Frequently Asked Questions

Anthem Career College Closure

Updated February 6, 2015

These questions and answers are provided by the Division of Postsecondary School Authorization (DPSA) of the Tennessee Higher Education Commission (THEC) based on calls and emails received from students and responses received from Anthem Career Colleges (Anthem), the International Education Corporation (IEC) and federal resources.

Federal Tax Questions

Will I be receiving my Form 1098-T from Anthem Career College? (Added 2/6/2015)

Anthem representatives notified DPSA that copies of the annual Form 1098-T for Anthem students who attended the institution in 2014 have been mailed. ECSI distributed the forms and has a dedicated phone line available for questions.

ECSI’s dedicated phone line is 1-866-428-1098, please note due to heavy call volume there is usually a wait time.

The Anthem School Code is A25

In addition to the mailed copy of the Form 1098-T, students can access the form online by logging in to their ECSI account at www.ecsi.net/taxinfo.html.

DPSA cannot offer tax advice regarding your tax forms. If you have questions, you should consult with a qualified tax professional or contact the IRS Taxpayer Assistance line at 1-800-829-1040.

Federal Loan and Grant Questions

Who can I talk to about my federal student loans and Pell Grants?

DPSA suggests that students try calling ED Resource Center at 1-800-872-5327 or the FSA Information Center at 1-800-433-3243. These entities should be able to answer most...
of your federal student aid (FSA) questions or point you in the right direction. Please keep in mind that federal student loans and Pell Grants are provided through a program operated by the federal government not state government. If you call us concerning these issues, we will give you the best information we can, but will be unable to answer specific questions concerning your account as we have no access to the federal systems.

What about federal loan or refund cancelation, forgiveness or discharge?

DPSA encourages students to fully investigate whether federal loan cancellation, forgiveness or discharge is appropriate for them. To learn more about this process and the unpaid refund discharge process, please visit: https://studentaid.ed.gov/repay-loans/forgiveness-cancellation. Be sure to visit the specific pages for closed institutions and refund discharge.

What if I am being told that I cannot receive Title IV loans or grants at a new institution because federal student aid still shows that I am an Anthem student?

(Updated 2/6/2015)

Please ask that the institution contact Julie Woodruff at (615) 253-8857.

My loan servicer, Great Lakes, does not know that Anthem is closed. Who will notify the servicer of the closure?

Anthem has responded that they expected this to be done by the U.S. Department of Education; however, Anthem will attempt to notify Great Lakes. Additionally, DPSA has posed the question to the Department of Education of whether it has notified Great Lakes and is awaiting a response. This item will be updated when more information is received.

Externships

I am in the externship portion of my program. Can I continue my externship?

Yes, please see the document at http://www.state.tn.us/thec/Divisions/LRA/PostsecondaryAuth/anthem_closure/9-3-2014%20Memo%20Regarding%20Anthem%20Externship%20Completion.pdf to learn more about how to continue with your externship. In addition, you may contact Erica Bouldin with IEC at (954) 400-2110.

The fax number (1-800-606-4045) I was given to fax in my extern hours is not working. (Updated 9/19/2014)

DPSA has confirmed that the fax is working. According to IEC: “Due to the high volume of requests, the students may receive a busy tone. Please suggest to refax or have them email the timesheets to Ebouldin@anthem.edu.”
The extern hours I faxed to IEC have not been posted. (Updated 9/19/2014)

According to IEC, it is “updating hours on a daily basis for all of the closed Anthem schools, in the order that they are received. Once the hours are received and updated a confirmation email is sent to the student from Erica Bouldin.” DPSA suggests that students wait 3 to 5 business days after faxing information to IEC before contacting DPSA or IEC.

Is my externship site covered by Anthem’s liability insurance?

Anthem has told DPSA that IEC has paid the premium such that externships are covered through June 2015. If your externship site has questions, please ask them to contact Edward Phillips at (615) 532-9758 or edward.phillips@tn.gov.

Testing or Examination Fees

How will Anthem address the fact that certain examination fees were included in tuition?

DPSA has asked Anthem to identify whether fees have or have not been paid and the amount of the fees paid by students and paid to testing sites. DPSA is awaiting a response. This item will be updated when more information is received.

Transcripts, Diplomas and Shot Records

How do I get a copy of my transcript or diploma? (Updated 2/6/2015)

To obtain these documents you should complete a copy of the transcript request form or the diploma request form. Electronic versions of these forms are available at http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/psa.html.

The completed request form must be sent to Student-transcriptrequest@anthem.edu. According to IEC, all requests will be processed within 7 to 10 days. Due to the high volume of requests, IEC is unable to expedite at this time.

If you are unable to obtain a transcript in time for a new institution to enroll you in a program, please ask that the institution contact Edward Phillips at (615) 532-9758 or at Edward.phillips@tn.gov. In the future, DPSA expects to have Anthem transcripts for distribution. This item will be updated when more information is received.

How do I get a copy of my shot records? (Updated 9/19/2014)

DPSA has learned that the Tennessee Department of Health might have some records. To find out whether the Department has your records, please call 1-800-404-3006.
**Other**

**How do I find programs that are the same as what I was studying at Anthem?**

*DPSA encourages you to take a moment to review the following comparable program spreadsheets. The spreadsheets may be viewed at:*

*http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/psa.html*.

- Medical Billing and Coding Diploma Programs
- Medical Billing and Coding Associate Programs *(Updated 10/9/2014)*
- Medical Assisting Diploma Programs
- Medical Assisting Associate Programs
- Pharmacy Technician Diploma Programs *(Updated 10/9/2014)*
- Massage Therapy Diploma Program *(Updated 9/23/2014)*
- Dental Assisting Diploma Program
- Dental Assistant Associate Program
- Computer Network Technician Diploma Program
- Medical Front Office and Billing Diploma Program
- Limited Scope X-Ray Technician and Diploma Programs *(Updated 12/15/2014)*

*If you are enrolled in a program that is not listed above DPSA has not yet identified a comparable program in your area. DPSA will continue to update this list when more information becomes available.*

**What is Tuition Options?** *(Updated 10/9/2014)*

*Tuition Options is an entity that acts as the servicer of Anthem private loans (i.e., not federal loans) and that acts as the lender in some instances. To speak to a Tuition Options agent to ask about your balance and payment options, please contact 1-800-423-5513 and select option #2. Below is a copy of information Tuition Options provided to DPSA.*

**What is the Tennessee Tuition Guarantee Fund?**

*The Tuition Guarantee Fund was established by the Tennessee General Assembly to reimburse students or lenders at certain postsecondary institution that close without earning the tuition collected. DPSA is currently reviewing the circumstances of the closure of Anthem Career College in Nashville and Memphis to determine whether students or lenders will qualify for Tuition Guarantee Fund reimbursements. This item will be updated when more information is received.*
Anthem College Closing Update

The closing of Anthem College has affected many student loan borrowers. Tuition Options is working diligently with Anthem, IEC and each state agency to confirm the loan account balance and status for each student.

IEC is currently calculating the amount due for your enrollment period with Anthem College. This information will be available to the state agency and Tuition Options by October 31, 2014. Upon receipt, loan balances will be confirmed and/or adjusted as necessary.

How is Tuition Options assisting me?

- **If you were identified as actively enrolled by Anthem and attending a closed campus**, your Tuition Options account is **NOT** accruing interest or late fees while your loan balance is reviewed (see Anthem location list below).

- **If you were scheduled to begin classes at time of closing, your loan has been closed.** Account closures include accounts with the following criteria:
  - First Due Date of 9/1/14 or later
  - Class start date was July 2014 or later
  - This is your first loan and not a rewrite/secondary loan
  - There were no identified teach out options available for your location

What is my balance and should I continue to pay?

- **If you are enrolled in a Teach Out**, please continue to pay on your loan.
  
  *If you have Transferred to a new school*, you *may* need to pay on your loan for the credits earned while enrolled at Anthem. Tuition Options will confirm your loan balance with Anthem by November 15, 2014.

- **If a Teach Out or Transfer does not apply and you are requesting a discharge of your Federal and private loans**, discharge paperwork must be submitted to your Federal Loan servicer. If a Federal loan discharge is granted, proof of discharge must be provided to Tuition Options and your account will be reviewed to determine if private loan forgiveness is an option.

Thank you for your continued patience. Should you have any questions during this account review process, please contact Tuition Options at 877-294-0888. Customer Service Representatives are available to assist you Monday – Friday 9:00 a.m. – 10:00 p.m. EST.
Closed Anthem Locations:

<table>
<thead>
<tr>
<th>School Name</th>
<th>State</th>
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<tbody>
<tr>
<td>ANTHEM COLLEGE - ATLANTA</td>
<td>GA</td>
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<td>ANTHEM COLLEGE - BROOKFIELD</td>
<td>WI</td>
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<td>ANTHEM COLLEGE - CHERRY HILL</td>
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<td>BRYMAN ANTHEM COLLEGE - PHOENIX</td>
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<td>MORRISON UNIVERSITY</td>
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