60 to 90 days after the reimbursement is approved.

Where will my check go and how do I get it?

The check will be mailed to the UCSF Dean's Office located **at ZSFG, Building 5, Room 2A21**. The Dean's Office will notify you via email when the check is received to coordinate pick-up or delivery of the check.

Is there a deadline to submit requests and required documentation?

Yes, all reimbursements and required documentation must be submitted by the de facto deadline of June 15th in order to be processed by the end of the fiscal year. Although the contractual deadline for submission is June 30th, the City requires a two week processing time to meet the June 30th year end deadline. Reimbursements submitted between June 15th and June 30th can still be processed, but may be subject to significant delays. All submittals must be complete and include all required documents prior to the June 30th deadline. Incomplete submittals will not be processed.

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. It is a first come first serve process.

If I have trouble logging into the system, and for any other questions, 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. Please contact your resident coordinator

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