Nelnet Payment Plan FAQs

Please review the following frequently asked questions to understand how to enroll, manage your payments, and keep your payment plan up to date.

What is Nelnet Business Solutions?

Nelnet Business Solutions is a third-party provider that PHC uses to offer semester-based payment plans.

Phone: 800-609-8056 **Website:** https://mycollegepaymentplan.com/patrick-henry-college/

Enrolling in a Payment Plan

1. When can I enroll in a Nelnet payment plan?

A new Nelnet payment plan must be established during the designated enrollment period for **each semester**. Your payment plan does not automatically carry over to the next semester.

Enrollment typically opens approximately one month before the semester payment due date.
Semester payment due dates:

- **Fall semester:** July 20
- **Spring semester:** December 20
- **Summer semester:** Mid-May

Please be sure to enroll during the designated enrollment period for the semester in which you wish to participate.

2. Where do I set up my Nelnet payment plan?

You must establish your Nelnet payment plan through the **PHC student portal**.
Payment plans cannot be established through the PHC authorized payer portal.

Managing Your Payment Plan

1. How do I make additional payments toward my balance?

Make any additional payments directly through the Nelnet website. This ensures your payment plan balance and payment schedule are updated automatically.

If you make an additional payment through the PHC student portal or the PHC authorized payer portal, your Nelnet payment plan will not automatically update. If this occurs, please

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notify Student Billing at studentbilling@phc.edu so your payment plan can be adjusted manually.

Important: If Student Billing is not notified, your scheduled Nelnet payments will continue to process according to the original payment schedule.

2. What if my student account balance changes?

If your PHC account balance changes, notify Student Billing as soon as possible. Student Billing must manually update your Nelnet balance and payment schedule when changes occur.

Changes that may affect your balance include:

- Receiving an outside scholarship.
- Changing from full-time to part-time enrollment, or vice versa.
- Any other adjustment that changes the amount you owe PHC.

3. Can I change or stop a scheduled payment?

Yes, but you need to contact Student Billing to request changes to a scheduled payment.

Changes must be made at least two business days before the scheduled payment date. Nelnet payments may begin processing as early as 24 business hours before the due date, and once a payment has started processing, it cannot be stopped. Plan ahead to allow time for any changes.

Who should I contact?

Contact **Nelnet** when you need to….	Contact **PHC Student Billing** when you need to….
Ask questions about your payment plan	Your PHC balance changes (outside scholarship, switching between full-time and part-time, or any other adjustment)
Get help with the Nelnet website or a payment that is processing	You made a payment through the PHC student portal or authorized payer portal instead of through Nelnet
	You have questions about the charges on your PHC account
	Request a change to a scheduled payment