

## **2022-23 Third-Party Payer Payment Process FAQ**

### **How is this process different this year?**

The process for applying third-party payer funds is automated this year. Once third-party funds are received and processed, the funds will be available for candidates to use to pay for components during Checkout.

### **Is there a Funding Request Form for this cycle?**

No, there is not.

### **Where do we submit the transmittal memo and Purchase Order when it is ready?**

[Visit this page for information on where to submit your transmittal memo.](#)

### **What does the checkout process look like for candidates?**

You can view the steps that candidates have to take [here](#).

### **Has the account creation, registration or component selection process changed for candidates?**

No, those processes have not changed.

### **Will candidates have a record of what they pay for using third-party funds?**

Yes, there is an option for candidates to save a pdf and/or print their history directly from their National Board account.

### **What if a candidate has decided not to purchase a component for the 2022-23 cycle?**

They do not need to take any action. Any unused funds will be returned to the third-party payer.

### **Will there be any indication that third-party payment has been made on a candidate account?**

The component will be displayed as purchased for the 2022-23 cycle on their candidate dashboard. Candidates can also view 2022-23 purchases by selecting "Payment Portal" from the left-hand menu of their National Board account.

### **How can a candidate see what third-party payer funding is available to them?**

Every component that you have third-party payer funding for will be listed under "Available Funding." Candidates can access this from the "Payment Portal" link in the left-hand menu. This section will only display if there are funds available for them to use. If they do not see this section, third-party payer funding is not available at this time. Note: it takes 7-10 business days from receipt by our office for third-party payer funding to be made available for use in a candidate's account.

### **What is the process for candidates who receive partial payments?**

# NATIONAL BOARD

*for Professional Teaching Standards®*

If a candidate receives funding from a third-party payer that is less than the full amount of a component, they will need to utilize the third-party payer funding and pay the remaining balance using a credit card in a *single* transaction. They **cannot** submit a partial payment or use the payment plan option in conjunction with partial third-party funding.

## **How soon do you expect funds to be made available to a candidate to use?**

Payments will be posted to candidate accounts and available for them to use within 7-10 business days of receipt of payment by our office. If you still have questions, please contact us directly via the [Third-Party Payer web form](#).

## **What if a candidate wants to withdraw his or her component?**

Candidates should withdraw components by February 28 if they do not plan to complete them in the current cycle by going to their dashboard and clicking the “Withdraw” button for the component. Refunds will be applied to the third-party payer account for withdrawn components and any component payments made by the candidate will be returned if the component was withdrawn by the February 28 withdrawal deadline. Refunds will be processed per the timelines noted in the [Third-Party Payer Guide](#) and [Guide to National Board Certification](#).

## **Our organization covers the nonrefundable \$75 registration fee; is the candidate required to pay the fee up front?**

Yes, the candidate should pay the registration fee and complete the registration agreement. We will refund them the \$75 as long as it is included in your transmittal memo.

## **Will the registration deadline be extended this year?**

No, the registration deadline will not be extended.