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FREQUENTLY ASKED QUESTIONS

Paid Time Off

Q. How much paid time off do I get each year?

The best place to check your amount is your employment agreement. On Exhibit "A" of your agreement the number of hours of paid time off per year is listed.

Q. Is the paid time off year a calendar year or my anniversary year?

Your paid time off is calculated from the time you start working, so it would be your anniversary year.

Q. If I don't use all my time in one year, can I carry that time over to my next year?

Up to 40 hours of paid time off will be carried over into your next year. Any amount over 40 hours will be lost.

Please note: If you are a California based employee, due to California law, all your accrued unused paid time off is carried over into your current year.

Q. How do I request paid time off?

You may request paid time off through Workforce Management. You can log into Workforce Management and choose "My Account --- My Time Off --- Request"

Q. How will my supervisor know I have requested time off?

Workforce Management will alert your supervisor that you have made a request for paid time off. Your supervisor will then be able to go into Workforce Management and approve or deny your request.

Q. What happens if my supervisor approves my time off?

You will receive an e-mail from noreply@libertyhealth.com that your supervisor has approved your time off. Your paid time off will appear in your timesheet on the approved days.

Q. Can my supervisor deny my time off?

Yes, a supervisor can deny your request for paid time off.

Q. How can I be sure that my supervisor won't deny my paid time off?

A supervisor's first responsibility is to make sure that the program has adequate staffing. He or she cannot approve paid time off for everyone at the same time. To avoid being denied, try to request your paid time off in advance, since the first employee who requests time off is usually the first to be granted their request. Also, if you have a negative paid time off balance your supervisor does have the right to deny your request until your balance becomes manageable.

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Q. Do holidays count as paid time off days?

Yes, holidays are considered paid time off days. Any day that you are paid that you do not work is a paid time off day.

401(k)

Q. Am I eligible to participate in Liberty's 401k?

Yes, all employees are eligible to contribute to Liberty's 401K plan.

Q. What are the eligibility requirements to participate?

You must be at least 21 years of age and have been employed for 90 days or more.

Q. How do I sign up for the 401K?

You may access the Fidelity website at www.401k.com to receive a user name and password. Once you have received that information you can log into the website and choose your investment options and percentage of salary to be taken from your paycheck each pay period.

Q. Do I have to wait any period of time to be vested?

Because there is no employer match, you are immediately vested.

Q. What is automatic enrollment?

As a new employee you will receive information from Fidelity about participating in the plan. If you do not go into the Fidelity website and decline to participate, you will be automatically enrolled and 3% of your salary will be invested in a Vanguard Target Fund based on your retirement year.

Q. How can I prevent being automatically enrolled in the 401k?

You must go into the Fidelity website and make a decision, either to participate or not to participate. If you choose not to participate your contribution amount should be 0% and nothing more needs to be done.

Q. Can I change my contribution and/or distribution in the 401K?

Yes, you may change the amount you contribute and how your funds are distributed. Go to www.401k.com and make your desired changes. Fidelity will notify Liberty of those changes.

Q. If I forget to enroll and money comes out of my paycheck, can I get that money back?

The money will stay in your 401k account until you leave Liberty.

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Q. How do I get my money from Fidelity if I am no longer employed with Liberty?

After you receive you last paycheck from Liberty you may contact Fidelity directly at 1-800-835-5097 and notify them that you are no longer an employee and wish to have access to your money.

Q. Can I roll my 401k money from another employer to Liberty's 401k?

Yes, you can. Contact the corporate HR department for more information.

Q. Can I borrow from my 401k?

Yes, you may borrow from your 401k. Apply directly through the Fidelity website. Fidelity will contact Liberty with the information and a schedule for your payroll deductions to repay the money to your account. Contact your HR department for further information.

Workers' Compensation

Q. What should I do if I an injured at work?

*For non-life-threatening injuries, the employee's supervisor (if available) and the injured worker call **855-365-7279** and speak with AIG's registered nurse, available 24/7/365; the supervisor provides necessary information and then the injured worker speaks with the registered nurse to provide demographics and an injury statement. If the nurse determines that medical attention beyond first aid is needed, the nurse will direct the employee to the nearest medical facility.*

Q. What if I don't feel I need medical attention?

You still must complete a first report of injury form which you can obtain from your supervisor and have your supervisor send this report to the VP of HR at the Liberty corporate office. By doing so Liberty will have your injury on file in the event you may need to seek medical treatment at a later date.

Q. If I am injured and must seek medical attention, am I paid for that time?

Yes, you will be paid the full day for your date of injury.

Q. What happens if I receive bills for my medical treatment?

Send the bills to the corporate office to the attention of Camille Tanner, VP of HR.

Employee Information

Q. Does Liberty have an intranet?

Liberty uses Employee Self Service as its intranet.

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Q. Where would I find information about the other Liberty programs?

Employee Self Service has a section called "Program Spotlights" where you can view short presentations on each of our programs.

Q. What else can I find on Employee Self Service that might be helpful to me as a new employee?

You can read about our Customer Service Program – RAISE
You can change your address and phone number
You can add your emergency contact information
You can add or change your tax information and direct deposit information
You can read Liberty's Standard Operating Procedures and frequently used forms
You can read about the benefits offered to full time employees
You can view the Fidelity information regarding the 401K plan that all employees are eligible to participate in.
You can learn about Liberty's latest wellness initiatives
You can read your employee handbook
You can find forms needed to report any incidents, such as HIPAA violations or compliance issues

Q. Where do I enroll in my benefits?

Benefit enrollment is done through Employee Self Service.

Q. How often do I get paid?

You are paid every two weeks on Thursdays. Contact your supervisor or the Corporate HR team for the exact date.

Q. Will I receive a paystub?

No, you may view or print your paystub through Employee Self Service.

Q. Where can I find my log-in information for ESS, Workforce Management, and Relias?

As a new employee, you can find your log-in for ESS and Workforce Management in your welcome e-mail. Your Relias information will be sent to you separately via email from Human Resources or an Administrator at your location. For existing employees who may have forgotten the log in information, contact your corporate HR team.

Q. How long do I have to complete the Relias New Hire Training?

You have 30 days from date of employment.

Q. I'm receiving emails to complete some Relias Training courses, but I can't log-on to the actual course.

It's very possible that you have been designated a "Read & Sign" employee. Check your original e-mail for verification or contact laura.butler@libertyhealth.com. If this is the case, you will receive your training via email. You would print any attachments, read and sign-off on the assigned materials, and email them back to laura.butler@libertyhealth.com or paul.anderson@libertyhealth.com.

Q. I'm getting error messages when I try to log-in or complete the online course in Relias.

We recommend trying a different internet browser or making sure you list Relias as a safe website. If that doesn't resolve the issue, you should contact Paul Anderson for technical assistance. Paul.anderson@libertyhealth.com.

Q. If I'm a PA APS Employee, what should I put for my work location on my PA EIT Tax Form?

If you are a Protective Services Caseworker, or travel in the field for your position, you would use your home address as your work location (not the Corporate Office in Bala Cynwyd).

Q. If I lock myself out of Employee Self Service or Workforce Management, who should I contact?

For Employee Self Service and Workforce Management Resets, you can contact Corporate Human Resources or Payroll at 800-331-7122 or 866-854-2378.

Q. What is the most commonly used ID for the I-9 Form?

Most employees use either a Driver's License and Social Security Card, or a valid Passport. Your ID is needed your first day of employment.

Q. How soon must I complete my On-Boarding in ESS?

You must complete your on-boarding within the first three (3) days of employment.

Q. Will my first paycheck by direct deposited?

No. Your first paycheck will be issued in the form of a check. Provided we received accurate direct deposit information, your second pay would be a direct deposit.

New Hires

Q. How do I sign into ESS?

To use complete functionality of ESS you must complete your onboarding. Your ESS user name and password will be given to you in your welcome e-mail. If your onboarding has not been scheduled, please contact Laura Butler in the HR department.

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Q. How do I log into Workforce Management?
You log into Workforce Management through ESS. Please refer to your New Hire Welcome Email for instructions.

Benefits

Q. When do I become eligible for benefits?

Full time employees become eligible for benefits the 1st of the month after your first 60 days of employment.

Q. Where can I find information on our benefit plans?

Refer to New Hire Benefits Information link on Employee Self Service. The links for our providers (Aetna and MetLife) are also located in ESS.

Q. Why haven't I received a card for my dental/vision benefit(s)?

You do not receive an insurance card for your dental and vision benefits. The only information your provider needs is your SSN.

Q. When can I change my benefit enrollment(s)?

You can only change your benefit enrollments during open enrollment or if you experience a life event. Examples of life events include marriage, divorce, birth/adoption/placement of a child, loss/gain of job.

Q. When is open enrollment?

Open Enrollment takes place in May and new benefits elections are effective June 1st. Flexible Spending Plans are effective July 1st.

Terminations

Q. When do my benefits end?

Medical, dental, and vision coverage end the last day of the month coinciding with your termination date. All other benefits end the day you terminate employment.

Q. When will I receive COBRA information?

You will receive information on enrolling in COBRA within 30 days of your termination date.

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Service Expectations

Q. When should I expect to receive a response to an e-mail I send to a member of the Corporate HR department?

1 business day

Q. When should I expect to receive to a phone call made to a member of the Corporate HR department?

1 business day

Q. If I have an inquiry regarding my benefits, when can I expect a response?

Your initial phone call or e-mail will receive a response within 1 business day. If your question involves your benefits and we need to contact our insurance broker or the insurance carrier you can expect a response within 2 business days. If we do not hear back from our inquiries to the broker or company, we will still contact you within the 2-day period but will do additional follow up to have your question answered.