

**LOUISIANA STUDENT FINANCIAL ASSISTANCE
COMMISSION
OFFICE OF STUDENT FINANCIAL ASSISTANCE**

Student Financial Aid Bulletin

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TOPICS:	Procedure for Resolving Multiple Early Start Billing Issues

LOSFA and BOR have received requests for clarification regarding the procedure for resolving multiple Early Start enrollment/billing issues.

As outlined in the Early Start Framework for Academic Year 2009-2010, a student may enroll in a maximum of three credit hours per semester/term, up to six credit hours per academic year with Early Start funding.

The high school certifying the student's eligibility for participation will be responsible for limiting the number of hours in which the student enrolls, using Early Start funding, to three credit hours. Students may enroll in more than three hours credit, but they must pay any tuition charges for the additional credits. *Only* three credit hours will be covered by Early Start. In order to avoid future errors, high schools should retain copies of Early Start applications from this point forward.

Avoiding Payment Errors

High schools

- Review Early Start pre-enrollment applications
- Identify students who are pre-enrolled for more than 3 semester credit hours
- Work with students/parents to determine which course will be paid with Early Start funds
Advise the college provider(s) NOW about which course should be paid with Early Start funds and which should be billed to the student. Do this in writing, by email to your college liaison(s), if possible, so you and the college have a copy
- Remind students/parents of responsibility to follow school procedures regarding payments, notification requirements and deadlines should student decide to withdraw from any course(s)

Students/Parents

- Complete certification notice in cases where 08-09 application was used
- Notify postsecondary institution of courses for which you will cover the costs
- Send payment for the student's enrollment by the deadline the college provides
- Follow school procedures on notification and deadlines for withdrawal as appropriate

LOSFA

Initiate program edits to prevent payment in excess of three hours:

- All multiple billings for the same student received during the same billing cycle totaling more than 3 semester credit hours will be rejected pending resolution by the high school and the postsecondary institutions as to which billing(s) should be paid with Early Start funding
- In cases where LOSFA has already processed payment for 3 credit hours for a student, all subsequent billings received for that same student in the same semester/term will be rejected
- Notify the postsecondary schools via the error message on the student roster indicating that the request for payment was rejected due to multiple billing errors

Process for Handling Payment Errors**Postsecondary Institutions**

- Notify high school that student's billing request has been rejected due to multiple billings

High Schools

- Work with students/parents to determine which course should be paid for with Early Start funding
- Notify the college(s), both ineligible and eligible for payment, **in writing (email)**, of which course should be billed to the student, and which will be paid by Early Start
- Fax a copy of the student's application to the eligible college with clear notation of the course that should be paid with Early Start funding

Students/Parents

- Complete payment for additional hours and/or follow postsecondary withdrawal procedures as warranted

Postsecondary Institutions

- Download the Early Start Payment Correction form located on the Early Start Portal
- Send the payment correction form along with a copy of the student's application (notating course that should be paid with Early Start funding) received from the high school to: Special Programs, Early Start, 225-925-4969

LOSFA

- Enter in-house billing request for eligible school and proceed with proper payment

We thank you for your patience and commitment as we all work through the processes associated with the revised Early Start Framework. If you have further questions, please contact Bonnie Lavergne at 225-922-0412.