



Payor Financial Rights & Responsibilities

1. PURPOSE

This policy defines a payor's rights and responsibilities related to the financial obligations of their association with Northern Pennsylvania Regional College ("NPRC" or the "College") and the Business Office's obligations to those payors.

2. SCOPE AND APPLICABILITY

This policy is applicable to all payors and the NPRC staff who service them.

3. REFERENCES

- 3.1 INDX-1310-01: Master Policy Index
- 3.2 CLDR-1310: Policy Review Schedule
- 3.3 INDX-1310-02: Document Naming Key
- 3.4 NPRC-3210: Student Rights and Responsibilities
- 3.5 AGMT-8520-01: Student Financial Responsibility Agreement
- 3.6 AGMT-8520-02: Organization Financial Responsibility Agreement
- 3.7 NPRC-8420: Assessment, Payment, and Adjustment of Workforce Development Tuition and Fees
- 3.8 NPRC-8415: Assessment, Payment, and Adjustment of Academic Tuition and Fees

4. DEFINITIONS

- 4.1 E-billing is the electronic billing record maintained in the College's Student Information System and viewed in the My NPRC portal.
- 4.2 Payor is the individual or the third-party entity who has accepted financial responsibility for enrolled services through NPRC.
- 4.3 Financial Hold is a restriction placed on a student account for non-payment of tuition and fees to the College within the expected payment timeframe, preventing the student from registering and obtaining a certificate or degree.
- 4.4 Business Day is a day of normal college operation.

5. POLICY

5.1 NPRC uses electronic billing (eBill) as its official billing method sent to the primary email address(es) on file as its official communication method.

5.1.1 Academic students will receive official billing notices at their designated NPRC email address until disenrolled from the college and as recognized in AGMT 8520-01.

5.2 NPRC will provide a payor with access to systems necessary for payment.

5.3 NPRC's Business Office will provide adequate notice to a payor regarding any changes in billing policies.

5.4 A payor must address any billing questions to the Business Office, which will respond within two business days to any inquiry to resolve questions or concerns.

5.5 The payor's signature on AGMT-8520-01: Student Financial Responsibility or AGMT-8520-02: Organization Financial Responsibility will commit the payor to their financial responsibilities.

5.5.1 A payor who does not fulfill their obligations may be subject to late fees, financial holds, and collections.

6. RESPONSIBILITIES AND TIMELINES

6.1 The Business Office is responsible for creating and publishing procedures and any related materials reasonably necessary to implement this policy.

6.2 The Vice President of Finance and Operations is responsible for the oversight of this policy.

7. REVIEW STATEMENT

Review of this policy will occur in alignment with CLDR-1310: Policy Review Schedule.

Revision Notes: Policy in Revision