



Dear Parents,

As we prepare for the upcoming school year, we are making ways to improve our tuition and incidental management payment system. We've made it our mission to look for ways to bring our school families convenience, transparency, flexibility, and secure online access to your financial accounts. To help us meet this goal, we will be partnering with FACTS to help manage our tuition and incidental payments for the 2023-2024 school year.

When will this launch and what do you need to know?

- The week of February 6th, families will receive an email invitation from the FACTS system
- Follow the link in the email to create your user information along with choosing your tuition payment plan for the upcoming school year. Please complete this step **by April 1**. Your online tuition set up will replace our paper tuition/ fees agreement process.
- By February 6th, families will receive an emailed invoice via FACTS for Registration Fees for the 23/24 school year. Please pay your registration fee by April 1st at the discounted rate. (Fee will increase after April 1 & reflect the higher rate).
- We are offering multiple tuition payment options including 10 m/ 12m, pay in full or semi-annual plans.
- Equal payments will be automatically deducted from a designated checking or savings account, or automatically charged to a credit or debit card (with a 2.95% service fee added for credit or debit card payments only) on your choice of the 1st, 5th, 15th, 20th of the month. Visa, AMEX, Discover, and MasterCard are accepted.
- After selecting your payment plan and before you click the Submit button, carefully read the Final Review. Notification confirming your enrollment will be sent to you after you submit your agreement. Please check this information for accuracy, and contact our HCA Finance office or FACTS with any discrepancies.

We appreciate the opportunity to serve your family and working with FACTS is one additional step in assuring we can continue the HCA mission.

Lauren Barela
HCA Financial Secretary
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FAQs

- Q: Is my information secure? Yes. Your personal information, including payment information, is protected with the highest security standards in the industry. For more information on security, visit FACTSmgmt.com/Security-Compliance
- Q: What are the payment plan options? All families will be required to enroll using one of the following FACTS payment plan options:

1). 10 or 12-Monthly Payment Plan (Plan will run August-May OR August- July) and may be processed on the 1st, 5th, 15th, or 20th of each month).

2. Semi-Annual Plan (will be processed in August and January on 1st, 5th, 15th, or 20th)

3. Payment in Full (Payment in Full is due by August 20th, and can be processed on 1st, 5th, 15th, or 20th)

By making your tuition payments through FACTS, you will pre-authorize a bank-to-bank transfer of funds from your bank account (or credit or debit card, if applicable) for your tuition payments. Please be assured that neither FACTS nor the school will have direct access to your financial account.

- Q: Will I be charged a fee to use the FACTS tuition or incidental billing system? If you connect your banking or checking account, there is no fee. Credit or debit cards will have a 2.95% processing fee.
- Q: What devices can I access FACTS from? Phone, computer, or tablet
- Q: What happens when my payment falls on a weekend or a holiday? Your payment will be processed on the next business day
- Q: What happens if a payment is returned? Returned payments may be subject to a FACTS returned payment fee of \$30.00. This will be added to your remaining balance.
- Q: How do I make changes once my agreement is finalized in the FACTS system? Changes to your address, phone number, email address, or banking information can be made at Online.FACTSmgmt.com or by contacting HCA or FACTS. Any changes to payment dates or amounts need to be approved by HCA and HCA will then need to notify FACTS. All changes must be received by FACTS at least two business days before the automatic payment date to affect the upcoming payment.
- Q: What information do I have access to in FACTS? You will see your student's tuition statements, payment history, and upcoming payments, make payments and update your contact information.
- Q: Can I make prepayments to my tuition account or add funds to my incidental account? Yes, you can prepay, or pay ahead to accumulate credit for upcoming charges.
- Q: Can I make my tuition & monthly fee payments for the remaining year in FACTS? No. We will close out the 22/23 year with our current payment process.
- Q: It's after hours at HCA, can I contact FACTS if I have any questions about my account? Yes, you can contact FACTS at Online.FACTSmgmt.com or by calling: 866.441.4637