



Becoming a Step Up For Students Provider

Frequently Asked Questions

Thank you for your interest in becoming a Step Up For Students provider. We've compiled answers to some of the most frequently asked questions about provider eligibility, service categories, EMA Marketplace participation and the provider onboarding process.

Provider and service eligibility requirements may vary based on the type of service offered and the scholarship program being served. The information below provides general guidance to help prospective providers better understand the process and determine the requirements that may apply to their services.

1. How do I know which provider or service category is right for me?

EMA includes multiple service categories, and the appropriate category depends on the service you intend to offer and the scholarship program(s) that may be used to purchase it. Examples include Tutoring, Choice Navigator, Specialized Services, Electives, Home Education Instructional Programs (HEIP). Providers should select the category that most accurately describes the service they intend to offer and review the applicable requirements before applying. [Here](#) is a link to the Service Category Chart which will indicate which Marketplace categories can serve each scholarship program, whether the service category is eligible to provide the service virtually or if it must be in-person and which type of account/profile is required in EMA.

2. Can I offer recorded or self-paced instruction through the EMA Marketplace?

The EMA Marketplace is intended for live eligible services provided by approved providers. A recorded or self-paced course should not be treated as a live service offering. Depending on the type of course, recorded or self-paced online courses may instead fall under curriculum and be eligible for MyScholarShop a separate platform for asynchronous instruction. Providers should review the current Provider Handbook and Purchasing Guide before assuming an online offering belongs in EMA.

3. Is a Home Education Instructional Program (HEIP) the same as homeschooling?

No. A Home Education Instructional Program is a specific Provider Marketplace Service Category. It is not the same thing as a family's home education status. HEIP programs have specific eligibility requirements. An online program, for example, should not automatically be classified as a HEIP simply because it serves homeschool or Personalized Education Program (PEP) students.

4. Does the same service eligibility rule apply to every scholarship program?

No. Eligibility can vary by scholarship program and by the type of service being purchased. When determining whether a service can be used with scholarship funds, consider the student's scholarship program, the specific service category, provider requirements, and any applicable funding or purchasing rules. Providers should avoid assuming that approval or eligibility under one scholarship program automatically applies to another.

5. Who sets the price for a provider's service?

Providers are responsible for establishing and maintaining accurate pricing for their approved service offerings. Step Up For Students does not determine or set pricing. Provider approval does not mean that every service is eligible for every scholarship student or that a student's available funds guarantee payment. Families are responsible for selecting eligible services and ensuring sufficient scholarship funds are available.

6. How do families find my approved services?

Families can use the Marketplace in EMA to search for approved providers and services. They can search by provider name, email, website, or location and review a provider's available services and locations. Once a family selects a service, the family contacts the provider directly to coordinate scheduling and service details.

7. What is the difference between a Business Account and a Personal Account in EMA?

All service providers must have a Business Account in EMA unless they are an "individual" whose credentials have been approved but they will be working for a different business in the Marketplace. All Direct Pay payments are processed via ACH into a Business Account in EMA. When a service requires an individual credential or license, the individual providing that service generally must also have a Personal Account and be linked to the approved business. Payments for services are made to the associated Business Account, not to an individual employee or contractor's Personal Account.

8. What should I do if I have a question about my application or account status?

Application status, rejection reasons, required corrections, and other account-specific issues can vary by provider. Providers should monitor the email associated with their EMA account and contact the Engagement Center at 877-735-7837 or email provider@sufs.org when individual review is needed. When contacting us, include the information associated with your provider or business account so the team can more efficiently assist you.

9. What are the requirements for providing therapy, evaluation, or other specialized services?

Specialized Services have specific qualification and documentation requirements, which vary depending on the type of service being provided. Providers should review the requirements for the specific service category they are applying for to ensure they meet the applicable qualifications.

For services such as ABA, speech-language therapy, occupational therapy, physical therapy, psychological or psychiatric services, and evaluations, qualified professionals must meet the applicable credentialing requirements and licensing. Assistants or technicians, such as RBTs, cannot be listed independently as approved providers when the service requires supervision by a qualified professional. The qualified professional must be appropriately approved in EMA with the service and provide the required supervision.

10. Do I need to have a business registered through Sunbiz to create a Business Account?

No. A business does not necessarily have to be registered through Sunbiz to create a Business Account in EMA. The Business Account is used to identify the business, its services, and the banking information needed for payments.

A provider may have more than one Business Account when appropriate, such as when operating under separate EINs or using different banking information. An individual provider may also be associated with more than one Business Account. A Business Account can offer multiple types of services as long as the applicable requirements are met and the appropriate qualified individual providers are associated with the account.

11. Can providers see other providers or families in the Marketplace?

No. Providers cannot view other providers or families through the Marketplace.

Families are responsible for searching for providers and reviewing available service offerings to determine which services may meet their students' needs. Providers will only have access to information associated with their own business and approved offerings.

A few reminders

- Provider approval and a student's ability to use scholarship funds for a specific service are separate considerations.
- Providers are responsible for keeping approved offerings, pricing, schedules, capacity, and service information accurate and current.
- Requirements can change. Always refer to the current Provider Handbooks and Purchasing Guides for the most up-to-date requirements.

Need help?

Providers can contact Step Up For Students at 877-735-7837 or through the chat feature on StepUpForStudents.org, Monday–Friday, 8:00 a.m.–5:00 p.m. ET.