ViCoverage by Vertical Insure

Tuition Refund Protection

Frequently Asked Questions

Tuition Refund Protection, or TRP, (sometimes called “tuition insurance”) allows families to protect their non-refundable tuition if a student is unable to complete the school year due to a covered life event such as illness, injury, mental health withdrawal, job loss, or death.

TRP transfers financial risk away from both the school and the family to a licensed insurance carrier, helping schools maintain predictable revenue while offering families peace of mind.

Who is ViCoverage?

ViCoverage, powered by Vertical Insure, makes insurance easier by offering customized protection built directly into checkout. Each customer is supported through a digital, end-to-end experience, from enrollment through claims. Learn more at **ViCoverage.com**.

Why do schools offer TRP?

Schools typically have strict no-refund policies because tuition is budgeted and spent early in the year. TRP solves a difficult problem:

- Schools avoid last-minute financial disruptions
- Staff aren’t forced into emotional refund negotiations
- Families have a clear, third-party solution when life happens

Most Common Covered Reasons:

- **Illness or Injury:** When a student is sick, injured, or experiences a mental health condition and has to withdraw
- **Academic Discharge:** When the school requires a withdrawal for academic reasons
- **Death:** In the unfortunate event of a student’s death, or if the tuition-paying guardian passes away, coverage may help the student stay enrolled
- **Job Loss:** When a parent or guardian loses their job, coverage may help the student stay enrolled

What’s Not Covered:

- Withdrawals for disciplinary reasons
- When a parent moves for a new job
- Voluntary withdrawals or personal decisions to leave the school

Tuition Refund Protection is available in all US states except New York.

How common is TRP today?

TRP is already widely adopted in private K–12 education:

- ~18–24% of private school students carry TRP today
- ~15% where protection is required (often for payment plans)
- ~5% voluntary adoption among full-pay families

This is not a new concept, what's new is how seamlessly it's delivered.

What does "embedded" Tuition Refund Protection mean?

Embedded TRP means protection is offered directly inside enrollment and/or payment workflows in a platform, not as a separate, offline insurance process. Parents see the option at the exact moment they are committing to tuition, can add it with one click, and never leave the enrollment or payment experience.

Is this really insurance?

Yes. Tuition Refund Protection is a regulated insurance product underwritten by licensed carriers and administered by Vertical Insure. Embedded simply refers to how it's offered, not whether it's real insurance.

Why does embedded delivery matter so much?

Embedded delivery, increases adoption because parents decide at the moment of risk, reduces staff workload to near zero, eliminates reconciliation errors, and improves parent satisfaction and trust. The bottom line: legacy TRP works around school systems. Embedded TRP works inside them.

How does the process work for parents?

1. Parent selects their enrollment or payment plan
2. Tuition Refund Protection is presented in checkout
3. Parent opts in (or out) digitally, no paperwork
4. Premium is calculated automatically based on tuition
5. Policy is bound instantly and confirmation is sent

No separate billing. No follow-up forms. No confusion.

How does the process work for schools?

Schools do **not** negotiate annual insurance contracts, collect or reconcile premiums, build or submit rosters, or act as the middleman during claims. Everything from billing and rosters to reporting and claims is automated through the platform and managed by ViCoverage and its insurance partners.

Does offering insurance create risk for the school?

No. Schools are not underwriting risk, paying claims, or entering insurance contracts. The insurance carrier assumes the risk, and ViCoverage manages the program.

What options do schools have when offering TRP?

We offer two flexible models. Schools choose the approach that best fits their culture and policies.

Tuition Protection Core

- Typically required (often for payment plans)
- ~1% of tuition
- Ensures both school and family are protected

Tuition Protection Flex

- Optional add-on selected by families
- ~2.5% of tuition on average
- Ideal for schools that want to offer protection without mandating it

How is this different from legacy tuition insurance providers?

The biggest difference is who carries the operational burden. This is not just a new insurance policy, it's a fundamentally different operating model.

Legacy:

- Schools sign direct insurance contracts
- Parents enroll separately or via line-item invoices
- Schools collect premiums and manage rosters
- Staff act as intermediaries during claims
- Insurance is branded under the carrier

Embedded TRP:

- No school contracts required
- One-click opt-in during checkout
- Automated billing and roster sync
- Claims handled directly by ViCoverage

Who handles claims?

Claims are fully managed by ViCoverage. Families or schools can file claims digital through our customer portal (customers.vicoverage.com), track claim status, and receive faster, clearer communication. Most importantly, schools are not required to manage or mediate claims.

Still have questions?

Contact us at support@vicoverage.com.

SUPPORT@VICOVERAGE.COM