

PSTP OA Quick Tips

The following is a quick guide to the Workshop and Seminar Reimbursement (WSR), Nurses' Enhanced WSR and Certification and Licensure Exam Fee Reimbursement (CLEFR) Programs. Please review the complete program guidelines for detailed information on each.

1. OVERVIEW

Workshop and Seminar Reimbursement (WSR) Program

WSR covers eligible expenses incurred from April 1, 2014 through March 31, 2015. All applications must be submitted within 60 days after the end date of the course. An applicant can receive reimbursements of up to \$1,000 per fiscal year. The minimum reimbursement for WSR is \$35. Applications for courses or events costing less than \$35 will be denied.

Nurses' Enhanced Workshop and Seminar Reimbursement (WSR) Program

Nurses' Enhanced WSR covers eligible expenses incurred from April 1, 2014 through March 31, 2015. All applications must be submitted within 60 days after the end date of the course. An applicant can receive additional reimbursements of up to \$1,000 per fiscal year. The minimum reimbursement is \$35. Applications for courses or events costing less than \$35 will be denied.

Certification and Licensure Exam Fee Reimbursement (CLEFR) Program

CLEFR covers eligible expenses incurred from April 1, 2014 through March 31, 2015. All applications must be submitted within 90 days after the date of the exam. An applicant can receive reimbursements of up to \$600 per fiscal year. The minimum reimbursement is \$50. Applications for exams costing less than \$50 will be denied.

The CLEFR Program provides reimbursement to PEF-represented employees for first time certification and licensure examination fees. Renewals of licenses and certifications an employee previously obtained will not be reimbursed. Applicants must receive a passing grade. Documentation of such must accompany the application for reimbursement.

2. MOST COMMON APPLICATION ISSUES

Reimbursement Adjustment

When your application and supporting documentation is reviewed by GOER, an adjustment may be made for the following reasons:

1. You have received financial assistance from another source that has been subtracted from your expense amount and that assistance was not listed on your application.
2. The amount you entered for the course expense does not agree with the supporting documentation. Make sure you do not include fees or other excluded expenses.

3. Part-time employees working less than 50 percent and those on non-disciplinary leave receive 50 percent of the regular benefit.

Application Status: INCOMPLETE

Your application could be incomplete for the following reasons:

1. You did not complete all the required fields. Missing information should appear in red at the top of your application.
2. You saved your application but did not **submit** it. Click the submit button and certify your application in the pop up box that appears. If all required fields are complete, you will receive a confirmation number and your application will be transmitted to GOER for review and processing.
3. You did not certify your application and receive a confirmation number. If a pop up box did not appear for you to certify your application, you must disable your pop up blocker and try again.
4. You submitted your application too early. A message should appear on the top of your application. You cannot submit an application until after your course, event or exam ends.
5. You submitted your application too late. You must submit an application within the deadline stated for your program.

Please note: The expense amount field on your application only accepts numbers. Entering a dollar sign (\$) will prevent your application from being submitted.

If you filled out an application and saved it but did not submit it, you do not have to submit another application. Your incomplete application can be found by selecting **MY CURRENT FISCAL YEAR APPS** on the left side of your PSTP OA dashboard. You can edit the incomplete application, complete the missing information, and resubmit.

Until you correct the errors, click the **submit** button, certify your application in the pop up box, and receive a confirmation number, your application will not be transmitted to GOER for review and processing.

Application status: REJECTED

You are unable to submit an application because:

1. The system cannot verify your eligibility. You are not a PEF-represented employee or have not met the eligibility requirements.
2. You have reached your maximum benefit and are not entitled to further reimbursement.

Application status: HOLD

When GOER reviews your application, it will be placed on hold if you are missing any or all supporting documentation. You will receive a notification on your dashboard and an email will be sent to the address listed on your profile.

Supporting documentation for all WSR and Nurses' Enhanced WSR applications must include:

- an unaltered invoice, receipt or itemized summary from the provider showing the registration (attendance) cost separate from any additional fees.
- list of any financial assistance received toward the cost of the course or event indicating the name of the entity providing the assistance.
- documentation showing the start and end dates of the course or event (month, day and year).
- documentation from the provider confirming attendance or successful completion. *WSR will not cover incomplete or failed non-credit courses or events.*

Please note: Official documents must include the applicant's name and the provider name.

Supporting documentation for all exam applications must include:

- an unaltered invoice, receipt or itemized account summary from the exam provider showing the registration cost. Bank or credit card statements will not be accepted
- documentation showing the date of the exam (month, day, and year) and proof that you successfully passed the exam. The license or certificate will not be accepted.

Supporting documentation can be attached to your application as a PDF or Word document **only**. Paper copies can be mailed via certified U.S. Mail to: NYS Governor's Office of Employee Relations, PSTP Reimbursement Unit, 2 Empire State Plaza, 7th Floor, Albany, NY 12223 within 30 days from submitting your application.

When responding, please write your confirmation number on each page.

Application Status: DENIED

Your application was reviewed by GOER and denied for one of the following reasons:

- You are not an eligible employee.
- Your application was submitted late.
- The expense(s) you applied for are not covered under the program.
- Your application was submitted too early. You cannot apply until after you have successfully completed the course, event or exam.
- You did not respond to our request for information before the deadline.
- You submitted your application for reimbursement under the wrong program.
- You have submitted a WSR or Nurses' Enhanced WSR application for reimbursement under \$35.
- You have submitted a CLEFR application for reimbursement under \$50.
- Your course or event dates differ from the date shown on the supporting documentation.

3. ADDING AN INSTITUTION

If your provider does not appear as an approved provider, you may request that they be added. Turn off your pop up blocker. Select the link titled **Not Here?** next to the provider field on the application. This will initiate a pop up box for you to enter the requested information.

For a new institution/provider to be approved by GOER and added to the list, you must, at a minimum, provide the following mandatory information:

- enter the full name of the institute/provider
- enter justification as to how this event is related to your current job or New York State career and specify if the event is a course, workshop, seminar or examination
- enter the provider's accreditation information

When you submit an institution for GOER approval, you will receive notification when a determination has been made. This process takes approximately two weeks.

If you are approaching the submission deadline for your application and have already completed the request to have the provider added, you may choose the provider **New Institute Request Pending** in order to submit your application in a timely manner.

For other training opportunities go to http://www.goer.ny.gov/Training_Development/PEF/index.cfm.

For courses offered through PSWP go to <http://www.pswp.info/CourseOfferings.cfm>.

For educational opportunities available through PEF go to <http://www.pef.org>.