



Board of Commissioners Meeting Agenda

Via Webex

April 7, 2021: 9:00 a.m. – 11:00 a.m.

In-person Locations:

PHC's Southwest Region Office located at 4665 Business Center Drive, Fairfield, CA 94534

Per Governor Newsom Executive Order, N-25-20 that relates to social distancing measures being taken for COVID-19. The Executive Order authorizes public meetings with Brown Act requirements to be held via teleconference or telephone. It waives the Brown Act requirement for physical presence at the meeting for members, the clerk, and/ or other personnel of the body as a condition of participation for a quorum. Executive order N-33-20 directs all residents to immediately heed current State public health directives to stay home, except as needed to maintain continuity of operations of essential critical infrastructure sectors and additional sectors as the State Public Health Officer may designate as critical to protect the health and well-being of all Californians.

Public Participation

The PHC Board of Commissioners meeting may be accessed through Webex:

Join meeting: <https://partnershiphp.webex.com/join/kspangler>

Meeting access number: 805 871 043

Join by phone: +1-415-655-0001 (US Toll)

Public comment is welcome during designated "Public Comments" time frames or by emailing comments to the Board Clerk at Board_FinanceClerk@partnershiphp.org. Comments received will be read during the meeting.

10:00A.M – Opening	
1.1 Call to Order	<i>Regina Littlefield</i>
1.2 Roll Call	<i>Regina Littlefield</i>
1.3 Public Comments	<i>Public</i>
<p><i>At this time, members of the public may address the committee on any non-agenda item of interest to the public that is within the subject matter jurisdiction of the Personnel Committee. The public is also welcome to comment on any agenda item during the committee's consideration of the agenda item. Speakers will be limited to three (3) minutes.</i></p>	

1.4	INFORMATION: PHC's 2021 Benefit Highlights <i>This request is for the Personnel Committee to review benefits offered to PHC employees.</i>	4-13	Regina Littlefield
1.5	INFORMATION: PHC's 2021 Human Resources Benefits Portfolio <i>This request is for the Personnel Committee to review the benefits analysis given to PHC employees.</i>	14-17	Regina Littlefield
1.6	ACTION: PHC's Human Resources Policies <i>This request is for the Personnel Committee to review and recommend approval to the full Board of HR Policies that apply to PHC employees.</i>		Regina Littlefield
	Group 1: New Policies		
	• Addendum for COVID-19 Remote Working Policy & Agreement, HR507	18-20	
	• Addendum for Families First Coronavirus Response Act (FFCRA), HR703	21-24	
	• Lactation Accommodation Policy, HR711	25-26	
	Group 2: Policies Containing Changes		
	• Employee Reimbursement for Employee Growth & Career Development, HR506	27-30	
	• Attendance and Punctuality, HR511	31-38	
	• Employee Recognition, HR608	39-41	
	Group 3: Policies Containing No-Changes		
	• Discrimination, Harassment, and Retaliation Prevention, HR115	42-44	
	• Working Out-of-Job Class policy, HR210	45-46	
	• Job Descriptions, HR213	47-48	
	• Performance Reviews, HR404	49-52	
	• Suspected Abuse or Neglect of Members policy, HR407	53-55	
	• Overtime policy, HR504	56-57	
	• Compensation, HR508	58-61	
	• Bilingual Standards and Compensation, HR509	62-63	
	• Mileage Reimbursement policy, HR512	64-65	
	• Employee Growth & Career Development policy, HR514	66-71	
	• Relocation and Moving Expenses policy, HR515	72-74	
	• Pay Related to Community Events policy, HR516	75-76	
	• Spot Bonus, HR604	77-78	
	• Management Incentive Program, HR605	79-81	
	• Employee Award Program policy, HR606	82-83	
	• Holiday Pay policy, HR610	84-85	
	• Paid Time Off (PTO), HR701	86-88	
	• Paid Time Off Cash Out Program policy, HR702	89-90	
	• Family/Medical Leave, HR703	91-96	
	• 9/80 Workweek (Exempt) policy, HR706a	97-100	

	<ul style="list-style-type: none"> • 9/80 Workweek (Non-Exempt) policy, HR706b • Jury Duty policy, HR707 • Sick Leave for On-Call Employees policy, HR709 • Paid Sick Leave (PSL) policy, HR710 • Workers' Compensation policy, HR803 • Severance Pay policy, HR901 	101-104 105-106 107-108 109-111 112-114 115-115	
1.7	INFORMATION: PHC's 2021 Event Calendar <i>This request is for the Personnel Committee to review the 2021 Event Calendar available for all PHC employees.</i>	116	<i>Regina Littlefield</i>
11:00 A.M. – Adjournment			
2.1	Meeting adjourned		<i>Regina Littlefield</i>

Government Code §54957.5 requires that public records related to items on the open session agenda for a regular commission meeting be made available for public inspection. Records distributed less than 72 hours prior to the meeting are available for public inspection at the same time they are distributed to all members, or a majority of the members of the Commission. The Commission has designated the Board Clerk as the contact for Partnership HealthPlan of California located at 4665 Business Center Drive, Fairfield, CA 94534, for the purpose of making those public records available for inspection. The Board Meeting Agenda and supporting documentation is available for review from 8:00 AM to 5:00 PM, Monday through Friday at all PHC regional offices (see locations above). It can also be found online at www.partnershiphp.org. PHC meeting rooms are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to participate in this meeting, or who have a disability and wish to request an alternative format for the agenda, meeting notice, agenda packet or other writings that may be distributed at the meeting, should contact the Board Clerk at least ten (10) days prior to the scheduled meeting at (707) 863-4516 or by email at Board_FinanceClerk@partnershiphp.org. Notification in advance of the meeting will enable the Board Clerk to make reasonable arrangements to ensure accessibility to this meeting and to materials related to it.



“Together For Your Health”

EMPLOYEE BENEFIT HIGHLIGHTS 2021

Paydays

Employees are paid every other Thursday. All non-exempt employees must complete timesheets and turn in to their supervisor/manager by 8:00 a.m. on the Monday preceding payday. All exempt employees must complete their electronic timesheets and turn in to their supervisor/manager by 8:00 a.m. on the Friday preceding payday.

Direct Deposit

If you would like to have your paycheck deposited directly to your bank account please follow the instructions for Direct Deposit Enrollment on the ADP Portal Home Page. You may indicate the amount you wish to have allotted (dollar amount OR percentage) in up to five accounts total, three checking and two savings.

Medical Benefits

Eligibility:

All full time active employees working a minimum of 30 hours per week become eligible on the first of the month following date of hire.

Medical:

Under PHC's health coverage plan, employees have the option of choosing between Kaiser HMO, Health Savings Account (HSA), Western Health Advantage HMO and Blue Shield HMO, PPO and Health Savings Account (HSA) healthcare providers. The cost of coverage is paid primarily by PHC.

Cost to Employee:

2021 Employee Cost Per Pay Period

	Blue Shield of California Access + HMO 20-250	Blue Shield of California Custom PPO Deductible 20-500	Blue Shield of California Full PPO Savings 2250/2800/4500*	Kaiser Permanente Traditional HMO 20	Kaiser Permanente HSA Deductible HMO*	Western Health Advantage Premier 20 HMO
EE	\$12.93	\$13.33	\$11.97	\$8.81	\$9.01	\$9.68
EE + 1	\$100.83	\$104.00	\$90.37	\$73.04	\$70.40	\$75.47
EE + Fam	\$156.41	\$161.33	\$131.28	\$123.37	\$107.55	\$117.07

Medical Waive Credit: \$138.50 per pay period

Dental/Vision Waive Credit: \$18.50 per pay period

* Includes HSA monthly contributions of **\$192.50/\$385.00** month for Blue Shield HSA members

* Includes HSA monthly contributions of **\$192.50/\$385.00** month for Kaiser HSA members

	Kaiser Permanente		Western Health Advantage
	HSA Deductible HMO	Traditional HMO 20	Premier 20 HMO
Individual Deductible	\$2,000	\$0	\$0
Family Deductible	\$4,000	\$0	\$0
Individual Out of Pocket Max.	\$3,000	\$1,500	\$1,500
Family Out of Pocket Max.	\$6,000	\$3,000	\$2,500
Office Visit	\$30 after deductible	\$20	\$20
Specialist Visit	\$30 after deductible	\$35	\$20
Preventive Care/Well Baby	\$0	\$0	\$0
Chiropractic/Acupuncture	N/A	N/A	\$15 (20 visits each)
Diagnostic Lab/X-Ray	\$10 after deductible	\$0	\$0
Complex Radiology (CT, MRI, PET)	\$50 after deductible	\$0	\$0
Inpatient Hospital	\$250/admit after deductible	\$250/admit	\$0
Outpatient Surgery	\$150/procedure after deductible	\$100/procedure	\$100/visit
Urgent Care	\$30 after deductible	\$20	\$35
Emergency	\$100 after deductible	\$100	\$100 (waived if admitted)
Rx Generic	\$10	\$10	\$10
Rx Brand Name	\$30	\$30	\$30
Rx Specialty	20% up to \$150	25% up to \$150	\$50
Group No.		39768	
Phone No.		800-464-4000	
Web		www.kp.org	

	Blue Shield of California		
	Custom PPO Deductible 20-500	Full PPO Savings 2250/2800/4500	Access + HMO 20-250
Individual Deductible	\$500	\$2,250	\$0
Family Deductible	\$1,000	\$4,500	\$0
Individual Out of Pocket Max.	\$3,500	\$3,500	\$2,000
Family Out of Pocket Max.	\$7,000	\$7,000	\$4,000
Office/Specialist Visit	\$20/\$20	20%/20%	\$20/\$30
Teladoc	\$5/consult	\$5/consult	\$5/consult
Preventive Care/Well Baby	\$0	\$0	\$0
Chiropractic/Acupuncture	\$25 (20 visits each)	20% (20 visits each)	\$10 (30 combined visits)
Diagnostic Lab, X-Ray	\$20	20%	\$0
Complex Radiology (CT, MRI, PET)	\$60	30%	\$0
Inpatient Hospital	www\$100/admit + 20%	20%	\$250/admit
Outpatient Surgery	20%	20%	\$200/procedure
Urgent Care	\$20	20%	\$20
Emergency	\$100 + 20% (waived if admitted)	\$150 + 20% (waived if admitted)	\$150
Rx Tier 1	\$10	\$10	\$10
Rx Tier 2/Tier 3	\$30/\$50	\$25/\$40	\$30/\$50
Rx Tier 4	30% up to \$200	30% up to \$200	20% up to \$200
Group No.		W0053649	
Phone No.		888-256-3650	
Web		www.blueshieldca.com	

The medical plan is conducted on an open enrollment basis, which occurs once a year. During open enrollment, employees may transfer to a different plan or enroll dependents at that time.

Dental Benefits

Eligibility:

A full time employee working a minimum of 30 hours per week becomes eligible on the first day of the month following date of hire. Please refer to the Employee Benefits Page on PHC 4 Me to review the Directory of General Dentist and Specialist.

Cost to You:

Currently PHC is paying the premium costs for you and your dependents.

Enrolling Your Dependents:

Your dependents must be enrolled when you first become eligible or on the first day of the month after they become dependents.

Direct Dental

Deductible	\$50 Basic & Major Procedures (Calendar Year-Per Person)
Diagnostic & Preventative	100%
Basic	90%
Major	60%
Calendar Year Max.	\$3,000 Per Person
Ortho	50% up to \$1,500 Lifetime Per Person

Dental Insurance

Partnership HealthPlan offers its employees and their eligible dependents dental coverage through Direct Dental. The Direct Dental plan provides comprehensive dental care coverage including orthodontia coverage for adults and children.

While you may see any provider, this plan has access to the Dental Health Alliance (DHA) PPO Network. When you visit a DHA in network provider, fees may be up to 30% less than an out of network provider. Visit www.directdentalplans.com to find a DHA network dentist near you.

Dental	In Network	Out of Network
Preventive Services <i>(exams, cleanings, x-rays)</i>	100%	100%
Basic Services <i>(basic fillings, extractions and oral surgery)</i>	90%	80%
Major Services <i>(crowns, inlays and on-lays, bridges and dentures)</i>	60%	50%
Deductible	\$50 individual/\$150 family	\$50 individual/\$150 family
Maximum Benefit	\$3,000 per calendar year (per member)	\$3,000 per calendar year (per member)
Orthodontic (adult and child)	50% up to \$1,500 lifetime	
Group No. PHP0116	855-844-0626	www.directdentalplans.com

Vision Service Plan

Deductible	\$20.00
Exam	Every 12 months
Lenses	Every 12 months
Frames	Every 12 months

Vision

Partnership HealthPlan employees are offered vision benefits through VSP, which has over 23,000 doctors located in rural and metropolitan areas throughout the nation. Visit www.vsp.com and search using the VSP Signature Network.

VSP Signature Network	In Network
Office Visit / Examination <i>(every 12 months)</i>	\$20 copay
Lens Replacement <i>(every 12 months)</i>	100% after copay
Single Vision	100% after copay
Bifocal	100% after copay
Trifocal	100% after copay
Frame Replacement <i>(every 24 months)</i>	\$150 allowance + 20% discount
Contact Lenses <i>(in lieu of glasses, every 12 months)</i>	\$130 allowance + up to \$60 copay
Group No. 12251672	800-877-7195 www.vsp.com

Dental/Vision Waive Credit: If you choose to waive both dental and vision coverage, you will be eligible to receive a credit of \$18.50 per pay period.

Mutual of Omaha PHC Sponsored Group Benefits

Short Term Disability

Benefit Amount	60% of your weekly earnings, to max of \$2,310/week
Elimination Period	7 days injury/7 days sickness
Duration	25 weeks
Premium	Employer paid

Long Term Disability

Benefit Amount	60% of monthly earning, to max \$10,000/month
Definition of disability	3 year usual occupation
Elimination Period	180 days
Duration	Based on age when disability occurs
EAP	Included
Premium	Employer Paid

Life & AD&D

Benefit Amount	1 X Annual earning to a maximum benefit of \$150,000
Accelerated Death Benefit	100% to \$150,000
Survivor Support	Included
Portability	You may take coverage with you according to terms of contract
Life Planning Financial and Legal Resources	Included
Life Benefit Reduction Premium	65% at age 70 and 50% at age 75 Employer paid

UNUM Voluntary Benefits

Eligible to enroll during annual benefit open enrollment period to be effective January 1st of the following year.

Accident Insurance

- Covers off-the-job accidents
- Fully portable
- Level premiums – premiums not based on age
- Over 70 accidents and treatments covered

Critical Illness Insurance

- Employee benefit options: \$5,000 to \$50,000 in \$5,000 increments
- Spouse coverage available.
- Spouse benefit options: \$5,000 to \$30,000 in \$5,000 increments
- Fully portable
- Dependent children automatically covered at 25% of benefit amount.
- Can be used once for different conditions, each condition is payable once per lifetime.

Whole Life Insurance

- Level Premium- Premium rates do not increase as you get older
- Level Death Benefit- Death benefit does not reduce as you get older
- Coverage Options:
 - Employee - \$2,000 – \$300,000
 - Spouse - \$2,000 - \$75,000
 - Children - \$5,000 - \$50,000
- 100% Portable – you can take this policy with you at the exact same premiums if you leave or retire from your company coverage on an eligible family member

Cafeteria Plan–Flexible Spending Account–Health/Dependent Care/Health Premiums

This plan allows employees to pay out-of-pocket Health expenses with **pre-tax dollars** through payroll deduction (i.e., co-payments, vision expenses not covered by your vision plan, dental & orthodontia expenses not covered by your dental plan, mental health costs, etc.). Maximum allowed: \$2,750.00. Plan year effective January 1st through December 31st.

Dependent Care Account allows employees to pay for day care with **pre-tax dollars** through payroll deduction. Maximum allowed: \$5,000.00. Plan year effective January 1st through December 31st.

Health Premiums: Allows employees to pay for health premiums with **pre-tax dollars** through payroll deduction. This benefit is effective the 1st of the month after completion of 30 consecutive days of employment.

Paid Time Off (PTO)

Our Paid Time Off Plan (PTO) is offered to employees to take time off for the following: vacation, short-term illness, family illness and doctor/dentist appointments, emergencies, religious observances, preventative health, and personal business.

PTO is accrued based on hours paid, excluding overtime.

Annual Paid Time Off Benefits Accrual Schedule				
Fulltime (80 Hours Per Pay Period)				
<u>Years of Service</u>	<u>Accrual Benefits</u>	<u>Annual Accrual</u>		<u>PTO CAP</u>
		<u>Hours Per Year</u>	<u>Days Per Year</u>	
0 to 5 years	5.3077 hrs	138 hrs per year	17.25 days per year	336 hrs
6 to 10 years	6.8462 hrs	178 hrs per year	22.25 days per year	416 hrs
10 years over	8.3846 hrs	218 hrs per year	27.25 days per year	496 hrs
Annual Paid Time Off Benefits Accrual Schedule (Senior Directors)				
0 to 5 years	6.8462 hrs	178 hrs per year	22.25 days per year	416 hrs
6 to 10 years	8.3846 hrs	218 hrs per year	27.25 days per year	496 hrs
10 years over	9.9231 hrs	258 hrs per year	32.25 days per year	576 hrs
Annual Paid Time Off Benefits Accrual Schedule (CEO/CMO/CFO/CIO/COO/CAO)				
0 to 5 years	8.3846 hrs	218 hrs per year	27.25 days per year	496 hrs
6 to 10 years	9.9231 hrs	258 hrs per year	32.25 days per year	576 hrs
10 years over	11.4615 hrs	298 hrs per year	37.25 days per year	656 hrs

PTO Cash-Out Program

After 1 year of employment, employees are eligible to cash-out up to 80 hours of PTO during PHC's Annual Open Enrollment period. There are 2 PTO cash-out pay dates. The Cash-out occurs on the first payday in June and/or the first payday in December. Two cash-out pay dates may be elected, not to exceed a total of 80 hours.

Paid Sick Leave (PSL)

Employees will receive 30 hours of Protected Paid Sick Leave (PSL). New employees will receive 30 hours of Paid Sick Leave (PSL) on their date of hire, unless hired on or after October 1st. Any unused Paid Sick Leave (PSL) hours remaining on December 31st, will be transferred into the employee's Paid Time Off (PTO) bank unless the employee has already met the max of Paid Time Off (PTO.) Paid Sick Leave (PSL) hours will reset back to 30 available hours on January 1st of the following year. Paid Sick Leave (PSL) can be used for the employee and/or family member of the employee for the following: short-term illness, family illness and doctor/dentist appointments, health emergencies, preventative health.

PHC Holidays

New Year's Day
Martin Luther King Day
President's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Friday after Thanksgiving
Christmas Eve
Christmas Day

When a holiday falls on a Saturday, it is observed the preceding Friday. When it falls on a Sunday, it is observed the following Monday.

Tuition Reimbursement

PHC encourages employee development and training related to improving and strengthening the operations of PHC. The concurrence of the Department Director, Director of Finance and Executive Director is required in advance of employees attending qualified educational function paid for by PHC. When approved, the employee's education expenses will be paid for by the department through their annual educational budget up to \$4,000.00. Employees who voluntarily leave the employ of PHC within 6 months of completing a PHC-paid training and/or education function are required to reimburse PHC for all costs that were paid by PHC.

Employee Assistance Program

PHC has established the Employee Assistance Program (EAP) to provide confidential information, referral, and consultation to employees and their families. The EAP is a program designed to help employees and their families deal with a wide range of personal problems as well as assist you in developing healthy lifestyles that promote physical and mental wellbeing. The Employee Assistance Program is available to all employees and their qualified family members living with the employee (includes domestic partner). Please refer to the Employee Benefits page on PHC 4 Me for the plan highlights.

Health & Wellness Program

PHC's Health & Wellness program, provided to employees at no cost, includes onsite fitness centers and monthly wellness campaigns through companywide activities, challenges, and resources. It not only promotes physical health, but also occupational, emotional, social, and financial wellbeing. The program was created to remind employees that overall health and wellness is about the total balance of healthy living. For more information, please refer to the Health & Wellness page on PHC 4 Me.

Commuter Benefits

To help save money on commuting costs and provide a stress-free way for employees to arrive at work on time, PHC implemented a commuter benefit program that offers an employer provided subsidy. With this benefit, PHC will reimburse employees who commute to work by public transit (bus, rail, or ferry) or vanpool up to \$75/month. Reimbursement requests and attached receipts must be turned into HR and Finance within 90 days of the expense. The Commuter Benefits Reimbursement Form can be found on PHC4ME. As per Policy 506b "All employees must complete an Expense Reimbursement Request with substantiating documentation attached (i.e. parking, bridge tolls, meal receipts) and have the appropriate signatures before submitting to Finance. Reimbursement for approved expense reports will be processed monthly".



**Your 2021
Human Resources
Benefits Portfolio**

Prepared For:

PHC's mission, *to help our members, and the communities we serve, be healthy*, is at the forefront of daily activity for me. In order for our mission to be a reality, we support our employees' efforts to live healthy and balanced lives, so our benefits have been developed with this in mind.

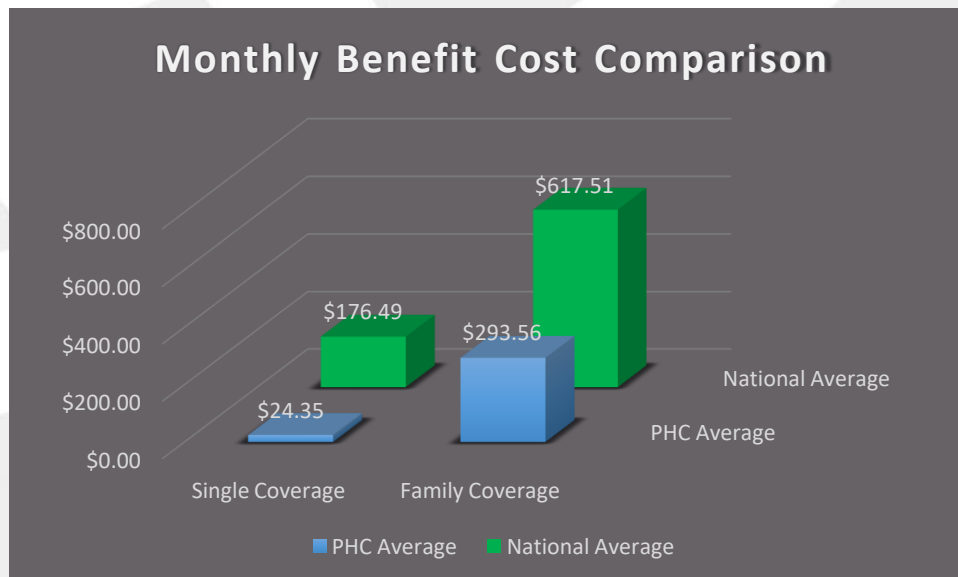
Each year, PHC puts a lot of thought and effort into offering our employees the best benefits, aiming to compete with similar organizations locally and across the country. In addition to salary, PHC offers low out-of-pocket health coverage options, generous matching options for retirement accounts, paid time off, and much more. I encourage you to read about and utilize these benefits. While these amounts are projected 2021 figures, if you'd like to see actual, real-time amounts, you can view your W2 and pay statements via ADP, or schedule some time to discuss with an HR Benefits Representative. For a detailed list of all of the benefits available, you can visit the benefits page on PHC4Me.

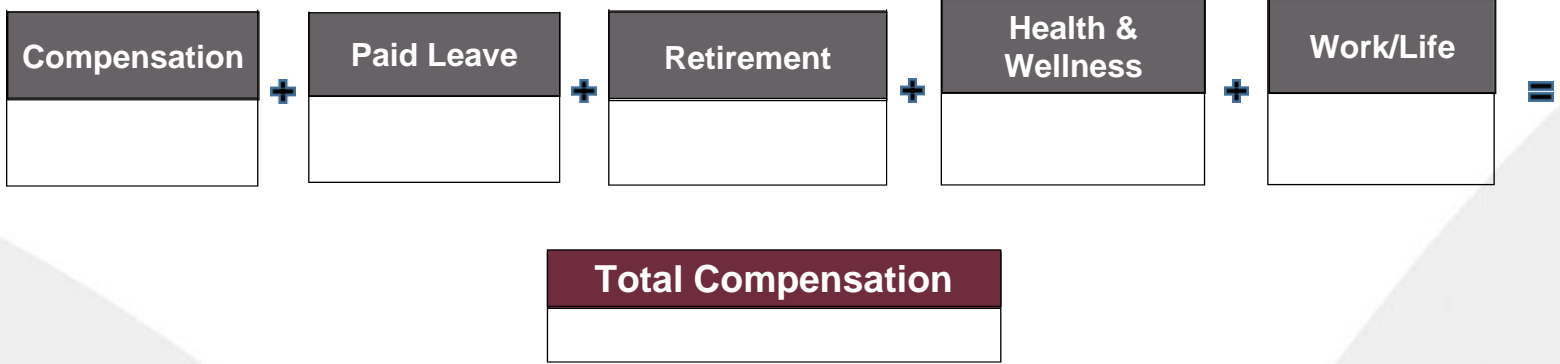
Thank you for your contribution to making our mission a reality!

Sincerely,



Liz Gibboney, CEO





Compensation

Annual Salary

Bonus

Total \$

Paid Leave Benefits

PTO

Holidays

PSL

ESL*

Total \$

Health and Wellness Benefits

Medical

Dental

Vision

Term Life Insurance

AD&D Insurance

STD/LTD Insurance

Total \$

Retirement Benefits

401A Employer Match

457 Employer Match

Total \$

Work/Life Benefits

Employee Assistance Program

License Renewal/Membership Dues*

Tuition/Certification Reimbursement*

Cell Phone*

Bilingual Pay*

Total \$

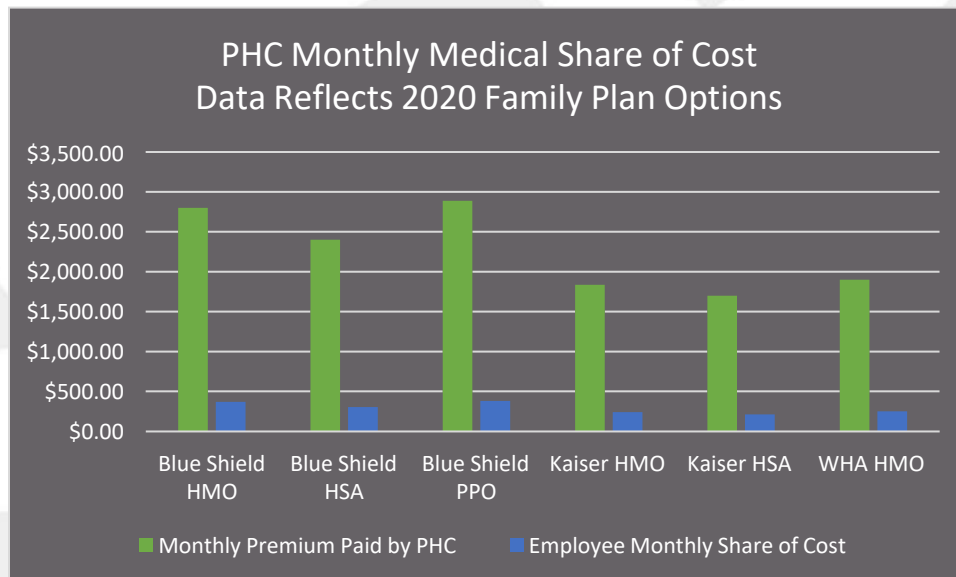
*if applicable

PHC offers a generous benefits package to its employees. We've examined the market and want to ensure our employees receive comparable and oftentimes better than average benefits.

The Human Resources Benefits Portfolio contains a personalized summary of estimated benefit amounts and generalized expenses projected for 2021.

This portfolio is not an exhaustive list of all benefits offered by PHC. We encourage all employees to visit the Human Resources Benefits Page on PHC4ME to familiarize themselves with all of the benefits and perks PHC has to offer.

For questions please email: HRHelpDesk@partnershiphp.org



Policy/Procedure Number: HR507 - Addendum		Lead Department: Human Resources	
Policy/Procedure Title: Addendum for COVID-19 Remote Working Policy & Agreement		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: April 1, 2020		Next Review Date: 12/31/2020 Last Review Date: 04/01/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: <i>Liz Gibboney</i>		Approval Date: 04/01/2020	

I. RELATED POLICIES:

A. [HR507](#)

II. IMPACTED DEPTS:

A. All Departments

III. DEFINITIONS:

A. N/A

IV. ATTACHMENTS:

A. [Policy Acknowledgment](#)

V. PURPOSE:

The unique public safety circumstances caused by COVID-19 have limited our ability to work in our regular work environment. To reduce the impact on our employees and our business, Partnership HealthPlan (PHC) is temporarily permitting some employees to work remotely. We have created this policy to explain the organizations expectations related to remote work.

VI. POLICY / PROCEDURE:

A. Remote Work is Temporary

Normally, PHC assesses whether an employee may work remotely based on factors like the nature of the job and the employee’s performance history. Because of COVID-19, we are temporarily permitting remote work in circumstances we might otherwise not. When PHC determines that safety, business, and legal conditions favor work in your regular work location, we will discontinue remote work under this policy.

B. Remote Work Depends on Your Job Duties

Whether you can work remotely depends, in part, on your job duties. Although we are attempting to make this option feasible whenever we can, if your job duties are not conducive to working remotely or circumstances change, we may not be able to offer or continue this option. Alternatively, we may find it necessary to change your job duties or add additional duties so you can continue to work remotely.

C. Performance Expectations

When you are working remotely, it is more difficult to monitor your day-to-day work. However, we expect you to continue to work efficiently and to perform your job duties to the best of your abilities. Otherwise, we may not permit you to continue working remotely.

We understand that you may have competing personal obligations during this time, such as caring for family members. However, during work time, we expect you to complete your duties as assigned. If

other obligations affect your ability to meet this expectation, you must discuss them with your supervisor in advance.

D. Remote Work Location

To comply with current legal directives and for safety reasons, you are only authorized to work from your home, and you must provide your address and phone number to PHC so we can reach you in an emergency.

E. Equipment

You must have or be able to provide a broadband internet connection via cable, U-verse, fiber, or DSL with minimum capable speeds of 3.0 Mbps downstream and 1.0 Mbps upstream. Recommended speeds for optimal performance – downstream > 6 Mbps / upstream > 3Mbps. Satellite and other wireless broadband services are currently not supported.

F. Working Space

We understand that you may not have a designated working space in your home, but please make sure that wherever you work is safe (e.g., no obvious hazards like loose cords, no damaged or malfunctioning equipment, etc.), and take reasonable measures to maintain the safety and security of PHC information and documents. Ensure other members of your household cannot access your email (e.g., do not configure settings to auto-enter passwords). If you need to discuss private matters, ensure you are in a private location, where other members of your household cannot overhear your conversation.

G. Privacy

While you are working remotely, PHC may have access to personal information about you that you would not otherwise be required to disclose or share. For example, we may need to call you on a personal phone, or you may need to be available for videoconferences.

H. Work Schedule

Unless you have advance permission from your supervisor to the contrary, you are expected to be available while remote working under the same conditions as if you were working in PHC offices (e.g., on the same schedule). For safety and liability reasons, you should not leave home during your regular workday without notifying your supervisor.

Non-exempt employees must follow the PHC's regular timekeeping policies and practices. In summary, you must record all your working time (no off-the-clock work), take your meal and rest periods at required intervals and for sufficient duration, and not work overtime without advanced permission.

I. Work-Related Injuries

You must report any work-related accident, illness, or injury immediately to your supervisor and HR, so that HR can assist you in obtaining the workers' compensation benefits to which you may be entitled. PHC is not responsible for injuries to you or others that occur while working remotely, if they are unrelated to your work for the PHC.

J. Taxes and Other Legal Restrictions

You are solely responsible for obtaining professional advice or assistance regarding any tax-related issues related to working remotely.

VII. REFERENCES:

A. N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. DEPARTMENT RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Human Resources

X. REVISION DATES: N/A

PREVIOUSLY APPLIED TO: N/A

Policy/Procedure Number: HR703 - Addendum		Lead Department: Human Resources	
Policy/Procedure Title: Addendum for Families First Coronavirus Response Act (FFCRA)		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: April 1, 2020		Next Review Date: 12/31/2020 Last Review Date: 04/01/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: <i>Liz Gibboney</i>		Approval Date: 04/01/2020	

I. RELATED POLICIES:

- A. [HR701](#)
- B. [HR704](#)
- C. [HR704a](#)
- D. [HR803](#)

II. IMPACTED DEPTS:

- A. All Departments

III. DEFINITIONS:

- A. “Son or daughter” means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under age 18, or age 18 or older and incapable of self-care because of a mental or physical disability.

IV. ATTACHMENTS:

- A. [COVID-19 Paid Sick Leave Request Form](#)
- B. [FFCRA FAQs](#)

V. PURPOSE:

To provide the appropriate information and procedures if you are unable to work (or telework) because you or a family member are impacted by COVID-19, you may be entitled to paid sick leave (“COVID-19 Sick Leave”) and/or Temporary Childcare Family and Medical Leave (“Temporary Childcare FMLA”).

VI. POLICY / PROCEDURE:

A. COVID-19 Sick Leave:

Under the Emergency Paid Sick Leave Act, you may be eligible to take COVID-19 Sick Leave if you or a family member are ill with COVID-19 or need to self-quarantine because of COVID-19, or if your son or daughter’s school or childcare arrangement is unavailable because of COVID-19

1. Eligibility
 - a. All employees
2. COVID-19 Sick Leave time
 - a. If you are a full-time employee, you may take up to a total of 2 weeks (80 hours) of COVID-19 Sick Leave.
 - b. If you are a part-time employee, you may take a number of hours equal to the number of hours you work, on average, over a 2-week period.

- c. COVID-19 Sick Leave is in addition to any other sick leave provided by Partnership HealthPlan of California.
3. Taking COVID-19 Sick Leave:
- a. You may take COVID-19 Sick Leave for any of the following reasons:
 - 1. You (personally) are subject to a federal, state, or local quarantine or isolation order related to COVID-19. This does not apply to an inability to work due to a directive from a federal, state, or local government (i.e., California’s “shelter in place” order).
 - 2. You have been advised by a health care provider to self-quarantine due to concerns related to COVID-19.
 - 3. You are experiencing symptoms of COVID-19 and are seeking medical diagnosis.
 - 4. You are caring for a person who is subject to a (personal) quarantine or isolation order.
 - 5. You are caring for your son or daughter whose school or place of care has been closed, or whose childcare provider is unavailable, due to COVID-19 precautions. Hours must be taken in a minimum of 1 hour increments.
 - 6. You are experiencing any other substantially similar condition as specified by the Secretary of Health and Human Services, in consultation with the Secretaries of Treasury and Labor.
 - b. Beginning on the first work shift after which these conditions no longer apply, you are no longer eligible for COVID-19 Sick Leave.
 - c. You must take COVID-19 Sick Leave in full day increments until you either: (1) use the full amount of COVID-19 Sick Leave available to you; or (2) no longer have a qualifying reason for taking COVID-19 Sick Leave. However, you may take COVID-19 Sick Leave intermittently for Reason 5, or if you are teleworking.
4. Requesting to take COVID-19 Sick Leave:
- a. Request the COVID-19 Paid Sick Leave Request form from Human Resources, HRHelpDesk@partnershiphp.org
5. Payment during COVID-19 Sick Leave:
- a. You will be paid your regular rate of pay for all COVID-19 Sick Leave you take for Reasons 1-3, above. You will be paid at two-thirds your regular rate of pay for Reasons 4-6, above. However, in no case will you be paid more than \$511 per day or \$5,110 in the aggregate for Reasons 1-3 above, or more than \$200 per day or \$2,000 in the aggregate for Reasons 4-6, above. If you would like to supplement your COVID-19 Sick Leave with accrued PTO or PSL, you may do so. However, in no case may you receive more than 100% of your pay.
 - b. If you are receiving wage replacement benefits during COVID-19 Sick Leave, such as State Disability Leave (“SDI”) or Paid Family Leave (“PFL”) benefits, the combination of those benefits and COVID-19 Sick Leave cannot exceed more than 100% of your pay. If it does, the Employment Development Department (“EDD”) may consider you not to have suffered a “wage loss,” and may require you to reimburse the cost of wage replacement benefits paid to you.
6. We do not cash out COVID-19 Sick Leave when you separate from PHC, or at any other time.

B. Temporary Childcare Family and Medical Leave

- 1. Eligibility:
 - a. All employees
- 2. COVID-19 Childcare Family and Medical Leave time:
 - a. You may take up to 12 weeks of Temporary Childcare FMLA from April 1, 2020, to

December 31, 2020. However, Temporary Childcare FMLA is a type of Family and Medical Leave. So, your right to take Temporary Childcare FMLA may be reduced by any Family and Medical Leave you already have taken in the current leave year.

3. Taking COVID-19 Childcare Family and Medical Leave:
 - a. You may take Temporary Childcare FMLA if you are unable to work (or telework) due to a need to care for your son or daughter whose school or place of childcare is closed, or whose childcare provider is unavailable, because of a COVID-19 public health emergency declared by a federal, state, or local authority.
4. Requesting to take COVID-19 Childcare Family and Medical Leave:
 - a. Request the COVID-19 Paid Sick Leave Request form from Human Resources, HRHelpDesk@partnershiphp.org
5. Payment during COVID-19 Childcare Family and Medical Leave:
 - a. The first 10 days (80 hours) of Temporary Childcare FMLA is unpaid. However, you may use accrued paid leave benefits, including COVID-19 Sick Leave, during this otherwise unpaid portion of leave.
 - b. The remainder of any Temporary Childcare FMLA is paid at two-thirds your regular rate of pay, based on the number of hours you normally would be scheduled to work (“paid Temporary Childcare FMLA”). However, in no event will you be paid more than \$200 per day or \$10,000 in the aggregate for paid Temporary Childcare FMLA.
 - c. If you would like to supplement your paid Temporary Childcare FMLA with accrued PTO or PSL, you may do so. However, in no case may you receive more than 100% of your pay.
 - d. Also, if you are receiving wage replacement benefits (e.g., PFL benefits) during Temporary Childcare FMLA, the combination of those benefits and paid Temporary Childcare FMLA cannot exceed more than 100% of your pay. If it does, the EDD may consider you not to have suffered a “wage loss,” and may require you to reimburse the cost of wage replacement benefits paid to you.
6. During Temporary Childcare FMLA, the Partnership HealthPlan of California will maintain your health benefits as if you remained working. You will be required to pay your share of cost.

C. Returning to Work

1. Prior to widely available testing for COVID:
 - a. An employee can return to work once they have experience no fever or cough for 14 days; must wear a mask if comes into office for additional 14 days (not optional).
2. After COVID testing widely available:
 - a. An employee must receive two negative COVID tests, 24 hours apart, and no fever or cough for at least 7 days. After these 7 days/negative test, we strongly recommend use of mask/facial covering in the office for additional 3 weeks (but not required).
3. This applies to coming to work, not working from home. If a staff member feels well, but has not had sufficient days without symptoms to come into the office, they may still work from home, in isolation, if they choose.

VII. REFERENCES: N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE:

X. REVISION DATES:

PREVIOUSLY APPLIED TO: N/A

Policy/Procedure Number: HR711			Lead Department: Human Resources	
Policy/Procedure Title: Lactation Accommodation Policy			<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 01/13/2020		Next Review Date: 06/25/2021 Last Review Date: 06/25/2020		
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees	
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC	
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD		<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE
	<input checked="" type="checkbox"/> CEO	<input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney			Approval Date: 02/06/2020	

I. RELATED POLICIES:

A. N/A

II. IMPACTED DEPTS:

A. All Departments

III. DEFINITIONS:

A. N/A

IV. ATTACHMENTS:

A. N/A

V. PURPOSE:

To establish guidelines promoting a work environment that supports breastfeeding. This policy satisfies the requirements of SB 142.

VI. POLICY / PROCEDURE:

If an employee is nursing and needs to express breast milk during the workday, Partnership HealthPlan of California (PHC) will provide a room or other private location (not a restroom) near work areas to do so.

A. Room Location

- a. There are four (4) lactation rooms in the Southern Region; two (2) located at the East Building (4605) (one (1) on each floor) and two (2) located at the West Building (4665) (both on the second floor).
- b. There are two (2) lactation rooms in the Northern Region; one (1) located at the Avtech Building and one (1) located at the Airpark Building (on the second floor).
- c. Each room will:
 - i. Be free from intrusion and shielded from view;
 - ii. Be clean and free of hazards or hazardous substances;
 - iii. Contain a surface to place a breast pump and personal items;
 - iv. Have a place to sit; and
 - v. Have access to electricity or alternative devices (such as extension cords) needed to operate an electric or battery-powered breast pump.

B. Storage

- a. PHC will provide access to a refrigerator or cooling device for milk storage.

- C. Allotted Time
 - a. Employees should use their rest and meal breaks, and let their direct supervisor know if they will need additional unpaid time for this purpose.
- D. If PHC is unable to provide any of the conditions above, PHC will provide a written explanation.
- E. PHC will not discharge, threaten with discharge, demote, suspend, or in any other manner discriminate or retaliate against employees for requesting an accommodation under this policy.
- F. If an employee believes any part of this policy has been violated, they must notify Human Resources to address their concerns promptly. Employees may also submit a complaint to the California Labor Commissioner.

VII. REFERENCES:

- A. SB 142

VIII. DISTRIBUTION:

- A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Human Resources

X. REVISION DATES:

06/25/2020

PREVIOUSLY APPLIED TO:

N/A

**PARTNERSHIP HEALTHPLAN OF CALIFORNIA
POLICY / PROCEDURE**

Policy/Procedure Number: HR506			Lead Department: Human Resources	
Policy/Procedure Title: Employee Reimbursement for Employee Growth & Career Development			<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 04/17/1995		Next Review Date: 06/01/2021 Last Review Date: 06/01/2020		
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees	
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC	
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE	<input checked="" type="checkbox"/> DEPARTMENT
Approving Entities:	<input checked="" type="checkbox"/> BOARD		<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE
	<input checked="" type="checkbox"/> CEO	<input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature:			Approval Date: 09/13/2017 <u>08/04/2020</u>	

I. RELATED POLICIES:

A. [HR514](#)

II. IMPACTED DEPTS:

A. All Departments

III. DEFINITIONS:

- A. **Conferences:** Off-site educational and/or business events. This term will be used to describe all off-site conferences, meetings, committees, workshops, seminars, and trainings. This will also cover any meeting, seminar, training, etc. that requires a registration fee.
- B. **Business Meetings:** Approved attendance at various work groups, committees, or other meetings where attendee is representing Partnership HealthPlan of California (PHC) in an official capacity. Typically does not require a registration fee.
- C. **Department Head:** The employee responsible for their department budget and ultimately accountable for the overall success of their department. For further explanation, see policy HR #514 for leveling criteria.
- D. **Major Conference:** Conference in which the total cost (registration fee, travel, lodging, etc.) is greater than \$1,500.00, out-of-state, and/or longer than three (3) days.

IV. ATTACHMENTS:

- A. [Concur LMS Training](#)
 B. Education / Certification Request Form
 C. [Licensure Renewal Approval Form](#)

V. PURPOSE:

The following policy will provide staff with the appropriate guiding principles regarding the process for payment or reimbursement of conferences, tuition, continuing education, and travel as approved per policy HR #514.

VI. POLICY / PROCEDURE:

- A. Steps for Reimbursements and Expenses for Education/Travel Requests
1. Take the LMS Concur training – *Concur Expense Management for Users*
 2. Request login credentials from the Accounts Payable (AP) HelpDesk (aphelpdesk@partnershiphp.org)
 3. Receipts and Substantiating Documentation
 - a. All employees must complete an Expense Reimbursement Request through Concur with

Policy/Procedure Number: HR506		Lead Department: Human Resources	
Policy/Procedure Title: Employee Reimbursement for Employee Growth & Career Development		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 04/17/1995		Next Review Date: 06/01/2021 08/04/2021 Last Review Date: 06/01/2020 08/04/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

- substantiating documentation attached (i.e. parking, lodging, airline, credit card, gas receipts, etc.) and the appropriate signatures before submitting to Finance. The approved Education & Travel Form must be included with submission.
- b. Entertainment expenses are not reimbursable.
 - c. Without receipt and an approved justification for the expense, the employee will not receive reimbursement.
 - d. In the absence of credit card receipts or other proof of actual expenditure, PHC will reimburse lodging expenses only if marked “paid” by the management of the lodging facility.
4. Mileage
- a. All employees will be reimbursed for use of personal cars for PHC business at the current IRS rate. Commuting costs between an employee’s home during the normal workweek and PHC office is not reimbursable.
 - b. If the employee is traveling to a conference or airport for company business and the employee leaves from work or home, deduct the usual mileage from work to home and record any remaining mileage to the conference or airport.
 - c. All employees must use the mileage app in Concur to calculate mileage.
5. Meals
- a. For out-of-town overnight travel, meals will be reimbursed at a rate not to exceed \$60.00 per day. Receipts are not required.
 - b. For out-of-town day trips to conferences that are not part of the employee’s main job description or day-to-day responsibilities, a meal will be reimbursed at a rate not to exceed \$15.00 for lunch only.
 - c. For travel outside of California, IRS per diem rates can be paid, however, receipts must be submitted.
 - d. Reimbursement will not be approved if meals are included in the conference and/or business meeting.
 - e. Alcoholic beverages are not reimbursable.
6. Miscellaneous
- a. External vendors and board members must follow the same guidelines as for employees. All authorized travel expenses, frequency of reimbursement, and invoice requirements must be specified in the vendor contract.
 - b. Training hours will be compensated as hours worked in accordance with applicable federal and state wage and hour regulations. Employees should record conference hours attended on their timecard by selecting the ADP pay code: “Education Conference.”
 - c. Human Resources (HR) reserves the right to verify attendance of all conferences. Staff who register for a conference but don’t attend will not be reimbursed and/or will face possible disciplinary action, up to and including termination.
 - d. AP has two (2) weeks to process an approved Concur request from the final approval date. For example, if an expense reimbursement request has to be sent back to the employee for correction, or a request has been made for additional details or signatures needed, the date that the revised form is received correctly completed is the date that is used as the new submission date into Finance. All corrections will require approval before being finalized by Finance.
 - e. All expenses must be submitted within the fiscal year of travel or 60 days, whichever is greater.
7. Grant monies will be used for travel if the grant requires collaborative meetings.
- B. Reimbursement for Continuing Education and Certifications
1. Tuition and/or Certifications
 - a. Employee must be on payroll at the time of the course completion in order to receive reimbursement.
 - b. PHC will reimburse 75% of employee paid expenses up to \$4,000.00 per calendar year, not to

Policy/Procedure Number: HR506		Lead Department: Human Resources	
Policy/Procedure Title: Employee Reimbursement for Employee Growth & Career Development		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 04/17/1995		Next Review Date: 06/01/2021 08/04/2021 Last Review Date: 06/01/2020 08/04/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

exceed IRS limit (total reimbursement applies to combined tuition and certification). The reimbursement amount per calendar year does not apply to when the course/classes are taken but instead the factor is when approval of all submitted documents is processed and payment is issued by PHC.

- c. Employee must receive a grade “C” or better in class or a “pass” in a pass/fail course.
 - d. In most cases, the employee is reimbursed per approved and completed course. However, if the accredited educational institution charges a flat rate fee for the semester or quarter, without regard of how many classes are taken, the employee will receive reimbursement prorated based on classes passed versus enrolled. For instance, if an employee takes five (5) classes in a semester and only passes four (4) of the five (5), the employee will only be able to submit 80% of the total tuition cost for 75% reimbursement.
 - ~~d.~~e. Employee must submit tuition/certification reimbursement requests to Training & Development (T&D) no later than December 15 to ensure reimbursements will be applied to that calendar year. Any reimbursements received after December 15 will be applied to the year of receipt by AP.
 - 1) In these circumstances, unofficial grades are acceptable as an interim until official transcripts are available. Official transcripts must be turned in immediately upon receipt, otherwise future requests can be denied and/or employee may be required to reimburse PHC for tuition reimbursements received.
 - 2) Except in the case of extenuating circumstances, reimbursement requests will not be accepted after six (6) months from completion of course.
 - ~~e.~~f. Education assistance benefits do not include payments for the following items: meals, lodging, transportation, tools, or supplies (other than textbooks) that the employee can keep after completing the course of instruction (reference IRS Publication 970).
2. Licensure Renewals and Membership Dues
 - a. ~~Employee must be a regular full-time employee; part-time employees (working less than 32 hours/week) may have license renewal on a prorated basis, based on the percentage of full-time of their usual schedule. Full and part-time employees may be reimbursed for 100% of licensure renewals and membership dues if they hold a position which requires a license or membership as stated in the employee’s job description or offer letter.~~
 - b. Employee must complete a Licensure Renewal & Membership Dues Approval Form (attachment B) and obtain their director/manager’s signature. Form must be turned into HR for further processing. Form must include the following:
 - 1) Copy of license or membership to remain in employee personnel file
 - 2) Receipt of payment
 - c. Continuing education will be compensated as hours worked in accordance with applicable federal and state wage and hour regulations.
 3. If an employee voluntarily separates employment within six (6) months after receiving reimbursement, PHC may require a refund of all continuing education, certification, licensure renewals, and/or membership dues at a prorated amount based on the time of separation.
 4. Reimbursement for continued education, certifications, and license and renewal dues do not go through Concur.

VII. REFERENCES: N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: All Employees, Directors,

Policy/Procedure Number: HR506		Lead Department: Human Resources	
Policy/Procedure Title: Employee Reimbursement for Employee Growth & Career Development		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 04/17/1995		Next Review Date: 06/01/2021 08/04/2021 Last Review Date: 06/01/2020 08/04/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

Managers, Human Resources, Finance

X. REVISION DATES:
03/28/2005, 01/11/2007, 08/15/2007, 01/09/2014, 01/16/2015, 9/7/2018, 06/01/2020

PREVIOUSLY APPLIED TO: N/A

**PARTNERSHIP HEALTHPLAN OF CALIFORNIA
POLICY/ PROCEDURE**

Policy/Procedure Number: HR511		Lead Department: Human Resources	
Policy/Procedure Title: Attendance and Punctuality		<input type="checkbox"/> External Policy <input type="checkbox"/> Internal Policy	
Original Date: 06/26/2009		Next Review Date: 12/02/2020 12/02/2021 Last Review Date: 12/02/2019 12/02/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input checked="" type="checkbox"/> OPERATIONS	<input checked="" type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Name of approver		Approval Date: Enter as mm/dd/yyyy	

I. RELATED POLICIES:

- A. [HR703](#)
- B. [HR710](#)

II. IMPACTED DEPTS:

- A. All Departments

III. DEFINITIONS:

- A. Occurrence: Unscheduled time off. Examples of an Occurrence include:
 - 1. Absence (3 points): Employee does not work the scheduled shift without prior approval.
(Consecutive workday absences will count as one occurrence/3 points).
 - 2. Early Out: Employee leaves work prior to the end of the scheduled shift without scheduling in advance as required by this policy.
 - a. If an employee leaves early and completes half or more of their scheduled shift, the Early Out will be counted as 1 point
 - b. If an employee leaves early and completes less than half of their scheduled shift, the Early Out will be counted as 3 points
 - 3. Tardy: Employee is not present and ready to work (non-exempt employees must be clocked in to ADP) by 3 minutes after the shift start time without scheduling in advance as required by this policy. Employees whose jobs require them to be logged into a department's phone queue must be logged into the phone and available to take calls at the start of the shift.
 - a. If an employee is late and completes half or more of their scheduled shift, the Tardy will be counted as 1 point
 - b. If an employee is late and completes less than half of their scheduled shift, the Tardy will be counted as 3 points
 - 4. Partial Time-Off: Employee leaves for a portion of the day without scheduling in advance as required by this policy (other than an Early Out)
 - a. If an employee leaves for a portion of the day and completes half or more of their scheduled shift, the Partial Time-Off will be counted as 1 point
 - b. If an employee leaves for a portion of the day and completes less than half of their scheduled shift, the Partial Time-Off will be counted as 3 points
- B. Leave without Pay (LWOP): Time off that is not paid and not otherwise protected by law.
- C. Protected Leave of Absence: Time off that is covered under authorized state or federal Leave of Absence, or time off that is considered a reasonable accommodation under any authorized state or federal statute.
- D. No Call, No Show: An employee is absent without notification to their direct report, or their

Policy/Procedure Number: HR511		Lead Department: Human Resources	
Policy/Procedure Title: Attendance and Punctuality		<input type="checkbox"/> External Policy <input type="checkbox"/> Internal Policy	
Original Date: 06/26/2009		Next Review Date: 12/02/2020	
		Last Review Date: 12/02/2019	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

department’s attendance line, within two hours after their start time. The employee will be considered to have voluntarily resigned their employment at PHC and will not be eligible for rehire or reinstatement. Exceptions to this procedure may be made if it is determined by PHC that the employee’s absence were due to extenuating circumstances beyond the employee’s control, and which prohibited timely notification of the absence.

- E. Flex Schedule: A schedule that offers a range of start times and meal periods. Non-Exempt employees who are enrolled in a 9/80 schedule are not eligible to participate in a Flex schedule.

IV. ATTACHMENTS:

- A. Acknowledgement of Receipt
- B. [Attendance and Punctuality FAQs](#)

V. PURPOSE:

PHC’s Attendance Policy is designed to maximize operational effectiveness through attendance and punctuality. The information included in this policy will further develop attendance standards for all employees of PHC. Attendance and punctuality standards are established to ensure equitable, efficient operations and individual accountability.

This Attendance Policy applies to all employees of PHC. The policy includes expectations for employees, Supervisors, and Managers relating to employee attendance, definitions, and attendance requirements.

VI. POLICY / PROCEDURE:

PHC expects employees to report to work on a reliable and punctual basis. Absenteeism, early departures from work, and late arrivals burden your fellow employees and PHC. Regular attendance and punctuality are essential functions of each employee’s job.

Employees are expected to report to work as scheduled, on time. Employees also are expected to remain in designated areas on the work premises for their entire work schedule, except for rest or meal periods, when required to leave on authorized PHC business, or when otherwise excused by their supervisor. Late arrival, early departure, or other unanticipated and unapproved absences from scheduled hours are disruptive, must be avoided, and may result in disciplinary action up to and including termination of employment.

Employees should consult their immediate Supervisor/Manager/Director for specific call-in instructions for their department. Every time an employee is absent or late, they must follow their supervisor’s instructions for reporting the tardiness or absence. The employee must also inform their direct report of the expected duration of any absence. PHC will comply with applicable laws relating to time off from work, but it is the employee’s responsibility to provide sufficient information to enable PHC to determine if the time off is covered by an applicable law. Employees must call-in personally unless extenuating circumstances do not allow doing so (example: a very serious car accident). In those cases, an immediate family member is allowed to report the employee’s absence.

If an employee is absent for their own, or a family member’s, illness or injury for three (3) days that were not previously scheduled, the employee will be required to submit a note from the treating health care provider (unless the absence is covered by California Mandatory Paid Sick Leave (PSL)). [If an employee fails to acquire and submit a provider’s note before or upon their return, they will be sent home to obtain a note.](#) Providing a health care provider’s note does not preclude the employee from an occurrence, as described below.

Policy/Procedure Number: HR511		Lead Department: Human Resources	
Policy/Procedure Title: Attendance and Punctuality		<input type="checkbox"/> External Policy <input type="checkbox"/> Internal Policy	
Original Date: 06/26/2009		Next Review Date: 12/02/2020	
		Last Review Date: 12/02/2019	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

-Fairfield and Santa Rosa Employees can submit a health care provider’s note via secured fax (707) 863-4399, email (HRhelpDesk@partnershiphp.org), physical delivery to PHC in-person or by employee’s designee. Failure to do so may result in corrective action including termination.

-Redding and Eureka Employees can submit a health care provider’s note via secured fax (530) 351-9042, email (NR_HR_HelpDesk@partnershiphp.org), physical delivery to PHC in-person or by employee’s designee. Failure to do so may result in corrective action including termination.

In requesting this health care provider’s note, PHC complies with the provisions of the Genetic Information Nondiscrimination Act of 2008 (GINA), which prohibits employers from requesting or requiring genetic information of an employee or family member of the employee, except as specifically allowed by this law. To comply with GINA, PHC asks that employees not provide any genetic information when responding to this request for medical information. Please see the Requests for Medical Certification policy in the Employee Handbook for more information.

If an employee is absent for their own, or a family member’s, illness or injury for five (5) consecutive days that were not previously scheduled, the employee should contact HR to discuss Leave of Absence (LOA) options. Management should also advise HR of any possible LOA situations.

Excessive absenteeism may lead to disciplinary action, up to and including termination of employment. Absences may be excessive if they occur frequently or if they show a pattern. Absences immediately before or after holidays and weekends are suspect. Continuing patterns of absences, early departures, tardies, or unexcused exception reports, regardless of the exact number of days, may also result in disciplinary action, up to and including termination of employment.

Individuals with disabilities may be granted reasonable accommodation in complying with these policies.

A. Expectations

1. Each employee is expected to be present and ready to work on time, and non-exempt employees must also clock in on time. For positions required to sign on to phones, the employee must be logged into their phone and ready to take calls at the start of their shift. The employee must remain signed onto the phone and work until the conclusion of the shift, and, if applicable, all of the calls in the queue are answered. Leadership will adjust break and meal periods accordingly. Employees not required to sign on to the phone must leave and return from break/meal periods at the scheduled time. Employees must also notify Supervisor(s) when there is a scheduling or coverage gap.
2. Unless otherwise required by law, the following rules apply to requesting paid time off (PTO). One weeks’ notice is preferable when requesting time off. Department leadership can decide to accommodate a request that is submitted within a week if they determine that department needs can still be met.
3. Employees are responsible for understanding that unless expressly approved by their department head, non-exempt employees should never have a punch source from any mobile device. Violation may be considered as timecard fraud that is subject to appropriate disciplinary action, up to and including termination.
4. Employees must submit an Exception Report, signed by their supervisor, to Payroll_helpdesk@partnershiphp.org to account for a missed time card punch, an employee who demonstrates patterns of use will be subject to appropriate disciplinary action up to and including termination. A Corrective Action Plan (CAP) may be used to document these issues and outline an improvement plan.
5. PHC recognizes employees will, at times, be absent from work and that, occasionally, unforeseen

Policy/Procedure Number: HR511		Lead Department: Human Resources	
Policy/Procedure Title: Attendance and Punctuality		<input type="checkbox"/> External Policy <input type="checkbox"/> Internal Policy	
Original Date: 06/26/2009		Next Review Date: 12/02/2020	
		Last Review Date: 12/02/2019	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

circumstances will cause employees to be late for work. Employees are expected to report absences to their direct Supervisor/Manager/Director, or to their department's attendance line before the start of their scheduled work shift as set forth above.

6. Occurrence points issued pursuant to this Attendance Policy are maintained for a rolling 12-month calendar period for each employee. Managers and Supervisors track and trend attendance, attendance patterns and address concerns with staff as needed.
 7. Employees who are expressly offered a Flex Schedule by their department leadership are required to manage their start time, meal period, rest periods, and end time responsibly. Employees utilizing a Flex Schedule are required to adhere to their assigned work hours and meal periods. Flex schedules may be revoked by department leadership at any time.
 8. Employees who utilize the 9/80 schedule must adhere to the meal periods agreed upon in the 9/80 Schedule Agreement. Not adhering to meal periods will be considered an abuse of the 9/80 agreement, and is subject to appropriate disciplinary action, up to and including termination.
 9. An employee will not be allowed to use the time off code for Leave Without Pay (LWOP) if the employee has PTO hours available in their PTO bank, unless otherwise permitted by law. If an employee does not have PTO accrued for time off not covered by a protected leave of absence, leadership may deny the time off request or not "advance" time off. If an employee uses LWOP to cover an absence, early out, tardy or partial time off, the time off will be counted as 3 points, rather than the point values described below.
 10. In the event of an employee's rehire within 12 months from his or her separation date, the rehired employee's attendance occurrences will be reinstated on a rolling 12-month calendar basis.
 11. With guidance from Human Resources, members of Department Leadership will be responsible for ensuring consistent compliance with, and administration of, this policy within their department.
- B. Occurrence Exceptions
1. Occurrence points for absences or tardiness will not be assessed against an employee under the following circumstances:
 - a. Authorized leaves of absence, including all legally required leaves of absence approved by PHC, such as leave under the Family and Medical Leave (FMLA), the California Family Rights Act (CFRA), and/or Pregnancy Disability Leave (PDL).
 - b. Certain school-related matters (according to California Labor Code 230.8).
 - c. Necessary reasonable accommodation of a disability as defined by the Americans with Disabilities Act, Americans with Disabilities Act Amendments Act, and Fair Employment and Housing Act, provided such accommodation does not create an undue hardship to PHC
 - d. Military leave.
 - e. Use of California Mandatory Paid Sick Leave hours.
 - f. Jury duty, provided documentation is supplied as set forth in PHC's Civic Duty Policy.
 - g. Court subpoenas, provided the employee notifies PHC with as much advance notice as reasonably possible.
 - h. If an employee is directed by the PHC to leave work early due to lack of work or by mutual agreement. For example, in circumstances such as when call volume is low or there is a power outage, inclement weather, etc., department leadership may decide that having a full staff in the office is not necessary. In these situations, leadership may offer to an employee the chance to leave work for the remainder of the day. If the employee accepts, they will be instructed to clock out and will not receive compensation for hours not worked. The employee will have to make up the hours not worked with PTO. If the employee does not have enough PTO to cover the hours not worked, the difference in hours will be made up with Leave without Pay.
 - i. Pre-approved modifications of an employee's work schedule. Documentation may be requested.
 - j. Bereavement leave. Documentation may be requested.

Policy/Procedure Number: HR511		Lead Department: Human Resources	
Policy/Procedure Title: Attendance and Punctuality		<input type="checkbox"/> External Policy <input type="checkbox"/> Internal Policy	
Original Date: 06/26/2009		Next Review Date: 12/02/2020	
		Last Review Date: 12/02/2019	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

- k. Authorized vacation.
 - l. Holidays recognized by PHC provided the employee is not scheduled to work on the holiday.
 - m. Disciplinary suspension.
 - n. Layoff.
 - o. Any other protected leave in accordance with state and/or federal law.
- C. Discipline for Occurrences
1. The following rating scale has been established to define attendance performance for staff.
 - a. The occurrences are measured on a rolling 12-month period, based on months worked.
 - b. Employees who fall below “full performance” may be subject to disciplinary action, up to and including termination.
 - c. Employees who demonstrate a pattern of inappropriate attendance may be subject to disciplinary action, up to and including termination, regardless of performance rating. Examples may include:
 - 1) Regularly calling in to report an absence on a Monday or a Friday.
 - 2) Calling in to report an absence on a day for which a prior leave or PTO request was denied.
 - 3) Continuous incidents of corrective action plans related to the attendance policy
 - d. Newly-hired employees are expected to maintain 4 or fewer points for the duration of their first 90 days of employment. Employees obtaining more than 4 points during the first 90 days may be subject to disciplinary action, up to and including termination. These cases may be reviewed on a case by case basis by management. New employees who join departments with previously-established and mandatory training will not be allowed to miss any time during training.
 - e. Of course, an employee may be subject to disciplinary action if their attendance is unsatisfactory, even if the employee has not accrued excessive points. Additionally, PHC may consider an employee’s attendance in conjunction with other factors, like performance and behavior. For example, if an employee’s performance is poor, PHC may consider that performance record in conjunction with their attendance in determining the appropriate performance rating or corrective action.

ATTENDANCE POINTS SCALE		
12 Months Rolling Total	Performance Rating	Corrective Action
0 – 6 points	Exceeds Performance	None
7 – 12 points	Full Performance	None
13 – 18 points	Developing	At 13 points, a verbal warning will be issued. At 15 points, a written warning will be issued. At 17 points, a final warning will be issued.
19 + points	Unsatisfactory / Needs Immediate Improvement	At 19 points or more, it is grounds for termination.

Policy/Procedure Number: HR511		Lead Department: Human Resources	
Policy/Procedure Title: Attendance and Punctuality		<input type="checkbox"/> External Policy <input type="checkbox"/> Internal Policy	
Original Date: 06/26/2009		Next Review Date: 12/02/2020	
		Last Review Date: 12/02/2019	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

D. Enforcement

1. This Attendance Policy will be enforced in accordance with all applicable federal and state laws. PHC will not consider, for disciplinary purposes, occurrences protected by such laws and does not intend to discipline any employee in contravention of such laws. If you believe you have been subjected to disciplinary action for a protected absence/occurrence under federal and/or state law, please bring it to the attention of a Director or Manager of Human Resources immediately.

VII. REFERENCES:

A. N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Human Resources

X. REVISION DATES:

03/28/2013, 12/31/2013 01/07/2019, 12/02/2019

PREVIOUSLY APPLIED TO:

N/A

Attendance and Punctuality Policy (HR511) FAQs

1. **Q: “Do employees start with a “clean slate” and zero points in 2020?”**

A: No. Tardies and absences from the prior year should be taken into account. Employees would remain at the current level of discipline, and the new policy would be used to advance them to the next step in the disciplinary process should further issues occur.

Examples:

- a. Carly has 21 points but has never received any kind of warning. She would still sit in Full Performance because she’s not had any previous disciplinary action and we’d treat her as if she has 12 points. Her very next point would advance her to a verbal warning (treating it like 13), then another two would take her to a written, and so on.
- b. Brandon has 17 points and has already received a verbal warning. We will treat him as if he has 13 points, and he’ll move to a written in two more points.
- c. Sam has 7 points. He sits right in Full Performance and will stay there until he accumulates 6 more points (taking him to a verbal warning), or he’ll go back to Exceeds Performance if he doesn’t get any new points, and his old points roll off.
- d. Ray has 28 points. He was put on a PIP for attendance issues last May. Since a PIP is considered a written warning, we’ll treat him as if he has 15 points, moving to a final written in two more points.

2. **Q: “If I am out of PSL, and I get sick and am out of the office for three consecutive days, will that count as three separate occurrences and nine points?”**

A: No. Consecutive workday absences will count as one occurrence and a total of 3 points.

Examples:

- a. Missy is out an entire week after getting the severe flu. The five days are consecutive, so it will be one occurrence and three points.
- b. Hillary is out sick on a Monday and Tuesday, comes back Wednesday, then goes back out on Thursday and Friday. The four days aren’t consecutive, so it would be two separate occurrences and six points (M-T consecutive, Th-F consecutive).
- c. Thomas leaves two hours early on a Wednesday because he is ill. He also does not come in the following day on Thursday. They are consecutive, and we would go with the occurrence with the higher point value (early out is one point, full absence is three points), so it would be one occurrence and three points.

3. **Q: “What if an employee returns after a 3-day absence (not using PSL) and they do not have a health care provider’s note?”**

A: The healthcare provider’s note is to be provided on or before the date of return or the employee will be sent home to obtain a note. The note should be forwarded to HR, and HR will confirm with leadership that it has been received and the employee is cleared to work.

4. **Q: “When I provide a healthcare provider’s note, does that mean my absence is excused and I won’t receive an occurrence and points?”**

A: No. As mentioned directly in the policy, “providing a healthcare provider’s not does not preclude the employee from an occurrence”.

5. **Q: “If I am out for 3 days and use PSL, do I need a doctor’s note?”**

A: No. PSL is considered a protected leave and does not require a doctor’s note.

6. **Q: “What if management directs me to leave early and I do not have enough PTO to cover the remainder of the day?”**

A: The employee may use LWOP to cover the remainder of the day, and this will not be counted as an occurrence because the directive to leave early came from management.

7. **Q: “If I am on an HR protected Leave of Absence, will I accrue occurrences and points if I use LWOP?”**

A: No. Employees on HR protected Leaves of Absence will not accrue occurrences and points.

8. **Q: “If I get to work on time, but I am having badge issues or trouble logging into my computer/ADP, will I accrue occurrences and points?”**

A: No. The employee will need to fill out an exception report with the reason for the late punches, and these instances will not be counted as occurrences once the issue has been verified.

9. **Q: “Who tracks the occurrences and points, and where are they tracked?”**

A: Each employee’s direct report should be reviewing attendance and tracking occurrences each pay period. While management can use their own preferred tracking system (such as Excel), the easiest and most transparent method is to input comments on the employee’s time card regarding occurrence points (this is visible to both the employee and manager). The manager is able to run a report in ADP to see all of the notes at once (Standard Report, “Timecard Report with Notes.”). If the pay period has already closed, notes can be input on the following pay period with details of prior absences or corrections to prior notes.

10. **Q: “How and when will I be informed of accrued occurrences and points?”**

A: There should be constant communication between employees and their direct reports so there is never a “surprise” about points. In addition, if the manager decides to track occurrences and points via comments on the timecard, this will be visible to both the manager and employee.

11. **Q: “If an employee is tardy at the start of shift, and tardy again returning from lunch that same day, how many occurrences and points will that be?”**

A: This will count as two separate occurrences, for a total of two points (one per tardy).

12. **Q: “If I am in a position that requires me to sign on to phones, am I afforded the 3-minute buffer for clocking in without getting a tardy?”**

A: No. Per the policy, “For positions required to sign on to phones, the employee must be logged into their phone and ready to take calls at the start of their shift.”

13. **Q: “I requested 3 hours of PTO for tomorrow, but my supervisor told me I would have to use PSL or it would be an occurrence. Is my supervisor correct?”**

A: No. Per the policy, an occurrence refers to UNSCHEDULED time off, which would not be the case in this situation. In addition, a supervisor should not tell an employee they have to use PSL. PSL is to be used at the employee’s request/discretion. If an employee is denied PTO but chooses not to come in anyway, it will be an occurrence and could also be cause for disciplinary action due to insubordination.

**PARTNERSHIP HEALTHPLAN OF CALIFORNIA
POLICY / PROCEDURE**

Policy/Procedure Number: HR608		Lead Department: Human Resources	
Policy/Procedure Title: Employee of the Quarter / Employee of the Year <u>Employee Recognition</u>		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: August 4, 2003		Next Review Date: 12/17/2019 <u>01/30/2021</u> Last Review Date: 12/17/2018 <u>01/30/2020</u>	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: <i>Liz Gibboney</i>		Approval Date: <i>03/23/2018</i>	

I. RELATED POLICIES: N/A

II. IMPACTED DEPTS:
A. All Departments

III. DEFINITIONS: ~~N/A~~

A. Working Together Value Statement: We want our employees, members, and health care providers to feel valued, respected, and involved in our endeavors. We aspire to provide high-quality service while meeting the needs of our community and employees.
~~III.~~

IV. ATTACHMENTS:

- A. [Employee of the Quarter Nomination Form](#)
B. [Employee of the Year Nomination Form](#)
~~B-C. [WOW Award Nomination Form](#)~~

V. PURPOSE:

It is the policy of Partnership HealthPlan of California (PHC) to reward one employee per region nominated for ~~e~~Employee of the Quarter and ~~and e~~Employee of the Year, and one employee per department for WOW awards, for exceptional and outstanding performance and adhering to PHC's "the Working Together Value Statement."

VI. POLICY / PROCEDURE:

A. Employee of the Quarter Nomination Guidelines:

1. Nominations are open to all employees who have been employed for the entire quarter, with the exception of Directors and Managers;
2. All employees (including directors/managers/supervisors) may nominate an employee. You may nominate employees outside of your own department;
3. Nominee has practiced the "Working Together Value Statement;"
4. Nominee has excelled in areas beyond his/her job duties;
5. Nominee shows dedication, creativity, is a team player, ~~creative~~, and a problem solver;
6. Nominee has an excellent attendance record for the quarter;
7. After reviewing the criteria for Employee of the Quarter, complete and submit the Nomination Form located on PHC4MeE;
8. Human Resources (HR) will review the nominations and submit them to the PHC Executive team. The ~~PHC~~ Executive team will make the final decision through secret ballot;

Policy/Procedure Number: HR608		Lead Department: Human Resources	
Policy/Procedure Title: Employee of the Quarter / Employee of the Year		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: August 4, 2003		Next Review Date: 12/17/2019 Last Review Date: 12/17/2018	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

~~8-9.~~ 8-9. The Employee of the Quarter winner will be announced at the quarterly Town Hall meetings;

~~9-10.~~ 9-10. The employee elected for “Employee of the Quarter” will receive \$250.00, a plaque, and a placard for the Employee of the Quarter parking space.

B. Employee of the Year Nomination Guidelines:

1. Nominations are open to all employees who have been employed for the entire year, with the exception of the Directors and Managers;
2. Nominee has excelled in some area of his/her job duties during the year;
3. Nominee has shown dedication, creativity and/or problem solving by example, for his/her co-workers, fellow employees, providers, or members over the past year;
4. Nominee has practiced the “Working Together Value Statement;”
5. After reviewing the criteria for Employee of the Year, complete the Nomination Form located on PHC4MFe, then print and submit it to your department Director;
6. Employees must nominate a co-worker from their own department only;
7. Each department Director and their Manager(s) will review the nominations and will select one (1) employee to be the nominee from their department;
8. The Director or Manager will then submit their nomination to HR;
9. The four (4) Employee of the Quarter winners from the current year will be automatically entered as nominees for Employee of the Year along with the departmental nominees;
10. The Employee Task Force, along with the outgoing Employee of the Year, will participate in voting for the final top three (3) nominees through a secret ballot;
11. The top three (3) nominees will then go to the Executive team for final vote by secret ballot and the winner will be chosen;
12. The four (4) Employees of the Quarter and the Department Nominees will all be announced at the Employee of the Year event and will receive a certificate;
13. The top three (3) nominees will also receive ~~a~~ two (2) Spot Bonus hours added to their ADP profile; 2-hour certificate
14. The employee elected for “Employee of the Year” will receive \$500.00, ~~a half day off~~ four (4) certificate Spot Bonus hours added to their ADP profile, a plaque, their picture on display, and a placard for the Employee of the Year parking space.

C. What Outstanding Work (WOW) Award Nomination Guidelines

- ~~1-1.~~ 1-1. Nominations are open to all employees who have been employed for the entire quarter, with the exception of ~~Directors/Managers/Supervisors~~ supervisors and above;
- ~~15-2.~~ 15-2. All employees ~~Supervisors/Managers/Directors~~ Department leadership may nominate one (1) employee within their respective department each quarter;
- ~~16.~~ 16. Nominee has practiced the “What Outstanding Work” statement;
- ~~17-3.~~ 17-3. Nominee has excelled in one or more areas of our Strategic Plan (High Quality Healthcare, Operational Excellence, Financial Stewardship);
- ~~18.~~ 18. Nominee shows dedication, is a team player, creative, and a problem solver;
- ~~19.~~ 19. Nominee has an excellent attendance record for the quarter;
- ~~20-4.~~ 20-4. After reviewing the criteria for the WOW Award, complete and submit the Nomination Form to Training & Development (T&D);
- ~~5.~~ 5. Human Resources/~~HR~~/T&D will review the nominations and submit to the CEO for review;
- ~~21-6.~~ 21-6. WOW Award winners will be announced at the quarterly Town Hall meetings;
- ~~22-7.~~ 22-7. The employees selected for a “WOW Award” will receive two (2) Spot Bonus hours added to their ADP profile, and a WOW Award Pin.

VII. REFERENCES: N/A

Policy/Procedure Number: HR608		Lead Department: Human Resources	
Policy/Procedure Title: Employee of the Quarter / Employee of the Year		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: August 4, 2003		Next Review Date: 12/17/2019 Last Review Date: 12/17/2018	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE:

X. REVISION DATES:

~~08/09/2007, 02/03/2011, 02/05/2014, 12/17/2018, 06/25/2019~~ 08/09/2007, 02/03/2011, 02/05/2014, 12/17/2018, 06/25/2019, 01/30/2020

PREVIOUSLY APPLIED TO: N/A

Policy/Procedure Number: HR115			Lead Department: Human Resources	
Policy/Procedure Title: Discrimination, Harassment, and Retaliation Prevention			<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 11/10/2016		Next Review Date: 04/30/2021 Last Review Date: 04/30/2020		
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees	
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC	
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE	<input checked="" type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD		<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE
	<input checked="" type="checkbox"/> CEO	<input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: <i>Liz Gibboney</i>			Approval Date: 01/09/2020	

I. RELATED POLICIES:

- A. [HR101](#)
- B. [HR103](#)

II. IMPACTED DEPTS:

- A. All departments

III. DEFINITIONS:

- A. Harassment: includes disrespectful or unprofessional conduct based on any of the protected characteristics listed in section VI, A, 1. Harassment can be verbal (such as slurs, jokes, insults, epithets, gestures, or teasing), graphic (such as offensive posters, symbols, cartoons, drawings, computer displays, or emails), or physical conduct (such as physically threatening another person, blocking someone’s way, etc.).
- B. Sexual harassment: may include all of the actions in the harassment definition, as well as other unwelcome sex-based conduct (even if not motivated by sexual desire), such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities, or other verbal or physical conduct of a sexual nature.

IV. ATTACHMENTS:

- A. N/A

V. PURPOSE:

To provide all employees with appropriate guidelines regarding standards for discrimination, harassment, and retaliation prevention.

VI. POLICY / PROCEDURE:

- A. Discrimination, Harassment, and Retaliation Prevention
 - 1. As further described below, company policy and the law prohibit discrimination and harassment based on an individual’s race, ancestry, religion or religious creed (including religious dress and grooming practices), color, age (40 and over), sex, gender, sexual orientation, gender identity or expression, genetic information, national origin (including language use restrictions), hair texture and protective hairstyles (including afros, braids, locks, and twists), marital status, medical condition (including cancer and genetic characteristics), physical or mental disability (including HIV and AIDS), military or veteran status, pregnancy, childbirth, breastfeeding and related medical conditions, denial of Family and Medical Care leave, or any other classification protected by federal, state, or local laws, regulations, or ordinances.

2. Our policy and the law prohibit coworkers, third parties, supervisors, and managers from engaging in such conduct.
- B. Equal Employment Opportunity/Anti-Discrimination
1. Partnership HealthPlan of California (PHC) is an equal opportunity employer. We enthusiastically accept our responsibility to make employment decisions without regard to any of the categories listed above. Our management is dedicated to ensuring the fulfillment of this policy with respect to hiring, placement, promotion, transfer, demotion, layoff, termination, recruitment advertising, pay, and other forms of compensation, training, and general treatment during employment.
 2. We also recognize and support our obligation to reasonably accommodate employees with disabilities or religious beliefs or practices who are able to perform the essential functions of their positions, with or without reasonable accommodation. PHC will provide reasonable accommodation to any such employee, unless doing so would impose an undue hardship on the company. If you believe you need a reasonable accommodation, please discuss the matter with your supervisor or Human Resources.
- C. No Harassment
1. PHC does not tolerate harassment of our job applicants, contractors, volunteers, interns, employees, or any other professional contact by another employee, vendor, customer, or any third party based on any of the protected bases identified in section A. PHC has zero tolerance for harassment and is committed to a workplace free of any harassment.
 2. Reference the definitions for harassment and sexual harassment. Such conduct violates this policy, even if it is not unlawful. Because it is difficult to define unlawful harassment, employees are expected to behave at all times in a professional and respectful manner.
- D. Prohibited Conduct
1. Examples of conduct that violates this policy include:
 - a. Unwelcome sexual advances, flirtations, advances, leering, whistling, touching, pinching, assault, blocking normal movement
 - b. Requests for sexual favors or demands for sexual favors in exchange for favorable treatment
 - c. Obscene or vulgar gestures or comments based on any protected characteristic
 - d. Derogatory cartoons, posters, or drawings based on any protected characteristic
 - e. Uninvited touching of a sexual nature
 - f. Conduct or comments consistently targeted at only one gender, even if the content is not sexual
 - g. Teasing or other similar conduct directed toward a person because of any protected characteristic
 2. All such conduct is unacceptable in the workplace and in any work-related settings, such as business trips and business-related social functions, regardless of who is engaging in the conduct.
- E. Reporting Complaints
1. If you believe someone has violated this policy, please bring the matter to the attention of the Senior Director of Human Resources, HR management, or a supervisor orally or in writing. If you make a complaint under this policy and do not receive a satisfactory response within five (5) business days, please contact the Senior Director of Human Resources or HR management immediately.
 2. Any supervisor who learns of any potential misconduct related to this policy must immediately report the matter to the Senior Director of Human Resources or HR management so the company can try to resolve the claim internally.
 3. As further described below, when an employee or other individual brings a complaint under this policy, PHC's complaint process ensures such complaints receive:
 - a. PHC's designation of confidentiality, to the extent possible;
 - b. A timely response;
 - c. An impartial and timely investigation by qualified personnel;
 - d. Documentation and tracking for reasonable progress;

- e. Appropriate options for remedial actions and resolutions; and
 - f. Timely closure.
 - 4. When PHC receives allegations of potential misconduct related to this policy, it will conduct a fair, timely, impartial, and thorough investigation, commensurate with the circumstances. The investigation will provide all parties appropriate due process and reach reasonable conclusions based on the evidence collected. To the extent possible, PHC will endeavor to keep the reporting employee's concerns and the investigation confidential. Of course, PHC cannot promise complete confidentiality because there are circumstances in which it may need to speak with others about the complaint or investigation (for example, identified witnesses). All employees are expected to fully cooperate with company-initiated investigations. This includes, but is not limited to, maintaining an appropriate level of discretion regarding the investigation and disclosing any and all information that may be pertinent to the investigation. Upon completion of the investigation, if misconduct that violates this policy is found, PHC will take appropriate remedial measures and preventive action.
 - 5. PHC hopes you will take advantage of this complaint process so we can take steps to address and resolve your concerns. However, you may also bring your complaints to the California Department of Fair Employment and Housing or the Equal Employment Opportunity Commission. You can find contact information for these agencies in the phone book or on the Internet.
- F. No Retaliation
- 1. PHC prohibits retaliation for reporting perceived violations of this policy, requesting a reasonable accommodation, or participating in the investigation of a complaint. If you believe someone has violated this policy against retaliation, please notify us immediately as provided in "Reporting Complaints" above.

VII. REFERENCES:

A. N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Senior Director of Human Resources, Manager of Human Resources, Supervisors

X. REVISION DATES:

01/01/2020, 04/30/2020

PREVIOUSLY APPLIED TO:

N/A

Policy/Procedure Number: HR210		Lead Department: Human Resources	
Policy/Procedure Title: Working Out-of-Job Class		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 03/08/2004		Next Review Date: 03/23/2022 Last Review Date: 03/23/2021	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input checked="" type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney		Approval Date: 03/23/2018	

I. RELATED POLICIES: N/A

II. IMPACTED DEPTS:
A. Human Resources

III. DEFINITIONS: N/A

IV. ATTACHMENTS: N/A

V. PURPOSE:
To provide guidelines to Partnership HealthPlan of California (PHC) when requesting a Working Out-of-Job Class assignment for an employee who would assume full responsibility of another job description for an extended period of time.

VI. POLICY / PROCEDURE:
Working Out-of-Job Class – employees may be compensated for performing the duties of another position which is vacant in a higher job classification.

- A. Below are the appropriate procedures for requesting a working out-of-class assignment:
1. The request for a working out-of-job class assignment shall be submitted on a PAF to the CEO and the Senior Director of Administration for approval;
 2. The PAF must be filled out in advance and specify the beginning and ending date of the working out-of-job class assignment;
 3. The employee who is being considered for the working out-of-class assignment should meet all the qualifications of the vacant position;
 4. The duties of the employee working out-of-job class shall be specifically allocated to the requesting department and will require the duties be performed for a period of not less than 120 days;
 5. Working out-of- job class assignments will be viewed as a way to encourage growth and reward individuals for taking on greater responsibility;
 6. Any employee who qualifies and agrees to take on a working out-of-job class assignment will be compensated through a spot bonus, dollar amount based on CEO’s approval;
 7. Working out-of-job class assignments will be approved on a case by case basis to improve the operation and efficiency of PHC.
- B. PHC reserves the right to rescind a working out-of-class assignment at any given time due to the inability of the employee in the working out-of-class assignment to function at a higher level. The working out-of-class assignment shall not be considered a promotion.

VII. REFERENCES: N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE:

X. REVISION DATES:

07/27/2007, 01/28/2009, 03/07/2013, 3/23/2018

PREVIOUSLY APPLIED TO: N/A

Policy/Procedure Number: HR213			Lead Department: Human Resources	
Policy/Procedure Title: Job Descriptions			<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 05/11/2015		Next Review Date: 05/08/2021 Last Review Date: 05/08/2020		
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees	
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC	
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE	<input checked="" type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD		<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE
	<input checked="" type="checkbox"/> CEO	<input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney			Approval Date: 05/16/2019	

I. RELATED POLICIES:

A. N/A

II. IMPACTED DEPTS:

A. All Departments

III. DEFINITIONS:

A. N/A

IV. ATTACHMENTS:

- A. [Proposed Job Description Request](#)
- B. [Job Description Template](#)
- C. [Job Description Process Workflow](#)

V. PURPOSE:

To provide directors/managers with appropriate job description guidelines.

VI. POLICY / PROCEDURE:

- A. PHC Job Library
 - 1. All approved job descriptions are stored in the PHC Job Library located on PHC4Me.
 - 2. Only those job descriptions found in the PHC Job Library are available for use. Examples of use include employee reviews, hiring, promotions, etc.
 - a. Do not submit an Employee Requisition for hiring or a Personnel Action Form (PAF) recommendation for promotion until the job description is available in the PHC Job Library. All Employee Requisition/Promotion requests will be returned to submitter and directed to follow the Manage by Exception process (see Section B) if the job description is not available in the PHC Job Library at the time of receipt.
 - 3. In order to maintain the PHC Job Library, several job descriptions have been consolidated across the company for use by multiple departments. Changes to these consolidations are only allowed by following the Manage by Exception process. The changes would be permanent and would affect all positions across the company that are identified under that job description. Requests for a temporary change to a job description in the PHC Job Library is not allowed.
 - 4. Education requirements listed on a job description in the PHC Job Library are the minimum requirements. If something other than what is listed is desired, departments should evaluate the needs of their position and decide if another job description is a better fit. Several job descriptions have levels (I, II, III, Senior, etc.) that require varied education.

5. All departments must use the PHC Job Library. It is encouraged to use an existing job description in the PHC Job Library instead of requesting to create a new job description. However, unique positions not found anywhere else in the company may require creating a new job description. Any job descriptions not found on the PHC Job Library will need to follow the Manage by Exception process.

B. Manage by Exception Process

Requests to create a new job description should be made only after review of the PHC Job Library and determining that the new position is truly unique when compared to other positions across the company. Requests to edit a current job description in the PHC Job Library must follow this process:

1. Complete the “Proposed Job Description Request” form (attachment A). The requestor and department head must sign the form. Send the signed form and a draft of the proposed new job description (attachment B) to the HR Administrative Specialist at JDQresponse@partnershiphp.org.
2. All requests will be reviewed and compared to job descriptions in the PHC Job Library.
 - a. If another job description is determined to be similar, the request will be returned to the requestor with recommendation to use an existing job description in the PHC Job Library. In some situations, the recommendation may include consolidation of the two similar job descriptions to fulfill the needs of both departments. In these cases, both the department with the existing job description and the requestor will receive an email instructing them to work together on revising the job description to fit the needs of all parties.
 - b. If the request is for a truly unique job description not found in the PHC Job Library, the request and draft of the proposed job description will be sent through the approval workflow.
 - 1) The Senior Director of Human Resources reviews the job description, along with the request form.
 - 2) Upon review, the Chief Executive Officer (CEO) and, if applicable the Chief Operating Officer (COO), reviews and approves with signature on the job description as well as the request form.
 - 3) Upon denial, the request will be returned to the department head with reason for denial.
3. Approved requests will be assessed for grade assignment.
4. Once the job description is graded, it will be added to the Wage & Grade Table and PHC Job Library.
5. The requestor and department head will receive notification that the job description has been approved and is available in the PHC Job Library.

VII. REFERENCES:

A. N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Department Directors/Managers, CEO, COO, Senior Director of Human Resources, HR Administrative Specialist

X. REVISION DATES:

3/23/2018, 05/16/2019, 05/08/2020

PREVIOUSLY APPLIED TO:

N/A

Policy/Procedure Number: HR404		Lead Department: Human Resources	
Policy/Procedure Title: Performance Reviews		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 11/01/1993		Next Review Date: 03/01/2022 Last Review Date: 03/01/2021	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input checked="" type="checkbox"/> DEPARTMENT
Approving Entities:	<input checked="" type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney		Approval Date: 07/01/2019	

I. RELATED POLICIES:

- A. [HR206](#)
- B. [HR406](#)

II. IMPACTED DEPTS:

- A. All departments

III. DEFINITIONS:

- A. Direct Supervisor: Supervisor or above who is directly overseeing the employee’s performance.
- B. Direct Supervisor’s Manager: Manager or above who directly oversees the Direct Supervisor’s performance.

IV. ATTACHMENTS:

- A. [Merit Guidelines](#)

V. PURPOSE:

Partnership HealthPlan of California (PHC) believes that employees should receive regular formal performance reviews. A performance review is designed to be an objective, consistent, and fair way to gauge on-the-job duties, responsibilities, job performance, and contributions to PHC. The performance review will also provide a basis for determining possible merit pay increases (should funds be available), and to assist management in making other decisions, such as remediation or training, promotions, transfers, or dismissals.

This policy will provide guidelines to review, appraise, and improve the employee’s job performance and conduct, and to communicate goals and expectations for future job performance reviews. The policy will also provide expectations for employees on the performance review process.

VI. POLICY / PROCEDURE:

PHC normally conducts performance reviews at the following intervals: Introductory Reviews, Annual Reviews, and/or Transfer or Promotion Reviews. Reviews are documented and stored on PHC’s performance management system, WingSpan. PHC evaluates performance at all review intervals using PHC’s identified core competencies and the employee’s essential functions.

A. Introductory Reviews/90-Day Reviews

Employees who are new to the organization, or who have received a promotion or transfer, will receive an introductory review approximately ninety (90) days into their new position.

1. The Direct Supervisor will review and discuss the job description and expectations during the

introductory review.

2. If the employee's performance is determined unacceptable or unsatisfactory, then the employee's introductory period may be extended, or the employee may be terminated.
3. Below is the Introductory Review workflow through WingSpan:
 - 1) Direct Supervisor writes appraisal
 - 2) Direct Supervisor's Manager reviews appraisal
 - 3) Direct Supervisor schedules meeting with employee to discuss final appraisal

B. Annual Reviews/Focal Reviews

PHC conducts performance reviews annually on August 1.

1. Regular full-time and part-time employees, who have been in their position longer than ninety (90) days, are eligible to participate in the annual review process. Employees must have successfully passed their introductory period to be included.
2. Employees who have been employed less than ninety (90) days will participate in the annual review process in the following year. (See attached scenario)
3. All employees who participate in the annual review process will receive a pro-rated evaluation based on the length of time in their position or as of August 1, whichever is sooner. (See attached scenario)

C. Employees' overall performance score will determine their merit pay increase per the Performance Appraisal Merit Guidelines document. Additional increases must be submitted by the Department Director with final approval from the appropriate entities: Sr. Director of HR and CEO (when applicable) for the Southern Region; and Executive Director and COO for the Northern Region.

D. Below is the Annual Review workflow through WingSpan:

1. Employee writes self-appraisal
2. Additional reviewer input by regional leadership (Note: this step only applies to staff who are located in a separate office than their Direct Supervisor)
3. Direct Supervisor writes appraisal
4. Next-level management reviews appraisal (as applicable)
5. HR reviews appraisal
6. Direct Supervisor schedules meeting with employee to discuss final appraisal

E. Appraisal Forms

1. Annual appraisal forms include:
 - a. Individual Contributor appraisal form
 - i. Employees in a non-supervisory role
 - b. Management Staff appraisal form
 - i. Employees in a supervisory role, to exclude those identified in the Leadership Executive role
 - c. Leadership Executive appraisal form
 - i. Employees who are in a Department Head or Executive role
2. The Core Competencies framework is:
 - a. Designed to ensure that an individual is utilizing or developing the behaviors necessary to perform their job effectively
 - b. Used to support employee appraisals, development, recruitment, and selection
 - c. Used for monitoring and influencing performance as part of ongoing performance management and development.
3. The four competencies that have been identified are: Innovation; Team Work and Collaboration; Accountability; and Brand Ambassador. Within each competency, several characteristics have been

- identified. (For a complete list of the competencies and characteristics, view the appropriate competency list within the attachments of this policy.)
4. Essential Functions are established performance standards from the written job description, knowledge of employee's current job, promptness in completing assignments, cooperation, initiative, reliability, acceptance of responsibility, and other pertinent factors.
 - a. Individual Contributor appraisal form
 - i. The Essential Functions area is made up of Job Specific Responsibilities (JSRs) determined by the employee's Direct Supervisor.
 - b. Management Staff appraisal form
 - i. The Essential Functions area is made up of Supervision/Management of Team, Program/Process Oversight, and JSRs determined by the employee's Direct Supervisor.
 - c. Leadership Executive appraisal form
 - i. The Essential Functions area is made up of Management of Team, Departmental Operations, and Strategic Planning.
 5. Development Comments section: To notate areas to improve on, upcoming projects, trainings to take/and or consider, and long-term goals or career planning.
 6. Final Evaluation Comments section: To provide overall summary of the review year.
- F. Performance reviews are completed at the following intervals:
- A. Introductory Period – Reviews first ninety (90) days of employment in the new position. Launches after sixty (60) days from position start date.
 - B. Annual Review – Reviews performance from August 1 – July 31. Launch period is from August 1 through October 1.
 - C. When transferred or promoted to a new position (see Policy HR206 - *Job Posting, Transfers, and Promotions*).
- G. Appraisal Timeliness
- A. It is imperative for appraisals to be completed on time for all involved.
 - a. Employees who complete their self-appraisal by their due dates will receive 100% of their approved merit.
 - b. Employees who do not complete their self-appraisal tasks by their due dates will be subject to the following:
 - 1) Self-Appraisal forward to their Direct Supervisor "as is" at the time of forward.
 - 2) A .5% decrease from their approved merit score. For example, if an employee is approved for a 3.0% increase, it will be reduced to a 2.5% merit increase.
 - c. Supervisors who are past due on completing their appraisal tasks for their employees will be evaluated on their appraisal for that performance evaluation period.
 - d. If any employee has a task that is more than sixty (60) days past due, 100% of any approved merit may be forfeited for that performance evaluation period. Employee may also receive a corrective action.
 - e. Exceptions to these rules may be made by the CEO or Sr. Director of HR for extenuating circumstances.
- H. For an employee whose job performance is unacceptable, Directors/Managers should consult with HR to process the performance management/discipline procedure.

I. Leaves of Absence

- A. The employee's review date will remain the same, even if during a leave of absence, regardless of the amount of time on leave. The employee appraisal will be launched upon return.

VII. REFERENCES: N/A

VIII. DISTRIBUTION:

- A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Sr. Director of HR, Directors, Managers, Supervisors

X. REVISION DATES:

06/01/1998, 03/16/2007, 01/20/2009, 03/18/2013, 04/22/2015, 07/21/2015, 03/01/2019

PREVIOUSLY APPLIED TO: N/A

Policy/Procedure Number: HR407			Lead Department: Human Resources	
Policy/Procedure Title: Suspected Abuse or Neglect of Members			<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 09/21/2016		Next Review Date: 03/23/2022 Last Review Date: 03/23/2021		
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees	
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC	
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input checked="" type="checkbox"/> COMPLIANCE	<input checked="" type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD		<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE
	<input checked="" type="checkbox"/> CEO	<input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney			Approval Date: 03/23/2018	

I. RELATED POLICIES:

- A. [CMP-07](#)
- B. [CMP-09](#)
- C. [CMP-10](#)
- D. [CMP-21](#)

II. IMPACTED DEPTS:

- A. All departments

III. DEFINITIONS:

- A. N/A

IV. ATTACHMENTS:

- A. [Mandatory Reporting for PHC Professionals Acknowledgement Form](#)

V. PURPOSE:

The following policy will provide guidelines for all PHC staff who suspect abuse or neglect of members, and summarizes the mandatory requirements that pertain to licensed health care professional staff.

VI. POLICY / PROCEDURE:

- A. Partnership HealthPlan of California (PHC) compliance standards apply to all staff, including licensed health care professionals. These are described in policies CMP-7, CMP-9, CMP-10, and CMP-21, among others.
- B. Mandatory Reporting within scope of PHC employment
 - 1. Certain licensed health care staff, including nurses, physicians, psychologists, and social workers have a legal responsibility to report certain suspected activities to law enforcement authorities for investigation. This includes:
 - a. Suspected child neglect or abuse (CA Penal Code Section 11164-11174.3)
 - b. Elder neglect or abuse (CA Welfare and Institutions Code 15630-15632)
 - 2. Human Resources will remind new employees who are licensed health care professionals of their mandatory responsibility to report, distribute a copy of this policy and retain a copy of the signed acknowledgment in their personnel file.
 - 3. A PHC employed licensed nurse, psychologist, physician, or social worker, or other licensed health care professional who contacts a patient directly, may, in the course of these activities, become aware of a condition carrying a mandatory reporting requirement. This is distinguished from hearing about activity indirectly, not involved in direct patient contact (through third parties, mass media,

- social media, and medical record review for by review of claims or quality activity).
4. In all cases where a licensed health professional employed by PHC becomes aware (in the course of their employment activities at PHC) of any activity that would require mandatory reporting to an outside agency, the case should, at the least, be reported to and discussed with their department director, and potentially escalated to the Senior Director of Health Services or the Chief Medical Officer for consultation and review.
 - a. The PHC Director may submit a report of the activity to the required agencies (as permitted by the statute above) and/or
 - b. The employed licensed professional may submit the report as an individual professional.
 5. This policy does not apply to situations that occur outside those involving the professional's role within their PHC employment. In those cases, the individual should exercise their independent clinical judgment.
- C. Mandatory Reporting Requirements outside scope of PHC employment
1. Although Mandatory Reporting requirements exist for other conditions, the legal requirements of these would generally limit reporting requirements to health care professionals involved with direct patient care, and thus not apply as a legal requirement to PHC staff. These include:
 - a. Domestic partner abuse (requires physical exam evidence by reporter) (CA Penal Code Section 11160-11163.6)
 2. Threat to self or others (CA Welfare and Institutions Code 5150 and Civil code 43.92). Nonetheless, if a health care professional at PHC suspects any of the above conditions, they should report this to their department director for advice. In addition, physicians have a responsibility to report to public health authorities certain conditions: illness due to pesticide exposure, many reportable infectious diseases, lead poisoning, birth and death certificate data, etc. In general, this applies to the health care professional treating the patient, so would not apply to PHC Medical Directors. For details on the many reporting requirements of physicians involved in direct patient care, see the California Medical Association's Medical Legal Library.
 3. PHC Medical Directors are encouraged to remind treating clinicians of mandatory reporting responsibilities, if relevant to the circumstance.
- D. Danger of Member
1. If any PHC employee becomes aware, in the course of their employment at PHC, of a situation that they believe places a member in danger, they should consult their department director for advice.
 2. Potential responses, depending on the activity, that may be required by PHC:
 - a. Emergency law enforcement activity (may include "health and safety checks").
 - b. Emergency contact of a local County Crisis Unit (part of specialty mental health in some counties).
 - c. Referral to CMO for emergency quality or credentialing action or emergency notification of a hospital chief of medical staff, supervising medical director, or the Medical Board of California.
 - d. Referral of the case as a "Potential Quality Issue" (PQI) to the regional peer review nurse (see policy for the referral form) for investigation of potential quality of care issues.
 - e. Consultation with PHC legal consultants.
 - f. Discussion of situation by senior PHC leaders.
 3. Emergencies: If the employee judges that emergency action (within minutes) is required for the safety of the member, that employee should first call 911 or take the appropriate emergency action, and then contact their supervisor and department director immediately afterwards to make them aware of this emergency activity. The Senior Director of Health Services and CMO (or their designee if out of mobile phone range), are available at all times to discuss emergencies involving member safety.

VII. REFERENCES:

A. N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Directors, Managers, Supervisors,
Human Resources

X. REVISION DATES:

3/23/2019

PREVIOUSLY APPLIED TO:

N/A

Policy/Procedure Number: HR504		Lead Department: Human Resources	
Policy/Procedure Title: Overtime		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 11/01/1993		Next Review Date: 03/23/2022 Last Review Date: 03/23/2021	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input checked="" type="checkbox"/> DEPARTMENT
Approving Entities:	<input checked="" type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney		Approval Date: 03/23/2018	

I. RELATED POLICIES:

A. [HR501](#)

II. IMPACTED DEPTS:

- A. Administration
- B. Claims
- C. Finance
- D. Health Services
- E. Human Resources
- F. Information Technology
- G. Member Services
- H. Provider Relations

III. DEFINITIONS: N/A

IV. ATTACHMENTS: N/A

V. PURPOSE:

To provide Directors/Managers/Supervisors with appropriate guidelines for overtime scheduling.

VI. POLICY / PROCEDURE:

- A. When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. Notification will be given as far in advance as possible. All overtime worked must be approved in advance by your supervisor. Department Directors/Managers must have prior approval from the Executive Director for all overtime. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.
- B. Overtime compensation is paid to all non-exempt employees in accordance with federal wage and hour requirements. As required by law, overtime pay is based on actual hours worked. Time off for PTO, CL (if applicable), holiday, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.
- C. Overtime is paid to non-exempt employees for hours worked in excess of forty (40) hours in a week (Sunday through Saturday). The workweek begins each Sunday at 12:01 A.M. Partnership HealthPlan of California's (PHC) window for beginning a workday and ending a workday is three (3) minutes. (See Timekeeping – Non Exempt Policy, HR501).

VII. REFERENCES: N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: All Employees, Directors, Managers, Supervisors

X. REVISION DATES:

01/28/2005, 04/20/2012, 03/28/2013, 3/23/2018

PREVIOUSLY APPLIED TO: N/A

Policy/Procedure Number: HR508		Lead Department: Human Resources	
Policy/Procedure Title: Compensation		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 08/29/2017		Next Review Date: 06/01/2021 Last Review Date: 06/01/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input checked="" type="checkbox"/> DEPARTMENT
Approving Entities:	<input checked="" type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney		Approval Date: 11/14/2019	

I. RELATED POLICIES:

- A. [HR203](#)
- B. [HR404](#)
- C. [HR505](#)

II. IMPACTED DEPTS:

- A. All Departments

III. DEFINITIONS:

- A. N/A

IV. ATTACHMENTS:

- A. [Scenarios](#)
- B. [Promotion/Equity Request Form](#)
- C. [Career Laddering](#)

V. PURPOSE:

To provide guidelines on the procedure to follow when determining salaries for new hires, promotions, and demotions, and the organization's wage and grade salary structure. Human Resources (HR) is responsible for the development, administration, and maintenance of the Partnership HealthPlan of California (PHC) compensation program. These responsibilities include assignment of proposed new jobs to salary grades, reassignment of existing jobs to salary grades, preparation and maintenance of job descriptions, review and approval of pay adjustments, maintenance, and updates to pay structures.

VI. POLICY / PROCEDURE:

A. Executive Compensation

The Chief Executive Officer's (CEO) compensation will be established by the Board of Directors.

B. Salary Structure Adjustment

1. The salary structure should be reviewed on a regular basis to continue to reflect market competitiveness. The salary structure updates are designed to relieve any upward pressure on range minimums, midpoints, and maximums that may impede the ability to attract, motivate, and retain the workforce. Wage and Grade table adjustments will be applied to the salary schedule annually, using the Bureau of Labor Statistic Wage Index. In the event of a wage index decrease, salaries and grade ranges will not typically decrease, but final determination will be at the discretion of the CEO.

2. Staff compensation will be reviewed periodically by the CEO with the Senior Director of Human Resources' guidance using external market data analysis. All employees should have a pay rate equal to or greater than the pay grade minimum and may be paid anywhere within the range of the grade. All positions are assigned a pay grade and approved by the CEO with recommendations from the Senior Director of Human Resources. A position must fit within a current pay grade, as no new pay grades will be created. The following factors are considered with position classification: the job's scope against other jobs in the same discipline, available market data, appropriate title identification, exemption status, and pay rate.
3. Approved adjustments to salaries are applied in the following order:
 1. Equity adjustments to minimum of grade
 2. Merit award
 3. Promotion award
 4. Any applicable non-standard increase

Adjustments can be requested at any time but are not discussed with the employee until all approvals have been received and notification has been provided from HR.

C. Initial Wage

1. A new employee's initial pay should be set in consideration of the candidate's qualifications as defined by knowledge, skills, efforts, responsibilities, training, education, abilities, the pay of other similarly employed individuals, the pay and pay scales of supervised employees, and possible external market factors.
2. The initial wage should be set between the minimum and midpoint of the salary grade based on experience, training, skills, and responsibilities. Beginning salaries for new employees should not be set at a rate greater than the salaries of existing employees with equivalent qualifications and experience within the same job title. Should a salary range change or a grade change of the position occur, any non-standard increases should be considered at the normal performance review date. Any exceptions to this policy must be reviewed and approved by the Senior Director of Human Resources and CEO.

D. Promotion

1. A promotion occurs when an employee changes positions and experiences a change to a higher salary grade with more responsibilities. Staff that promote one or more grades are generally eligible for a promotion increase to the minimum of the new grade, or up to 5%. Promotions can occur at any time but are not announced until all approvals have been received and notification has been provided from HR.
2. All increases will be determined by HR using the following as considerations for review: skills, experience, education, training, current salary, internal equity, and external market factors. After HR review of the above considerations, in some cases an increase may need to be less than or greater than the standard 5% promotion increase.
3. If the current salary of the promoted employee is higher than the midpoint of the new grade, an increase might not be approved or the promotional increase may be capped. If the merit or prorated merit and promotion increase does not equal to an amount that is at least at the minimum of the new grade, then equity will be considered.
4. When an employee is promoted, their merit increase will be prorated and given at the time of the promotion.
5. If an evaluation has occurred within the past 90 days, it will not be necessary to complete a new evaluation form. HR will use the merit score from that form for prorated calculations.

6. If a promotion is being given to an employee during the annual review process, the standard merit increase is calculated first and then promotional increase will be determined.
7. If an employee is promoted and received an increase, and later returns to the lower grade, their salary will be assessed at the time of the change and could result in a decrease.
8. When an employee is promoted, the employee's promotion date will be used to calculate the proration amount during the August 1 performance review date.
9. Should a salary range change or a grade change of the position occur, any non-standard increases will be considered at the normal performance review date.
10. Non-standard increases will be considered by the CEO as recommended by the Senior Director of Human Resources. Requests must be made using the Promotion/Equity Justification Request form.

E. Lateral Transfer

1. A lateral transfer occurs when an employee transfers to another position in the same salary grade as the position previously occupied. In such cases, the employee is usually not eligible for a pay increase at the time of such transfer. However, the employee will be eligible for a prorated evaluation. If an evaluation has occurred within the past 90 days, it will not be necessary to complete a new evaluation form. When an employee is transferred, the employee's transfer date will be used to calculate the proration amount during the August 1 performance review date.

F. Demotion

1. A demotion occurs when an employee is transferred to a position in lower salary grade due to reorganization or performance issues. A demotion also occurs when an employee voluntarily accepts a position in a lower salary grade than the position occupied. In the case of demotion, salary will be assessed at the time of the change and if the change in grade and job responsibilities are changed significantly, a change in salary may be necessary.

G. Minimum Grade Adjustment

1. An equity adjustment of base pay may be made to ensure employees are paid at least equal to the pay grade minimum. If an equity adjustment is made to employees below the minimum of the grade, the adjustment will be effective at the time of the new Wage and Grade Table effective date. Minimum grade adjustments will be made to the base pay before any merit pay is awarded.

H. Lump Sum Merit Payout

1. The Lump Sum Merit Payout (LSMP) is for those employees who meet or exceed the maximum range of the pay grade. Should the budget allow, and when eligibility requirements have been met, employees may receive an LSMP in lieu of salary increase.
2. Staff are eligible for LSMP when the following requirements are met:
 - a. Current compensation has reached the maximum of the range for the pay grade and employee has received a merit increase as a result of their performance evaluation.
 - b. For employees at the maximum of the pay grade, he/she may be eligible to receive merit pay or a percentage thereof in a lump sum twelve (12) months after the performance evaluation due date. The LSMP will be based on the prevailing rate of pay at the time of payout and the evaluation score received in the prior year.
 - c. For employees whose merit increase results in exceeding his/her pay grade maximum, the employee will receive a partial increase to reach the maximum of the grade. The remaining percent of the merit increase will be paid in lump sum payment twelve (12) months after the performance evaluation due date. (See Scenario attachment.)
 - d. If an employee's salary is below the maximum pay grade times the proposed merit, the

employee will be eligible for the difference between the two amounts. (See Scenario attachment.)

- e. If an employee's current salary exceeds the maximum of their grade times the proposed merit, the employee is not eligible for an LSMP. (See Scenario attachment.)
- f. If an employee separates from PHC prior to LSMP payout date, no LSMP will be paid.
- g. All LSMPs will be taxed at the current applicable federal and state rates.

VII. REFERENCES:

A. N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Supervisors, Managers, Directors

X. REVISION DATES:

08/17/2005, 03/17/2009, 09/26/2013, 01/24/2019, 03/25/2019, 06/13/2019, 10/17/2019, 06/01/2020

PREVIOUSLY APPLIED TO:

N/A

Policy/Procedure Number: HR509		Lead Department: Human Resources	
Policy/Procedure Title: Bilingual Standards and Compensation		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 08/25/2004		Next Review Date: 12/4/2021 Last Review Date: 12/4/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney		Approval Date: 1/7/2021	

A. **RELATED POLICIES:** N/A

II. **IMPACTED DEPTS:**

A. All departments

III. **DEFINITIONS:** N/A

IV. **ATTACHMENTS:** N/A

V. **PURPOSE:**

To provide guidelines and procedures for Partnership HealthPlan of California’s (PHC) Bilingual Standards and Compensation Program.

VI. **POLICY / PROCEDURE:**

A. Procedures for Administration of Bilingual Examination Process

1. An employee whose position responsibilities require regular and frequent use of bilingual skills will be tested as outlined below:
 - a. Following the selection of the final candidate for the position, the Human Resources HR Department will schedule the pre-employment bilingual examination through the approved vendor.
 - b. HR will retrieve the exam results from the vendor and notify the hiring Department Director of the outcome of the exam. The bilingual Exam certification shall be maintained in the candidate’s personnel file. This certification certifies the candidate’s ability to converse in the second language.
 - c. The exam rating PHC will consider as passing is Advanced Low or higher.
 - d. Upon successful completion of the exam, HR will notify the hiring department to coordinate a job offer. HR will contact the potential candidate to offer the position.
 - e. Upon unsuccessful completion of the exam, HR will notify the hiring Department Director and inform the potential candidate that based on exam results they did not pass the bilingual exam and the position is not being offered.
 - f. HR will coordinate with the hiring department prior to making a second selection from the pool of qualified candidates. The pre- exam procedure will be repeated.

B. Re-Testing

1. Candidates who fail the bilingual examination may apply immediately for another position that does not require bilingual skills or re-apply and re-test for a bilingual position after a six (6) month period.

C. Re-Certification for Existing Employees

1. Employees working in a position that requires regular and frequent use of bilingual language skills will be issued the bilingual examination at least once annually for recertification.
2. HR will notify the employee and the department director the month before their hire date anniversary to schedule the exam recertification.
3. Exam results will be shared with the employee, department director and saved in the employees learning management profile.

D. Bilingual Compensation:

1. An employee whose position responsibilities require regular and frequent use of bilingual language skills is eligible for a bilingual pay differential.
2. PHC shall provide a bilingual payment of \$40.00 per pay period where the position is designated as requiring skills, after successfully passing the bilingual skills exam.
3. PHC shall provide a bilingual payment of \$55.00 per pay period for the Certified Trainer.
4. No bilingual payments will be made for employees on Leave of Absence (LOA).

VII. REFERENCES:

- A. Cultural & Linguistic Program Description

VIII. DISTRIBUTION:

- A. PowerDMS

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Human Resources

X. REVISION DATES: 10/25/2007, 03/28/2013, 06/01/2018, 12/04/2020

PREVIOUSLY APPLIED TO: N/A

Policy/Procedure Number: HR512		Lead Department: Human Resources	
Policy/Procedure Title: Mileage Reimbursement		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 03/11/2013		Next Review Date: 06/07/2021 Last Review Date: 06/07/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney		Approval Date: 03/23/2018	

I. RELATED POLICIES:

A. [HR506](#)

II. IMPACTED DEPTS:

A. All Departments

III. DEFINITIONS: N/A

IV. ATTACHMENTS: N/A

V. PURPOSE:

The following policy will provide Partnership HealthPlan of California (PHC) employees with the appropriate guiding principles regarding mileage reimbursement for traveling for company business and teleworking.

VI. POLICY / PROCEDURE:

- A. For business needs that require employees to work away from his or her regular work site, PHC will reimburse mileage to employees at the IRS standard mileage rate used to calculate the deductible costs of operating an automobile for business in place at the time of travel. Travel to and from the central worksite and an employee's home will not be reimbursable. Central worksite location will be assigned and approved by the department director and Human Resources (HR).
1. Telework and non-telework employees will not be reimbursed mileage for any travel to the central worksite from their home and back.
 2. For off-site visits from the teleworker's home, PHC will reimburse the use of privately owned vehicles on actual mileage, to the nearest mile, less the number of miles required to drive from the teleworker's residence to the central worksite, and back again, on a single day.
 3. All employees must use the mileage app in Concur to calculate mileage. If traveling from home to airport for company business, deduct your usual mileage from home to work and record any remaining mileage to the airport.
 4. If traveling to a business meeting from home, deduct your usual mileage from home to work and record any remaining mileage to the meeting.
 5. If attending a business meeting and you leave from the central worksite, record mileage from the central worksite to meeting location.
 6. Reimbursement for approved expense reports will be processed by Accounts Payable within two weeks of the expense request being approved by the employee's direct supervisor.

VII. REFERENCES: N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Directors, Accounts Payable,
Human Resources

X. REVISION DATES: 03/23/2018, 06/07/2020

PREVIOUSLY APPLIED TO: N/A

Policy/Procedure Number: HR514		Lead Department: Human Resources	
Policy/Procedure Title: Employee Growth & Career Development		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 08/25/2014		Next Review Date: 10/29/2021 Last Review Date: 10/29/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input checked="" type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: <i>Liz Gibboney</i>		Approval Date: 11/14/2018	

I. RELATED POLICIES:

- A. [HR506](#)
- B. [CMP28](#)

II. IMPACTED DEPTS:

- A. All departments

III. DEFINITIONS:

- A. Conferences: an off-site educational and/or business event. This term will be used to describe all off-site conferences, meetings, committees, workshops, seminars, and trainings. This will also cover any meeting, seminar, training, etc. that requires a registration fee.
- B. Business meetings: approved attendance at various work groups, committees, or other meetings where attendee is representing PHC in an official capacity. Typically does not require a registration fee.
- C. Department head: the employee responsible for their department budget and ultimately accountable for the overall success of their department. For further explanation, see policy HR214 for leveling criteria.
- D. Major conference: conference whose total cost (registration fee, travel, lodging, etc.) is greater than \$1,500.00, out-of-state, and/or longer than three (3) days.

IV. ATTACHMENTS:

- A. [Education & Travel Request Form and Instructions](#)
- B. [Tuition Reimbursement Approval Form](#)
- C. [Conference Summary Template](#)
- D. [Chart of Authority](#)

V. PURPOSE:

Partnership HealthPlan of California (PHC) believes that employees should have the opportunity to improve job performance and stay abreast of industry trends, through continuing education, training and development, and networking with industry peers. PHC provides the opportunity for employees to develop and/or enhance their professional skills and to assist them with their career development goals.

The following policy will provide staff with the appropriate guiding principles regarding employee growth and development.

VI. POLICY / PROCEDURE:

PHC will educate and train employees through a variety of approaches (depending on company/departmental budget); including orientation sessions, in-service activities, continuing education, and externally offered

conferences. These activities will be provided or supported on the basis of operational goals and objectives and the mutual benefit of the employee and employer.

A. Conferences and Business Meetings (defined above):

1. Conference Approval:
 - a. Conferences will be considered after all in-house resources have been explored.
 - b. Must be job-related or fall into an approved career path.
 - c. Department representatives may attend conferences based on organization need and through approval.
 - d. Any major conference (as defined in Section III, D) request requires CEO approval, prior to registration.
 - e. Department heads may allocate their conference budget based on department need, but must consider their budget, costs, and approvals per the Chart of Authority (attachment D). Fiscal budgeted amounts, per department, are based on the following criteria and automatically added during the fiscal year budget process. If more than the allotted amount is needed, justification is required for CEO approval.
 - 1) Chiefs/Sr. Directors: \$5,000.00
 - 2) Directors/Associate Directors: \$3,000.00
 - 3) Managers: \$2,000.00
 - 4) Supervisors: \$500.00
 - 5) All Staff: \$100.00
 - f. Justification and CEO approval, is required for sending more than one (1) PHC representative to conferences as travel budgets are limited and costs can be controlled by planning efficiently. If more than one (1) employee is approved to attend the same conference, effort should be made to obtain a group discount on the registration fee, if such a discount is available.
 - g. Effort should be made to take advantage of early registration rates, if such discount is available.
 - h. All of the above mentioned activities may be considered on a case-by-case basis. CEO has the authority to overturn any approvals. Exceptions to conference limitations may be considered by the CEO for CA Association of Health Plans Annual Conference.
 - i. HR reserves the right to verify attendance of all conferences. Staff who register for a conference but don't attend will not be reimbursed and/or will face possible disciplinary action, up to and including termination.
2. Travel/Education Request:
 - a. All requests must be submitted on an approved Travel/Education Request by their Department Head to Training and Development, **at least 3 weeks prior** to registering/booking.
 - b. It must be stipulated on the Travel/Education Request, if the request is a conference or business meeting.
 - c. All conferences or business meetings that require flight and/or lodging must have prior approval (of at least three weeks) and in accordance with the Chart of Authority.
 - d. All Travel/Education Requests will follow the policy workflow (attachment A).
3. Travel Arrangements:
 - a. Travel arrangements can be made by the Executive Assistant, Department Administrative Assistant, or conference attendee.
 - 1) Air Travel
 - a) All air travel should be reserved and planned at "economy," "tourist," or "coach" fares, unless authorized to travel at level(s) higher as indicated below:
 - i. The employee is required to travel at night due to conference start time.
 - ii. The higher fare is equivalent to the daytime "coach" fare.
 - iii. The employee is receiving an upgrade through their own individual points/awards

- program, which results in no additional expense to PHC.
 - iv. Other personal or business reasons which the CEO may approve as necessary.
 - b) PHC will reimburse up to one (1) checked-in bag when checked-in baggage fees are not included.
 - c) PHC will reimburse for Early Bird Check-In
 - d) Frequent flyer discounts and mileage programs; employees who are members of frequent flyer or mileage programs may elect to use their individual points, miles, or other benefits earned while on PHC travel. Additionally, employees may use these programs to upgrade their travel accommodations as long as there is no increased cost to PHC.
 - e) When planning and scheduling air travel, employees should consider the following as opportunities for potential savings:
 - i. Plan ahead; schedule the flights as far ahead as possible to take advantage of lower fares, with consideration for nonrefundable tickets and the potential that the trip could change.
 - ii. When feasible, consider traveling at off hours or using Saturday night or weekend stay over to lower fares. Note that when this can be done to save airfare dollars, PHC will pay the additional lodging costs incurred if the net cost is equal or lower. CEO approval is required for these itinerary changes.
 - iii. Indirect routing versus direct routing; in some situations and with some carriers it may be significantly less expensive to take an indirect route with only a slight time inconvenience for the traveler.
 - iv. Departure and destination airports; in some situations it may be less expensive to use an alternate airport and only incur a slight difference in ground transportation time. An example is flying from Oakland or San Jose instead of Sacramento or San Francisco.
 - v. When traveling shorter distances (100 to 200 miles), consider the cost and time involved with driving, versus the cost of flying and then acquiring a rental car, especially when more than one traveler is involved.
 - f) Travel extensions and indirect routing; employee may, for personal purposes, use indirect flights, Saturday night stay overs, and stopovers to or from business destinations, or extend authorized business trips for personal reasons. When these itinerary changes require more time than the scheduled business trip, employees must be traveling on weekend or holiday time or be in a vacation status. The department head or direct report (whichever is higher) has approval authority for these itinerary changes as long as they take place in advance of the travel. Employees must certify that these changes will not result in any additional cost to PHC, or be required to reimburse PHC for the higher costs.
- 2) Lodging:
 - a) PHC will reimburse out-of-town lodging for conferences of two (2) or more days with a greater than 60 mile radius from PHC (Lodging for one (1) day conferences may be approved for greater than 100 miles radius from PHC.), unless there is a compelling business need with approval by the CEO or COO on a case-by-case basis.
 - b) Employees are encouraged to stay at the conference hotel. If staying at an alternate location, justification and approval by the CEO or COO is required prior to booking.
 - c) If alternate arrangements are made, it is encouraged to book within walking distance of conference site.
 - 3) Meals:
 - a) Meals will be reimbursed per policy HR506, Employee Reimbursement for Employee

Growth & Career Development.

- 4) Auto Rentals & Mileage:
 - a) If traveling to a conference or airport for company business and you leave from work or home, deduct your usual mileage from work to home and record any remaining mileage to the conference or airport.
 - b) Rental cars may be allowed only if least expensive mode or distinct business purpose.
 - c) If a rental car is the least expensive mode of transportation, PHC will only reimburse for compact size or less. Upgrades are only allowed if there is no increased cost to PHC, or if there is a business need with prior approval from the COO or CEO. Rental car or other transportation is for business purpose only, not for personal use.
 - d) Employees should plan for their own individual insurance policies to cover them in rental car situations. If uncertain, employee should review their insurance policy prior to travel to ensure coverage. Optional insurance coverage will not be approved as a necessary expense.
4. After the conference:
 - a. If submitting a request for reimbursement, attendee must attach a copy of the approved Travel/Education Request, along with all substantiating documentation (please see policy HR506).
 - b. Attendees are expected to attend the conference and, if attended a multi-day or major conference must provide a summary report upon return with their reimbursement request (see attachment C for template).
 - c. Except in the case of extenuating circumstances, staff who register for a conference but don't attend will not be approved for future travel and/or will face possible disciplinary action, up to and including termination.
 - d. In order to update employee files, a copy of the conference certificate should be submitted to Training & Development.

B. Guidelines for Trainings through the Learning Management System (LMS):

1. Mandatory Trainings:
 - a. Partnership HealthPlan of California requires mandatory training for all employees on such topics as Employee Onboarding, Compliance, Fraud Waste and Abuse, Sexual Harassment (Management Staff only), etc. Mandatory training and other agency requirements are listed with specific due dates on the employee's training plan.
 - b. All mandatory training is expected to be completed on or before the "required by" date and should be done during the employee's scheduled work hours. Employees will be paid their regular rates. Non-exempt employees must obtain prior written approval from their supervisor if training time will require overtime pay. Exempt employees may complete the training outside their regular scheduled hours, at their discretion, but will not receive any additional compensation or time off.
 - c. Timely completion of training may be part of an employee's performance evaluation. Employees may not be eligible for raises, promotions, or other compensation until all required training is completed. Completion of required trainings does not guarantee raises, promotion, or other compensation or in any way alter the "at will" status of employment.
2. Recommended Trainings:
 - a. From time to time an employee's direct manager may recommend or assign specific trainings as a performance improvement activity or as part of an employee's professional development plan. If training is assigned, the employee's direct manager is expected to allow training time within normal work hours. If training is recommended, but not required by the direct manager, it is expected that the training will be completed on the employee's personal time.

3. Elective Training:
 - a. PHC's LMS provides a library of professional courses on a variety of professional topics. Employees may, at their own discretion, take online courses for continuing education credit, for professional development, or personal interest at no cost. Employees choosing to take online courses at their own discretion, as electives, should do so on their own time and will not be compensated for their time.

- C. Star 12 Membership Trainings:
 1. Guidelines:
 - a. Employee must receive approval through the Department Head.
 - b. Employees are allowed to attend three (3) in person seminars per membership year, with Department Head approval. After three (3) seminars, additional approval is required by the CEO or COO.
 - c. Employees are allowed to attend unlimited webinars, with Department Head approval.
 - d. Employees who attend webinars, must follow the same recommended or elective training guidelines as stated in section B, "Guidelines for Trainings through the LMS."
 - e. Training & Development is responsible for tracking and coordinating all Star 12 webinars and seminars.
 - f. Employees must provide Training & Development with a copy of all training certifications received.
 2. Payment Process for Star 12:
 - a. All Star 12 training requests must be made through Training & Development and paid through the PHC purchasing process.
 - b. Training hours will be compensated as hours worked in accordance with applicable federal and state wage and hour regulations.
 - c. All Star 12 requests must have the appropriate signatures before submitting to Finance.
 - d. Reimbursement for approved expense reports will be processed with the normal AP check runs.

- D. Tuition and Certifications:
 1. Guidelines for Tuition and/or Certification requests:
 - a. Employee must be a regular full-time employee and have completed six (6) months of continuous employment.
 - b. Employee must take a job-related course, relevant to current job responsibilities or planned career progression.
 - c. Courses qualifying for reimbursement must be completed in an accredited educational institution. College, university, and business college courses are qualified under this program.
 - d. Prior to enrollment of courses, employee must complete a Tuition Reimbursement Approval Form (attachment B), obtain Director/Manager's signature, and turn into Training & Development for pre-approval. Form must be signed by Director/Manager and Training & Development.
 - e. PHC will reimburse according to policy HR506.

- E. Continuing Education for Licensure Renewals:
 1. Guidelines for Continuing Education for Licensure Renewals:
 - a. Employee must be a regular full-time employee; part-time employees (working less than 32 hours/week) may have license renewal on a prorated basis, based on the percentage of full-time of their usual schedule.
 - b. Continuing education and/or license is required to perform job duties.

- c. Continuing education will be compensated as hours worked in accordance with applicable federal and state wage and hour regulations.
- d. Prior to enrollment, employee must complete a Tuition Reimbursement Approval Form (attachment B) for all applicable continuing education units, obtain Director/Manager's signatures, and turn into Training & Development for pre-approval. Form must be signed and dated by Director/Manager and Training & Development.
- e. Continuing education units must not exceed the maximum reimbursement allowance and must be an approved course as outlined on the Board website as it pertains to each specific license. Training & Development will track completion.
- f. Copy of license to remain in employee's personnel file.

F. Reimbursement:

- 1. See policy HR506 for Employee Reimbursement.

VII. REFERENCES: N/A

VIII. DISTRIBUTION:

- A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE:

X. REVISION DATES: 07/08/2015, 10/29/2018

PREVIOUSLY APPLIED TO: N/A

Policy/Procedure Number: HR515			Lead Department: Human Resources	
Policy/Procedure Title: Relocation & Moving Expenses			<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 06/01/2015		Next Review Date: 03/23/2022 Last Review Date: 03/23/2021		
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees	
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC	
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD		<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE
	<input checked="" type="checkbox"/> CEO	<input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney			Approval Date: 03/23/2018	

I. RELATED POLICIES:

A. N/A

II. IMPACTED DEPTS:

- A. Administration
- B. Claims
- C. Finance
- D. Health Services
- E. Human Resources
- F. Information Technology
- G. Member Services
- H. Provider Relations

III. DEFINITIONS:

- A. Home Residence: A house, apartment, condominium, houseboat, house trailer, or similar. It does not include other homes owned or kept up by employee or members of employee's family. It also does not include a seasonal home, such as a summer beach cottage.
- B. Household Member: Anyone who has both employee's former and new address as his or her home.
- C. Personal Effects: Includes but is not limited to movable personal property that the taxpayer owns and frequently uses.

IV. ATTACHMENTS:

- A. Employee Relocation & Moving Expenses Agreement

V. PURPOSE:

The purpose of this policy is to establish guidelines for payment and/or reimbursement of relocation and moving expenses incurred by existing and potential PHC employees as a recruiting and retention incentive.

VI. POLICY / PROCEDURE:

PHC aims to recruit and retain the best qualified candidates. PHC will reimburse certain relocation expenses when candidates must move their residence to work at PHC. This includes employees transferring from one office to another provided they meet all of the eligibility requirements.

A. Eligibility Criteria

1. Employee's new main job location must be at least 50 miles farther than their former residence was to their old main job location.
2. Employee's old residence must be at least 50 miles from employee's new main job location.

3. Relocation agreement, including the maximum allowance, must be negotiated prior to employment, approved by CEO or designee, and must be included in the offer letter of employment.
 4. Employee must sign an agreement prior to receiving any relocation benefits.
 5. Reimbursable moving expenses must be incurred within 1 year from the employee's date of hire, unless the employee can prove that circumstances existed preventing the move within that time. (i.e. Employee delayed the move for 18 months to allow their child to complete high school.)
 6. Employee must have or will work full time as an employee for at least 39 weeks in the first 12 months after moving expenses are incurred.
- B. Reimbursable expenses
1. Reimbursable expenses must be reasonable, related directly to the relocation, and will only be reimbursed for the employee and members of the employee's household who will move from the former home to the new home.
 2. House hunting trips are considered discretionary and the CEO will determine if it is in PHC's best interest to reimburse travel expenses for one round trip for employee and spouse to locate housing once an offer has been accepted. The purpose of the house hunting trip is to reduce the overall costs to PHC for the relocation.
 3. Mileage associated with travel by car from a former home to a new home is considered a reasonable expense and can be reimbursed at the current IRS rate or actual expenses for gas and oil if records are kept, but not both mileage and gas.
 4. General repairs, maintenance, insurance, or depreciation of a personal vehicle are not considered reasonable expenses.
 5. Travel expenses including cost of transportation and lodging for employee and members of employee's household while traveling from the former home to the new home, including expenses for the day of arrival, based on the shortest and most direct route available by conventional transportation can be reimbursed.
 6. The cost of only one trip to a new home is considered a reasonable expense.
 7. Meals in transit are not reimbursable.
 8. Additional expenses for side trips during or stopovers for personal reasons cannot be considered as a reasonable expense.
 9. Parking fees and tolls are reimbursable.
 10. The costs of packing, crating, and transporting employee's household goods and personal effects and those of the members of employee's household from the former home to the new home can be reimbursed.
 11. Storage of household goods and personal effects within any period of 30 consecutive days after the day employee's things are moved from the former home and before they are delivered to the new home can be reimbursed.
 12. Cost of shipping a car or household pets to a new home from a former home can be reimbursed.
 13. Cost of connecting or disconnecting utilities caused by a move of household goods, appliances, or personal effects can be reimbursed.
- C. Position Criteria
1. Officers may be eligible for reimbursement for all reasonable and customary expenses for the moving of household goods; reimbursement for reasonable personal expenses related to the move of the family; and reimbursement for reasonable expenses for one trip to search for housing.
 2. Senior Directors and Directors are eligible for reimbursement for the same expenses as Officers, limited to a maximum total reimbursement of up to \$5,000.00. Other cases will be evaluated as needed and approved by the CEO or designee, when appropriate.
- D. Reimbursement process
1. All reimbursements for relocation expenses must be approved by the CAO and CEO.
 2. All reimbursable expenses must be properly documented with receipts/third party invoices, bills, or

statements detailing the expenses.

3. All reimbursable expenses that do not meet the IRS's definition of "deductible moving expenses" will be included as earned income and subject to Federal, State, and Medicare withholding. The tax burden of these taxes is the responsibility of the employee.
4. Relocation expense reimbursement is considered a loan, forgivable after the completion of one year of employment with PHC. Otherwise, the reimbursement may be voluntarily deducted by payroll deduction from wages payable at the time of separation from employment, or by other mutually-agreed upon method.

VII. REFERENCES:

- A. IRS Publication 521

VIII. DISTRIBUTION:

- A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Senior Director of Administration, CEO

X. REVISION DATES:

03/23/2018

PREVIOUSLY APPLIED TO:

N/A

Policy/Procedure Number: HR516			Lead Department: Human Resources	
Policy/Procedure Title: Pay Related to Community Events			<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 05/13/2015		Next Review Date: 03/23/2022 Last Review Date: 03/23/2021		
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees	
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC	
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE	<input checked="" type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD		<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE
	<input checked="" type="checkbox"/> CEO	<input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney			Approval Date: 03/23/2018	

I. RELATED POLICIES:

A. N/A

II. IMPACTED DEPTS:

- A. Administration
- B. Claims
- C. Finance
- D. Health Services
- E. Human Resources
- F. Information Technology
- G. Member Services
- H. Provider Relations

III. DEFINITIONS:

A. N/A

IV. ATTACHMENTS:

A. N/A

V. PURPOSE:

The purpose of this policy is to establish guidelines for employer paid participation in community events in which PHC participates but does not sponsor or host.

VI. POLICY / PROCEDURE:

PHC employee participation in community events is important in order to create and sustain partnerships within the counties we serve. Sometimes, PHC will compensate employees for such participation provided the following criteria are met.

- A. The event must be approved by CEO.
- B. The event supports PHC's mission.
- C. The event is held in and/or directly supports one of the counties in which PHC serves.
- D. Employee's time worked at event must be tracked per payroll guidelines.
- E. Policy does not apply to work-related events. Work-related events will be approved on a case-by-case basis by the CEO or designee.

VII. REFERENCES:

A. N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Directors, Managers

X. REVISION DATES:

03/23/2018

PREVIOUSLY APPLIED TO:

N/A

Policy/Procedure Number: HR604		Lead Department: Human Resources		
Policy/Procedure Title: Spot Bonus		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy		
Original Date: May 1, 1997		Next Review Date: 12/10/2021 Last Review Date: 12/10/2020		
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees	
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC	
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE	<input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO	<input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney			Approval Date: 12/19/2019	

I. RELATED POLICIES: N/A

II. IMPACTED DEPTS:

A. All Departments

III. DEFINITIONS:

A. Project lead: accountable for entire project, planning and organizing, strategizing

B. Secondary: assistant to project lead, a major support role to project, contributes to overall operation of project

C. Supporting: administrative/clerical support role to project

IV. ATTACHMENTS:

A. [Spot Bonus Form](#)

V. PURPOSE:

It is the policy of Partnership HealthPlan of California (PHC) to reward employees for their ideas that will save money or improve services. Employees will receive cash awards and/or half day off certificates established by PHC under the guidelines below

VI. POLICY / PROCEDURE:

A. Funding Pool:

1. The source of funding for the employee rewards will be paid from a funding pool budgeted each fiscal year.

B. Part I: Monetary Awards for Ideas to Save Money or Improvement in Services:

1. Eligibility: All staff are eligible, excluding Department Head Directors (One award per year).

a. Awards range from \$100.00 - \$2000.00, determined by tier structure below.

1) Tier A: Project Lead – range between \$1,000.00 - \$2,000.00

2) Tier B: Secondary – range between \$500.00 - \$900.00

3) Tier C: Supporting – range between \$100.00 - \$400.00

2. Criteria: Measurable dollar savings

a. Tangible improvement in member or provider services

3. Once the department head has approved, please submit to HR for PAF generation and final approval from the CEO.

C. Part II: Monetary Awards for the Continuation of Insurance Premium Program (CIP) Bonus Program

1. Criteria: When a PHC representative identifies a member who qualifies for CIP

2. Award Amount: \$100.00 bonus per individual or \$200.00 per family

D. Part III: Reward for Special Performance

1. Eligibility: All staff are eligible excluding Associate Directors and above.
2. Staff may use certificate(s) after their 90th day of employment.
3. Reward:
 - a. ½ of scheduled day off with pay, not to exceed four (4) hours
 - b. 2 hours off with pay
4. Criteria: Senior Director approves
 - a. 12-month period – February 1st – January 31st (of following calendar year)
 - b. Disbursement – There is not a requirement to give to each employee.
 - c. Each Department Head will annually receive two (2) ½ day off & two (2) 2 hour off certificates for every one (1) employee in their department to use at their discretion.
 - d. Certificates may be earned for the following:
 - 1) W.O.W. Awards
 - 2) Caught Being Compliant
 - 3) IDEA Program
 - 4) Employee of the Quarter
 - 5) Employee of the Year
5. All certificates issued in the current year must be used by January 31st of the following year.
6. Special Performance Guidelines:
 - a. Exceptional financial savings
 - b. Exceptional performance
 - c. Cost savings event
 - d. Beyond the call of duty
7. Certificates do not reflect any cash value and are not paid out at time of separation from PHC.
8. Spot Bonus balances in ADP will reset to zero (0) on February 1st of each year.

VII. REFERENCES: N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Human Resources

X. REVISION DATES:

08/04/2003, 07/15/2004, 09/14/2004, 01/19/2005, 03/16/2010, 02/23/2011, 07/09/2013, 01/05/2015, 03/23/2018, 05/30/2019, 12/10/2019

PREVIOUSLY APPLIED TO: N/A

**PARTNERSHIP HEALTHPLAN OF CALIFORNIA
POLICY / PROCEDURE**

Policy/Procedure Number: HR605		Lead Department: Human Resources		
Policy/Procedure Title: Management Incentive Program		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy		
Original Date: April 16, 2002		Next Review Date: 06/10/2021		
		Last Review Date: 06/10/2020		
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees	
Reviewing Entities:	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE	<input checked="" type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE	<input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO	<input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney			Approval Date: 07/22/2019	

RELATED POLICIES: N/A

IMPACTED DEPTS:

- A. All Departments

DEFINITIONS:

- A. **Team Executive Sponsor:** Assigned to goal as a member of the Partnership HealthPlan of California (PHC) executive team with formal authority and ownership for the process being improved.
- B. **Team Goal Owner:** Assigned to goal based on alignment with day-to-day departmental duties, subject matter expertise, and/or relevance of the goal to their usual area of responsibility.
- C. **Project Lead:** Selected by the Executive Sponsor and Goal Owner based on the goal topic and the needs of the team.
- D. **Participant:** Assigned to goal as part of total goal count. Actively participates and contributes towards the goal completion.
- E. **Contributor:** Goal is not part of total goal count. Contributes to goal as needed as a subject matter expert (SME).
- F. **Department Accountable Lead:** Assigned to department goal and is responsible for leading the goal to completion.
- G. **SMART:** Specific, Measurable, Attainable, Relevant, Time-Bound

I. ATTACHMENTS

- A. [Role Expectations](#)
- B. [Team Summary](#)
- C. [Department Goal Templates](#)
- D. [Team Goal Templates](#)

II. PURPOSE:

To financially incentivize the management team as they identify, measure, and achieve goals that move the organization toward, and in alignment with, the principles of the PHC mission, vision, and strategic plan.

III. ELIGIBILITY:

- A. Employee must be in a manager position or higher and directly supervising a minimum of two (2) employees.
- B. Employees on a corrective action plan are not eligible to participate in the incentive program.
- C. Newly qualified employees must be employed in a qualified position for at least six (6) continuous months to be eligible to receive the incentive.

IV. POLICY / PROCEDURE:

The incentive program is intended to promote collaborative working relationships and interdepartmental approaches that make PHC a high-performing organization. It will also recognize and compensate those

Policy/Procedure Number: HR605		Lead Department: Human Resources	
Policy/Procedure Title: Management Incentive Program		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: April 16, 2002		Next Review Date: 06/10/2021	
		Last Review Date: 06/10/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

management team members who embrace this collaborative philosophy and whose contributions during the year help PHC meet its annual strategic goals.

A. Goals:

Eligible employees who participate in the program will participate in up to three sets of goals:

1. **Organization-Wide Goals:** Will align with PHC’s priorities within the strategic plan.
2. **Team Goals:** Will align with one or more of the organization-wide goals. For example, focus areas may include Member Access to Care, Healthier Communities, Optimizing Technology, Financial Stewardship, and High Functioning Workforce. Within each of those focus areas, specific team workgroups will be formed.
3. **Department Goals:** Department goals should support either team, organization, or PHC strategic goals or initiatives. Depending on the structure of the department and the preference of the department head, a uniform goal may not be applicable to all units. Multiple departments can share the same department goal.

In total, each eligible employee will have 10-14 goals. All eligible employees will be assigned the four (4) Organization-Wide goals and will choose at least six (6) additional goals from any combination of Team and Department goals. Each goal will be submitted in the SMART Goal format.

B. Measurement of Goals:

1. An employee’s overall goal score will be based on the combined scores of all three sets of goals.

Organization-Wide Goals	33.00%
Team/Department Goals	67.00%
Total Possible	<u>100.00%</u>

2. Goals within each of the three sets of goals will receive an even number of points possible. For example, if there are four (4) Organization-Wide goals, each one will contribute 25% to the 33% possible for the achievement of the Organization-Wide goal category. Each goal will be scored as either completed (100%), partially completed (50%), or incomplete (0).
3. Each team member will receive the same score for their specific shared goal.

C. Timelines and Approvals:

1. Measurement period is based on fiscal year (July 1 to June 30).
2. Goal development due dates:
 - a. **Organization-Wide Goals:** Topic, measurement, and goals are determined by the Executive team in August.
 - b. **Team Goal Topics:** Team goal topics, executive sponsors, and team owners are determined by the Executive team in April.
 - c. **Team Summary:** Executive Sponsors, owners, and leads are responsible for developing team summaries. All summaries and SMART Goals must be submitted to Training and Development (T&D) by end of May and receive Executive approval.
 - d. **Team Participants:** Participation sign-up must be submitted to T&D by end of June prior to the start of a new fiscal year and receive Executive approval. Once approved by the executive team, each team executive sponsor, owner, and lead will receive a list of team participants. Any changes to team participants must be submitted to T&D. With the exception of new hires, there should be no changes to participant lists after October of the new fiscal year.
 - e. **Department Goals:** Department goals must be submitted to T&D by the end of June prior to the start of a new fiscal year and receive Executive approval.
3. Goal status and completion due dates:

Policy/Procedure Number: HR605		Lead Department: Human Resources	
Policy/Procedure Title: Management Incentive Program		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: April 16, 2002		Next Review Date: 06/10/2021	
		Last Review Date: 06/10/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

- a. A mid-year status update on all goals is due to T&D in January of the measurement period. All mid-year updates are reviewed by the Executive Team.
- b. Completed goals and supporting documentation can be submitted at any time during the goal period, but must be complete by the end of June subsequent to the end of the fiscal year and must receive Executive Team approval.
4. CEO has final approval on all goals, summaries, and participant lists.

D. Incentive Opportunity:

1. An eligible employee will have the opportunity to receive a percentage of their base salary in effect on June 30 as follows:
 - Chiefs/Senior Directors: 8%
 - Directors/Associate Directors: 5%
 - Senior Managers/Managers: 3%
2. The incentive payout will be calculated as follows:
(Eligible %) x (Base Salary) x (% of Goals Completed)
3. If a qualified employee is working a modified schedule, then the incentive payout base salary will be calculated based on that employee's annual hours worked.
4. Incentives for eligible employees hired after the start of the fiscal year will be prorated based on date of hire. Eligible employees hired with less than six (6) months in the incentive program (i.e. hired after December 31) will begin participation in the program at the start of the next fiscal year.

E. Incentive Payout:

1. Budget Criteria
 - a. If PHC's fiscal year-end total surplus (deficit) is equal to or better than budget, the funding available for the bonuses will be calculated at 100% for all qualified employees;
 - b. If PHC's fiscal year-end total surplus (deficit) is not equal to or not better than budget, the funding available for payout will be 50% unless the reason for not meeting budget is due to an external event (e.g. state action), in which case, all employees qualifying may receive 100%;
 - c. Notwithstanding anything stated above, if the CEO and Board determine during the budgeting process it is not in the best interest of PHC to provide incentives, all employees qualifying may receive 0.
2. Payment will be calculated within 60 days after fiscal year-end and after all appropriate reviews and sign-offs have been completed.
3. Eligible employees must be a current employee at the time normal payout occurs to receive payment.

V. REFERENCES: N/A

VI. DISTRIBUTION: SharePoint (Restricted)

VII. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: CEO, Chiefs, Senior Directors, Directors, Associate Directors, Senior Managers, Managers

VIII. REVISION DATES: 05/27/2005, 04/30/2007, 05/27/2009, 06/13/2011, 08/17/2011, 07/16/2014, 09/12/2014, 03/13/2018, 07/22/2019, 06/11/2020

Policy/Procedure Number: HR606			Lead Department: Human Resources	
Policy/Procedure Title: Employee Award Program			<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 07/18/2003		Next Review Date: 06/10/2021 Last Review Date: 06/10/2020		
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees	
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC	
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE	<input checked="" type="checkbox"/> DEPARTMENT
Approving Entities:	<input checked="" type="checkbox"/> BOARD		<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE
	<input checked="" type="checkbox"/> CEO	<input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney			Approval Date: 04/23/2018	

I. RELATED POLICIES:

A. N/A

II. IMPACTED DEPTS:

A. All Departments

III. DEFINITIONS:

A. N/A

IV. ATTACHMENTS:

A. N/A

V. PURPOSE:

Every year Partnership HealthPlan of California (PHC) assesses the financial stability of the organization to determine if an additional monetary payment in the form of an award can be given to the employees in recognition of their contribution to the outstanding level of service PHC delivers. The amount of the award will be based on the length of service with PHC. Part-time and full-time status will be treated the same.

VI. POLICY / PROCEDURE:

A. Guidelines

1. Award approval is based on the judgment of the CEO, with recommendations from the CFO and Senior Director of Human Resources.
2. The amount of the award can vary from year to year.
3. 90-day introductory, temporary, contract, and employees on a disciplinary plan are not eligible to participate in the award program.

B. Award Payout

1. The award amount (represented as gross bonus before taxes) is based on the employee meeting the following criteria:
 - a. 90 days and up to one (1) year - \$100.00
 - b. One (1) year and up to two (2) years - \$200.00
 - c. Three (3) years and up to five (5) years - \$400.00
 - d. Five (5) years and above - \$500.00
 - e. Supervisors - \$1,000.00

C. Criteria

1. If the CEO and Board determine during the budgeting process that it is not in the best interest of PHC to provide incentives, employees may not receive an award.

VII. REFERENCES:

A. N/A

VIII. DISTRIBUTION:

A. SharePoint (restricted)

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: CEO, CFO, Senior Director of Human Resources

X. REVISION DATES:

03/22/2011, 4/23/2018, 06/10/2020

PREVIOUSLY APPLIED TO:

N/A

Policy/Procedure Number: HR610		Lead Department: Human Resources	
Policy/Procedure Title: Holiday Pay		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: November 12, 2003		Next Review Date: 03/23/2022 Last Review Date: 03/23/2021	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: <i>Liz Gibboney</i>		Approval Date: 03/23/2018	

I. RELATED POLICIES:

- A. [HR706a](#)
- B. [HR706b](#)

II. IMPACTED DEPTS:

- A. Administration
- B. Claims
- C. Finance
- D. Health Services
- E. Human Resources
- F. Information Technology
- G. Member Services
- H. Provider Relations

III. DEFINITIONS: N/A

IV. ATTACHMENTS: N/A

V. PURPOSE:

To establish a uniform process for holiday schedules and pay.

VI. POLICY / PROCEDURE:

It is the intent of Partnership HealthPlan of California (PHC) to provide a consistent and uniform process for holiday hours and pay.

A. Holiday Schedule:

1. All employees are eligible for holiday pay immediately upon hire. A regular full-time employee, who works (40) hours per week, shall be paid eight (8) hours pay for each scheduled holiday. Employees working less than 40 hours per week will receive holiday pay for all scheduled holidays based on the 8 hours prorated in proportion to their part-time schedule. See example below:

Scheduled Hours Per Week	Hours Compared to Full Time
20 hours	20 hours ÷ 40 hours = ½ x 8 hours = 4 hours
30 hours	30 hours ÷ 40 hours = ¾ x 8 hours = 6 hours

2. Non-exempt employees who work a PHC observed holiday will receive their straight-time rate of pay (not overtime rate) for hours actually worked on the holiday, plus the holiday pay or be given

- another regular day off to make up for the worked paid holiday.
3. If a PHC observed holiday falls on Sunday, the following Monday will be observed as the holiday. Any holiday falling on Saturday will be observed on the preceding Friday.
 4. For exempt employees on 9/80 work schedule, if a holiday falls on an employee's flex day, the employee is entitled to take an additional eight (8) hour day off within the same pay period that the holiday occurs. See policy HR706a for more information.
 5. For non-exempt employees on 9/80 work schedule, if a holiday falls on an employee's flex day, the employee is entitled to take an additional eight (8) hour day off within the same work week that the holiday occurs. See policy HR706b for more information.
 6. Employees who are on leave of absence are not eligible for holidays or holiday pay that falls during their leave of absence.
- B. Temporary Employees:
1. The following temporary employees will receive holiday pay:
 - a. Full Time and Part Time Temps on PHC Payroll;
 - b. Employees working out of State through an Agency (this would happen only when we have a long term valued employee with unique skills that moves out of State).
- C. PHC Holidays:
1. PHC observes the following holidays:
 - a. New Year's Day
 - b. Martin Luther King Day
 - c. Presidents' Day
 - d. Memorial Day
 - e. Independence Day
 - f. Labor Day
 - g. Thanksgiving Day
 - h. Day after Thanksgiving
 - i. Christmas Eve
 - j. Christmas Day

VII. REFERENCES: N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE:

X. REVISION DATES:

04/04/2005, 11/05/2009, 09/26/2013, 02/03/2014, 03/23/2018

PREVIOUSLY APPLIED TO: N/A

Policy/Procedure Number: HR701		Lead Department: Human Resources	
Policy/Procedure Title: Paid Time Off (PTO)		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 09/01/1994		Next Review Date: 05/30/2021 Last Review Date: 05/30/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input checked="" type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney		Approval Date: 9/18/2019	

I. RELATED POLICIES:

- A. [HR111](#)
- B. [HR702](#)
- C. [HR703](#)
- D. [HR704](#)
- E. [HR704a](#)
- F. [HR706a](#)
- G. [HR709](#)
- H. [HR710](#)

II. IMPACTED DEPTS:

- A. All departments

III. DEFINITIONS:

- A. N/A

IV. ATTACHMENTS:

- A. N/A

V. PURPOSE:

To provide Managers/Supervisors with appropriate guidelines for administering Partnership HealthPlan of California's (PHC) Paid Time Off Program.

VI. POLICY / PROCEDURE:

- A. PHC provides regular full-time and regular part-time employees with a Paid Time Off (PTO) program. A PTO program allows greater flexibility in the use of time. PTO hours may be used for vacation, short-term illness, family illness or emergencies, religious observances, preventative health and dental care, and personal business. Employees are eligible to use their PTO at the completion of 90 days of employment, regardless of whether their introductory period has been completed or extended. PHC encourages all eligible employees to utilize their Paid Time Off benefits.
- B. PTO is accrued based on hours paid, excluding overtime in excess of 80 hours. PTO begins accruing from date of hire.
- C. In the event that available PTO is not used by the end of the calendar year, employees may carry unused time off into the next calendar year. If the total amount of unused PTO reaches a "cap", further accrual of PTO will stop. When an employee uses accrued PTO and brings the available amount below the cap, accrual will begin again.

- D. Normally, PTO must be arranged with your manager/supervisor in advance. Please submit an electronic time off request via ADP Portal.
- E. PTO requests for non-exempt employees must be taken in minimum increments of at least 15 minutes. Exempt employees must take PTO in one-hour increments, using a minimum of two hours on a particular workday, with the exception of the one (1) hour for holiday make-up time for 9/80 schedules, per policy HR706.
- F. Employees will not forfeit accrued and unused PTO.
- G. Terminated employees will receive payment for accrued but unused PTO in accordance with applicable laws.
- H. Employees may integrate any unused Paid Time Off with Sick Leave in accordance with the Sick Leave program – policy HR 710 and Catastrophic Leave in accordance with the Catastrophic Leave Program – policy HR704.
- I. PHC may require a health care provider’s certification or other verification on the basis for using unscheduled PTO.
- J. Excessive use of unscheduled PTO may result in discipline up to and including termination.

Annual Paid Time Off Benefits Accrual Schedule				
Fulltime (80 Hours Per Pay Period)				
<u>Years of Service</u>	<u>Accrual Benefits</u>	<u>Annual Accrual</u>		<u>PTO CAP</u>
		<u>Hours Per Year</u>	<u>Days Per Year</u>	
0 to 5 years	5.3077 hrs	138 hrs per year	17.25 days per year	336 hrs
6 to 10 years	6.8462 hrs	178 hrs per year	22.25 days per year	416 hrs
10 years over	8.3846 hrs	218 hrs per year	27.25 days per year	496 hrs
Annual Paid Time Off Benefits Accrual Schedule (Senior Directors)				
0 to 5 years	6.8462 hrs	178 hrs per year	22.25 days per year	416 hrs
6 to 10 years	8.3846 hrs	218 hrs per year	27.25 days per year	496 hrs
10 years over	9.9231 hrs	258 hrs per year	32.25 days per year	576 hrs
Annual Paid Time Off Benefits Accrual Schedule (CEO/CMO/CFO/CIO/COO/CAO)				
0 to 5 years	8.3846 hrs	218 hrs per year	27.25 days per year	496 hrs
6 to 10 years	9.9231 hrs	258 hrs per year	32.25 days per year	576 hrs
10 years over	11.4615 hrs	298 hrs per year	37.25 days per year	656 hrs

VII. REFERENCES:

- A. N/A

VIII. DISTRIBUTION:

- A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Human Resources, Payroll, Supervisors, Managers, Directors

X. REVISION DATES:
08/25/2005, 01/13/2010, 06/27/2010, 06/13/2013, 6/19/2015, 2/4/2019, 05/30/2019

PREVIOUSLY APPLIED TO: N/A

Policy/Procedure Number: HR702			Lead Department: Human Resources	
Policy/Procedure Title: Paid Time Off Cash-Out Program			<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 11/11/2015		Next Review Date: 06/22/2021 Last Review Date: 06/22/2020		
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees	
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC	
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE	<input checked="" type="checkbox"/> DEPARTMENT
Approving Entities:	<input checked="" type="checkbox"/> BOARD		<input type="checkbox"/> COMPLIANCE	<input checked="" type="checkbox"/> FINANCE
	<input checked="" type="checkbox"/> CEO	<input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> PAC
Approval Signature: Liz Gibboney			Approval Date: 03/23/2018	

I. RELATED POLICIES:

A. [HR701](#)

II. IMPACTED DEPTS:

A. All Departments

III. DEFINITIONS:

A. N/A

IV. ATTACHMENTS:

A. [Paid Time Off Cash-Out Election Form](#)

V. PURPOSE:

Although Partnership HealthPlan of California (PHC) encourages our employees to take time off away from work in order to have a more balanced lifestyle, PHC offers a Paid Time Off (PTO) Cash-Out option for eligible employees. This program is intended to provide you with more flexibility in utilizing your time off benefits.

VI. POLICY / PROCEDURE:

A. Eligibility:

- Benefit-eligible employees with one (1) year of employment who accrue PTO.

B. Procedure:

- An election period will be held each year beginning with annual open enrollment and prior to December 31, during which time you will have the opportunity to make an irrevocable election to cash out PTO hours that are scheduled to accrue in the next calendar year. You may not elect to cash out PTO hours previously accrued at the time of your election.
- This benefit requires an annual election (see Attachment A). Due to IRS regulations, elections will not carry over from one calendar year to the next calendar year.
- You may elect to cash out up to 80 PTO hours during a calendar year, but no less than 24 hours may be cashed out in a single payout.
- A minimum of 80 hours MUST be in your PTO bank, as of December 31 in the year you are making the election. Remember to allow enough PTO hours in your bank in order to cover holidays, vacation, sick days, and emergencies. The PTO hours you will accrue in the next calendar year that you elect to cash-out will not be available to use during the year for these purposes. If your accrual rate changes (such as due to a leave or change in scheduled hours) so that there are insufficient hours accrued in the plan year to cover your election, you will receive only the balance of your elected

PTO cash-out available at the time of the cash-out. If there are no hours available, no cash-out will occur.

5. There are two (2) PTO cash-out pay dates. The cash-out will occur on the first payday in June and/or the first payday in December. Two cash-out pay dates may be elected, not to exceed a total of 80 hours.
6. The PTO cash-out will be paid in a separate live check or a separate direct deposit. If electing a direct deposit, an active direct deposit must be in effect at the time of the scheduled pay out.
7. **Reminder: If you reach your maximum bank accrual, you will not receive a cash-out if you do not accrue the PTO hours you elected. The cash-out is based on hours you accrue in the calendar year, not on the bank you had prior to making the election. Plan to take time off so you continue to accrue PTO hours.**
8. If you are a part-time employee, the number of hours you can elect to cash out is **not** pro-rated. However, the actual amount you can cash out is limited by your expected annual accrual. A minimum of 80 hours must be in your PTO bank at the time you make an election.
9. To elect this benefit, you must complete and submit an irrevocable PTO election form, available on PHC4Me (see Attachment A) during the annual PTO cash-out election period. If electing this benefit for the first time, you must take the "Paid Time Off Cash-Out Program" training on the LMS.
10. **IRS requires that there can be no exceptions. All PTO cash-out elections must be submitted prior to December 31.**
11. Provided your election is received by the due date and provided you have 80 hours in your PTO bank at the time you make an election, you will automatically receive your PTO cash-out in either June or December. **No other action is required.**
12. A confirmation letter indicating "approved" or "denied" will be provided to you upon verification that 80 hours of PTO was in your PTO bank as of December 31.
13. Your PTO cash-out will be based on your current base rate of pay at the time of the payout.
14. PTO cash-out is subject to taxation at the applicable supplemental wage rates.

VII. REFERENCES:

A. N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Human Resources, Payroll

X. REVISION DATES:

12/16/2015, 03/23/2018, 06/22/2020

PREVIOUSLY APPLIED TO: N/A

Policy/Procedure Number: HR703		Lead Department: Human Resources	
Policy/Procedure Title: Family/Medical Leave		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: May 6, 1996		Next Review Date: 07/01/2021 Last Review Date: 07/01/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney		Approval Date: 07/18/2019	

I. RELATED POLICIES:

- A. [HR701](#)
- B. [HR704](#)
- C. [HR704a](#)
- D. [HR803](#)

II. IMPACTED DEPTS:

- A. All Departments

III. DEFINITIONS:

- A. Generally, if you have a new child or you or a family member are seriously ill, you will probably be able to take FMLA for those reasons (provided you are eligible)
 - 1. A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either a stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents you from performing the functions of your job, or prevents your covered family member from working or participating in school or other daily activities.
 - 2. The continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days combined with a least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment. (Pregnancy-related disabilities are generally considered serious health conditions by the FMLA, but not the CFRA. Please refer to our “pregnancy Disability Leave, Reasonable Accommodation and Transfer” in Section B below for more information about time off pregnancy-related disabilities.)
- B. A “reasonable accommodation” is a change in the work environment or the way things are done that enables you to perform the essential (i.e., most important) functions of your job. We will provide a reasonable accommodation if your health care provider certifies that it is medically advisable. For example, we may modify work practices, rules, or existing job duties, or provide furniture of other modifying equipment or devices
- C. A “covered service member” with a “serious illness or injury” is:
 - 1. A current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness;* or
 - 2. A veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employees takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.* For a veteran discharged prior to March 8, 2013, the period between

October 28, 2009, and March 8, 2013, does not count toward determination of the five-year period

IV. ATTACHMENTS:

A. [Leave of Absence Application](#)

B. [FAQs](#)

V. PURPOSE:

To provide Directors/Managers/Supervisors and employees appropriate information and procedures regarding Family/Medical Leave, including Pregnancy Disability Leave, Reasonable Accommodation, Transfer, Personal Medical Leave and Service member Leave.

VI. POLICY / PROCEDURE:

A. Family and Medical Leave:

Under the federal Family and Medical Leave Act (“FMLA”) and the California Family Rights Act (“CFRA”), you may be eligible to take up to 12 weeks of FMLA in a 12-month period.

1. Eligibility - You are eligible for Family and Medical Leave if:
 - a. You have worked for Partnership HealthPlan (PHC) for at least 12 months, and for at least 1,250 hours in the last 12 months; and
 - b. You are employed at a worksite with 50 more employees within a 75-mile radius. (PHC will afford Eureka based staff with the same rights under the FMLA/CFRA, so long as the service months and hours requirements are both met as stated above.)
 - c. The 12 weeks may be taken in a rolling 12-month period measured backward from the date you take FMLA.
 - d. Although this policy provides general information about Family and Medical Leave, Human Resources can provide you with additional information at your request. We’ll also provide more information if you request leave for a qualifying reason.
 - e. You may take FMLA for the following reasons
 - 1) The birth, adoption, or foster care placement of your child (“bonding” leave);
 - 2) To care for a covered family member (spouse, child, or parent) with a serious health condition; or
 - 3) Because of your own serious health condition.
2. Intermittent or Reduced Schedule Leave
 - a. You may take leave for a serious health condition intermittently (in separate blocks of time) or on a reduced schedule (reducing your usual hours per workweek or workday), if medically necessary.
 - b. You may also take leave for the birth or placement of a child (“bonding”) in 2-week increments; and in smaller increments (at your request) on two occasions. You must conclude bonding leave within one year of the birth or placement of the child.
 - c. If you take intermittent or reduced-schedule leave for planned medical treatment, PHC may temporarily transfer you to an available alternative position that better accommodates your leave and has equivalent pay and benefits.
 - d. Unless otherwise prohibited by law, PHC may reduce your salary during unpaid intermittent leave, if applicable.
3. Requesting Family and Medical Leave
 - a. You must give Human Resources at least 30 days’ notice of the need for foreseeable leave, preferably in writing. If that is not possible—for example, because you have a medical emergency—inform HR as soon as possible. If you have treatment or procedure planned, please consult with HR first about the dates.

- b. Human Resources requires sufficient information to determine if the leave will qualify as Family and Medical Leave, and the anticipated duration and timing of the leave. For example, sufficient information may include that you are unable to perform job functions, your family member is unable to perform daily activities, or the need for hospitalization or continuing treatment by a health care provider. You must also inform HR if the requested leave is for a reason for which Family and Medical Leave was previously taken or certified.
 - c. PHC will notify you whether you are eligible for Family and Medical Leave and, if so, will provide additional information about the leave and your rights and responsibilities. If you are not eligible, we will explain why. PHC will also notify you when leave will be designated as Family and Medical Leave and the amount of leave that will count against your leave entitlement.
 - d. For your own serious health condition or that of a covered family member, you may be required to provide a medical certification from the relevant health care provider, as permitted by law. HR Benefits will provide the appropriate forms to complete.
4. Compensation and Benefits During
- a. Family and Medical Leave is unpaid by PHC, although you may be eligible for wage-replacement benefits, such as state disability (SDI) or paid family leave (PFL) benefits. You may also use any accrued, unused paid time off (subject to the rules of the applicable policy). When you are not receiving any wage-replacement benefits, PHC may require you to use PTO or Catastrophic Leave, if applicable. But, using paid leave won't extend your leave, and you cannot receive more than 100% of your pay.
 - b. While on Family and Medical Leave, PHC will maintain your existing health benefits (if applicable) as if you remained working. You will continue to pay your premium share of cost. If you don't return to work when the Family and Medical Leave is over, you may be required to elect COBRA or reimburse PHC for the cost of health benefit premiums.
 - c. If you aren't using accrued paid time off during Family and Medical Leave, you will stop accruing paid time off.
 - d. Contact Human Resources if you have any questions about other benefits during Family and Medical Leave.
5. Returning to Work
- a. Usually, following Family and Medical Leave, you will be reinstated to your original job or to an equivalent job. Also, you will not lose any benefits that accrued prior to the start of your leave.
 - b. You must notify PHC when you are able to return to work. If you take another job while on Family and Medical Leave, or if you do not return at the conclusion of leave without obtaining additional authorization for your absence, we may assume you have voluntarily resigned your employment.
 - c. If appropriate, a release to return to work will be required from your provider if the leave is for your own serious illness.

B. Pregnancy Disability Leave, Reasonable Accommodation, and Transfer

1. Eligibility

- a. If you are disabled by pregnancy, childbirth, or a related medical condition, you may be entitled to pregnancy disability leave ("PDL"), reasonable accommodation, or transfer. Examples of pregnancy-related disabilities include prenatal or postnatal care; doctor-ordered bed rest; gestational diabetes; pregnancy-induced hypertension; preeclampsia; childbirth; postpartum depression; loss or end of pregnancy; or recovery from childbirth or loss or end of pregnancy.
- b. Although this policy provides information about these rights generally, Human Resources can provide you with additional information at your request

2. Requesting PDL, Reasonable Accommodation or Transfer
 - a. Inform Human Resources as soon as you know that you may need PDL, a reasonable accommodation, or transfer. It will help us plan and make the transition smooth for you and your co-workers. If you have planned appointments or medical treatment, consult with your manager first, so we can do our best to coordinate schedules. In most cases, we expect you to notify us at least 30 days in advance.
 - b. You may take up to four months of PDL (based on the number of days you would normally work in a 4-month period). You may take the leave “intermittently,” meaning in small blocks of time, if your health care provider determines it is necessary (for example, to attend medical appointments), in increments of no less than one hour.
 - c. You may temporarily transfer to a less strenuous or hazardous position or duties if your health care provider determines it is medically advisable, and it can be reasonably accommodated. However, it is generally not reasonable for us to transfer or promote you to a position for which you are not qualified, create a new position, discharge another employee, or transfer another employee with more seniority.
 - d. We may require you to transfer temporarily to another position, if your health care provider determines you need to take leave intermittently or on a reduced schedule, and the other position better meets your needs. Of course, the alternative position must meet your needs, and you must be qualified for it. Even though you will receive equivalent pay and benefits, you may not have equivalent duties.
 - e. The right to an accommodation is separate from your right to leave. But, if you require time off as a reasonable accommodation (for example, you are a full-time employees and need to work part-time), it may be counted as PDL and reduce your 4-month leave entitlement.
 - f. If you need PDL, reasonable accommodation, or transfer, we may require you to provide a certification. HR Benefits will provide the appropriate forms to complete.
3. Compensation and Benefits During PDL
 - a. PDL is unpaid by PHC, but you may use any accrued, unused PTO or Catastrophic Leave, if applicable, before taking the remainder of your leave without pay. You can also contact the EDD to find out whether you are eligible for SDI benefits.
 - b. While on PDL, PHC will maintain your existing health benefits (if applicable) as if you remained working. If you don’t return to work when the PDL is over, you may be required to reimburse PHC for the cost of health benefit premiums.
 - c. If you aren’t using accrued paid time off during PDL, you will stop accruing paid time off.
 - d. Contact Human Resources if you have any questions about other PHC benefits.
4. Coordinating PDL with FMLA and Paid Family Leave (PFL)
 - a. Leave under this policy may run concurrently with leave under the FMLA, if you are eligible for FMLA leave. However, it doesn’t run concurrently with leave under the CFRA. So, if you use up your PDL and need more time off due to your own disability or to “bond” with your baby, you can request Family and Medical Leave under the CFRA and/or FMLA (if you haven’t already exhausted all your FMLA leave). Refer to the “Family and Medical Leave” noted in Section A above for additional information, or contact Human Resources.
 - b. After your baby is born and you are no longer disabled by pregnancy, you may be eligible for additional time off to “bond” with your baby. Refer to the EDD Paid Family Leave pamphlet for additional information, or contact Human Resources.
5. Returning to Work
 - a. When your PDL, reasonable accommodation, or transfer ends, we will reinstate you to the same position or, in certain instances, to a comparable position. Also, you will not lose any benefits that accrued prior to the start of your leave.
 - b. You must notify PHC when you are able to return to work. If you take another job while on

PDL, or if you do not return at the conclusion of leave without obtaining additional authorization for your absence, we may assume you have voluntarily resigned your employment. If you take additional, PHC-approved leave immediately following your PDL, your right to reinstatement will be determined by PHC policy regarding that type of leave, not by this policy.

- c. Before you return from PDL, we may require you to provide a release to return to work from your health care provider.

C. Personal Medical Leave

1. Eligibility
 - a. If you are disabled due to illness or injury (and are not eligible for Family and Medical Leave, or have exhausted your right to it), you may be eligible for an unpaid Personal Medical Leave (“PML”). It doesn’t matter whether your illness or injury is work-related. You are not guaranteed a certain amount of PML; the amount of time will depend on the circumstances. It may also run concurrently with other legally required time off.
2. Requesting Leave
 - a. To request PML, notify Human Resources or your manager in writing as soon as possible.
 - b. You may be required to provide a medical certification or other documentation regarding your request or need for time off. The appropriate documentation will vary depending on the circumstances.
3. Compensation and Benefits During Leave
 - a. PML is unpaid. You will be required to use any accrued, unused PTO during PML. But, the use of paid leave will not extend your leave, and you must comply with applicable paid leave policies. You can also contact the EDD to find out if you are eligible for SDI benefits.
 - b. Your eligibility for PHC-paid health benefits ceases during PML [that exceeds 30 days]. You must pay the full premiums to continue your benefits. You will receive notice directly from PHC’s third-party administrator of your right to continue your benefits through COBRA.
 - c. Anytime you are not using accrued paid time off during PML, you will stop accruing paid time off.

A. Service member Family and Medical Leave:

1. Eligibility
 - a. In addition to time off as described in the “Family and Medical Leave” policy above, the FMLA provides eligible employees time off for certain absences related to a covered family member’s service in the Armed Forces (“Service member FMLA”). Except as mentioned below, the “Family and Medical Leave” policy applies to Service member Leave.
 - b. Other leave of absence laws, like the CFRA, may also apply to service member FMLA. In those circumstances, the time off under other leave laws and service member FMLA run concurrently (i.e., at the same time).
 - c. To be eligible for service member FMLA, you must meet the eligibility requirements described in the “Family and Medical Leave” policy, above. If you are eligible, you may take service member FMLA as follows:
 - 1) Up to 12 weeks of leave in a 12-month period for a “qualifying exigency” (certain events related to a spouse, parent, or child’s call to active military duty); or
 - 2) Up to 26 weeks of leave in a 12-month period to care for a spouse, parent, child, or next of kin who is a “covered service member” with a “serious illness or injury” incurred in the line of duty.
 - d. The following definitions explain when you may qualify for Service member Leave. You may

also speak with Human Resources if you have questions about these definitions or your eligibility. But, generally, if you have pressing personal business to attend to because a family member is deployed overseas, or if your family member is injured or seriously ill as a result of active military service, you will probably be eligible for Service member FMLA (provided you meet other eligibility requirements).

- 1) “Qualifying exigencies” may include attending military events, arranging for alternate childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

***The FMLA definitions of “serious injury or illness” for current service members and veterans are distinct from the FMLA definition of “serious health condition.”**

2. Requesting Leave

- a. Please provide as much advance notice as practicable of your need for Servicemember Leave. If the leave is for the planned medical treatment of a covered service member, you must provide 30 days’ advance notice, if you can. Otherwise, you must provide notice as soon as you can.
- b. For leave for a qualifying exigency, PHC may require you to provide a copy of the covered service member’s active duty orders or other documentation. PHC may also require you to provide a certification verifying eligibility for leave, or may contact the Department of Defense or an applicable third party for verification purposes.
- c. For leave to care for a covered service member PHC may require you to provide a medical certification from an authorized health care provider verifying certain information regarding the covered service member and his or her injury or illness. You can obtain more information about the certification and verification requirements from Human Resources.

VII. REFERENCES: N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE:

X. REVISION DATES:

09/26/2013, 12/31/2013, 07/01/2018, 07/16/2019

PREVIOUSLY APPLIED TO: N/A

**PARTNERSHIP HEALTHPLAN OF CALIFORNIA
POLICY / PROCEDURE**

Policy/Procedure Number: HR706a		Lead Department: Human Resources	
Policy/Procedure Title: 9/80 Workweek (Exempt)		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: March 15, 2010		Next Review Date: 12/19/2021 Last Review Date: 12/19/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: <i>Liz Gibboney</i>		Approval Date: 12/19/2017	

I. RELATED POLICIES:

- A. [HR610](#)
- B. [HR701](#)
- C. [HR707](#)
- D. [HR708](#)

II. IMPACTED DEPTS:

- A. All Departments

III. DEFINITIONS:

- A. 9/80 Alternate Work Schedule: The 9/80 alternate work schedule consists of eight (8) work days of nine (9) hours and one work day of eight (8) hours for a total of eighty (80) hours during two (2) consecutive workweeks. The eight (8) hour work day must be on the same day of the week as the employee's regularly scheduled day off. Therefore, under the 9/80 schedule, one calendar week will consist of 44 hours (four 9-hour days and one 8-hour day) and the alternating calendar week will consist of 36 hours (four 9-hour days and one day off).
- B. Full-Time Employee: For the purpose of this policy, a full time employee is defined as working 80 hours per pay period.
- C. Enrollment: Reenrollment or schedule changes can occur twice a year in December for a start date in January and in June for a start date in July. Employees who have not participated may enroll at any time during the year. Enrollment is always at the discretion of Management.

IV. ATTACHMENTS:

- A. [9/80 Schedule Agreement Form](#)

V. PURPOSE:

The purpose of this policy is to outline how Partnership HealthPlan of California (PHC) will establish and administer an alternate workweek schedule commonly referred to as a 9/80 workweek.

VI. POLICY / PROCEDURE:

PHC offers employees a compressed work schedule known as a 9/80 work schedule. This alternate work

Policy/Procedure Number: HR706a		Lead Department: Human Resources	
Policy/Procedure Title: 9/80 Workweek (Exempt)		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: March 15, 2010		Next Review Date: 12/19/2021	
		Last Review Date: 12/19/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

schedule provides employees with another way to manage work and non-work responsibilities by giving an additional day off of work while still achieving a full-time schedule (80 hours in a two week work period).

A. Eligibility:

1. All full-time PHC employees, after completing their introductory requirements, are eligible to participate in the 9/80 work schedule. Individual schedules are set at the discretion of the department director/manager based on business needs and set 9/80 schedules as listed under “Hours of Work”. Employees must have at least 20 hours of combined PTO and PSL in order to apply. Employees not meeting job standards/expectations may not participate in the compressed work schedule until performance meets standards. The director/manager will review such exceptions with Human Resources before denying the option. Once enrolled in the program, participation in the program may be discontinued due to personal hardship, if there is a decline in service levels, if the employee exhausts their PTO and is utilizing Leave Without Pay or if employee conduct is below standard (see paragraphs within this policy entitled “Expectations of Service” and “Expectations of Conduct”). If eligible, re-enrollment into the plan after voluntary discontinuance can only occur during open enrollment. Individuals who do not wish to participate may continue to work a standard 40-hour week.

B. Approval:

1. Before beginning participation in the 9/80 program, employees must complete a “9/80 Workweek Request Form – Exempt” and acknowledge they have received and read the policy. They must obtain supervisory approval before submitting the form to the Human Resources Department. Employees cannot begin their 9/80 workweek until they have received a formal approval memo from Payroll.

C. Transitioning:

1. Beginning the 9/80 Schedule: As an exempt employee is not eligible for the payment of overtime, the approved 9/80 work schedule can begin at the director’s/manager’s discretion, at the beginning of the next regular pay period. The requested start date should be noted on the approval form.
2. Transferring Departments: Department directors, at their discretion, may discontinue the employee’s 9/80 schedule, based on the needs of the department.
3. Termination of Program: The 9/80 Compressed Work schedule is an optional benefit that can be discontinued at any time for any reason at management discretion. Prior to the employee’s removal from the program, the Director/Manager must consult with Human Resources to develop a transition plan. Employees are not allowed to change schedule without prior approval from Human Resources and Management.
4. Failure to adhere to the expectations, as listed under “Expectations”, will also be cause for discontinuation from the 9/80 program.

D. Hours of Work:

1. As exempt employees are not eligible for the payment of overtime, start and end times for a 9/80 schedule will be set between participating employee and their director/manager. All participating employees will enter their requested schedules on the applicable Exempt approval form.
2. Paid Time Off and Paid Sick Leave (PTO and PSL): PTO time accrual and PSL lump sum awarded hours will remain the same for participating employees. When an employee takes a day off under the vacation or sick pay policies, the accrual will be depleted by the number of scheduled hours for that day. For example, if an employee takes a PTO or PSL day on one of their 9-hour days, 9 hours of time will be removed from their total available hours. Should an employee work on their scheduled 9/80 day off, the employee will be permitted to take another day off in the same pay period.
3. Holiday Pay: Holiday pay shall remain at eight (8) hours. When a holiday falls on a regular nine (9)

Policy/Procedure Number: HR706a		Lead Department: Human Resources	
Policy/Procedure Title: 9/80 Workweek (Exempt)		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: March 15, 2010		Next Review Date: 12/19/2021	
		Last Review Date: 12/19/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

hour workday, the employee has the option of using one hour of accrued vacation time or working one hour of make-up time (must have prior approval from Director/Manager). When utilizing vacation time the employee must submit a time off request in ADP. Should a holiday fall on an employee's scheduled day off, the employee will be permitted to take another day off in the same pay period.

4. Jury Duty and Bereavement Leave: Pay shall remain at a maximum of up to eight (8) hours per day, in accordance to the leave policies as stated in the Employee Handbook. Should the leave fall on an employee's flex day off, the employee will not receive pay for that day. As stated in the policies, employees will receive pay for each full or partial working day. The employee has the option of using one hour of accrued vacation time or working one hour of make-up time for each day on leave (see Make-up Time Policy).
 5. Bereavement Leave – Up to three (3) days of paid leave
 6. Jury Duty – Up to two weeks (10 total business days) of paid leave
 7. Spot Bonus Certificates – ½ day off with pay shall remain at a maximum of 4 hours
- E. Expectations
1. Expectations of Service: The 9/80 work schedule is not an entitlement. The 9/80 work schedule will not be provided at the expense of service to the public and must not adversely affect the organization's or a department's ability to provide coverage and maintain service levels. Department directors, at their discretion, may discontinue participation in the 9/80 by an individual, group, or department, if it is determined that service levels are not being maintained.
 2. Expectations of Conduct: Failure to adhere to assigned work hours, tardiness, and excessive absenteeism will lead to revocation of the benefit for the individual. As with weekends, employees must agree to come in on a scheduled day off, if necessary, for an urgent situation. Employees are encouraged to use days off to attend to personal business like medical/dental appointments for themselves and family members.
 3. Expectations of Time Keeping: Employees are expected to complete timesheets by Payroll's processing deadline regardless of schedule or out of office events. Failure to do so will result in a warning notification from Payroll to the employee and employee's supervisor, the third occurrence will result in discontinuation from the program. Occurrences are counted per enrollment period.
 4. Expectations of Communication: Employees are expected to alert key contacts outside and inside the company regarding days off. Typically this would be accomplished by creating an outgoing voicemail message and an e-mail message that informs others the employee will be out of the office, and who can be contacted for assistance. Employees are also expected to show their time as "Out of Office" on their Outlook calendars.
 5. Expectations of Management: Directors/Managers are expected to notify Human Resources and Payroll of any and all changes to work schedule or work hours as soon as they are known. Managers are also expected to be fully aware of this policy and procedure.

Policy/Procedure Number: HR706a		Lead Department: Human Resources	
Policy/Procedure Title: 9/80 Workweek (Exempt)		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: March 15, 2010		Next Review Date: 12/19/2021 Last Review Date: 12/19/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

F. PROCEDURE:

Responsible Party	Action
Employee	Employee completes the 9/80 Workweek Request Form. Non-exempt employees must complete the form 4 weeks in advance of the requested 9/80 start date. Employee forwards to supervisor for approval.
Supervisor	Supervisor reviews form and approves or denies. If approved, supervisor forwards form to HR.
Human Resources	Reviews request and approves or denies.
Payroll	If approved, Payroll determines new workweek and sends memo (can be via e-mail) to employee and respective supervisor outlining the new schedule and when the new workweek will begin.

VII. REFERENCES: N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE:

X. REVISION DATES:

04/22/2012, 06/27/2013, 02/06/2014, 06/25/2014

PREVIOUSLY APPLIED TO: N/A

**PARTNERSHIP HEALTHPLAN OF CALIFORNIA
POLICY / PROCEDURE**

Policy/Procedure Number: HR706b		Lead Department: Human Resources	
Policy/Procedure Title: 9/80 Workweek (Non-Exempt)		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: March 15, 2010		Next Review Date: 12/19/2021 Last Review Date: 12/19/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: <i>Liz Gibboney</i>		Approval Date: 12/19/2017	

I. RELATED POLICIES:

- A. [HR610](#)
- B. [HR701](#)
- C. [HR707](#)
- D. [HR708](#)

II. IMPACTED DEPTS:

- A. All departments

III. DEFINITIONS:

- A. 9/80 Alternate Work Schedule: The 9/80 alternate work schedule consists of eight (8) work days of nine (9) hours and one work day of eight (8) hours for a total of eighty (80) hours during two (2) consecutive workweeks. The eight (8) hour work day must be on the same day of the week as the employee's regularly scheduled day off. Therefore, under the 9/80 schedule, one calendar week will consist of 44 hours (four 9-hour days and one 8-hour day) and the alternating calendar week will consist of 36 hours (four 9-hour days and one day off).
- B. Full-Time Employee: For the purpose of this policy, a full time employee is defined as working 80 hours per pay period.
- C. Enrollment: Reenrollment or schedule changes can occur twice a year in December for a start date in January and in June for a start date in July. Employees who have not participated may enroll at any time during the year. Enrollment is always at the discretion of Management.
- D. 9/80 FLSA Workweek: Under the Fair Labor Standards Act the workweek is defined as "a fixed and regularly recurring period of seven consecutive 24-hour periods (168 hours)." The 9/80 workweek begins on the employee's 8 hour day, exactly four (4) hours after the scheduled start time and ends exactly three (3) hours and fifty-nine (59) minutes after the scheduled start time on the same day the following week. We commonly refer to this as a day divide, where 4 hours of the eight (8) hour day occurs in one week, and 4 hours occurs in the following week. Payroll and Human Resources can answer question about day divides. A visual representation is shown at the end of the policy.

IV. ATTACHMENTS:

- A. [9/80 Schedule Agreement Form](#)

V. PURPOSE:

The purpose of this policy is to outline how PHC will establish and administer an alternate workweek schedule commonly referred to as a 9/80 workweek.

VI. POLICY / PROCEDURE:

PHC offers employees a compressed work schedule known as a 9/80 work schedule. This alternate work

Policy/Procedure Number: HR706b		Lead Department: Human Resources	
Policy/Procedure Title: 9/80 Workweek (Non-Exempt)		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 03/15/2010		Next Review Date: 12/19/2021	
		Last Review Date: 12/19/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

schedule provides employees with another way to manage work and non-work responsibilities by giving an additional day off of work while still achieving a full-time schedule (80 hours in a two week work period).

A. Eligibility:

1. All full-time PHC employees, after completing their introductory requirements, are eligible to participate in the 9/80 work schedule. Individual schedules are set at the discretion of the department director/manager based on business needs and set 9/80 schedules as listed under “Hours of Work.” Employees must have at least 20 hours of combined PTO and PSL in order to apply. Employees not meeting job standards/expectations may not participate in the compressed work schedule until performance meets standards. The director/manager will review such exceptions with Human Resources before denying the option. Once enrolled in the program, participation in the program may be discontinued due to personal hardship, if there is a decline in service levels, if the employee exhausts their PTO and is utilizing Leave Without Pay or if employee conduct is below standard (see paragraphs within this policy titled “Expectations of Service” and “Expectations of Conduct”). Individuals who do not wish to participate may continue to work a standard 40-hour week.

B. Approval:

1. Before beginning participation in the 9/80 program, employees must complete a “9/80 Workweek Request Form – Nonexempt” and acknowledge they have received and read the policy. They must obtain supervisory approval before submitting the form to the Human Resources Department. Employees cannot begin their 9/80 workweek until they have received a formal approval memo from Payroll.

C. Transitioning:

1. Beginning the 9/80 schedule: When an employee transitions from an 8 hour a day workweek to a 9/80 work schedule, there will be a necessary change in the beginning of the workweek. This results in a situation in which some of the hours fall in both the old workweek and the new workweek. This could result in fewer than 80 hours on your paycheck for that transitional period, or more than 80 hours. If more than 80 hours, a calculation of overtime will be made by Payroll which includes those hours in both the old and new workweeks, and the greater of the two amounts will be paid to the employee at time and a half. Where possible, HR may require you to work a ½ day during your transition week to minimize overtime and ensure you still receive a full paycheck.
2. Transferring Departments: Department directors, at their discretion, may discontinue the employee’s 9/80 schedule, based on the needs of the department.
3. Termination of the Program: The 9/80 Compressed Work schedule is an optional benefit that can be discontinued at any time for any reason at management discretion. Prior to the employee’s removal from the program, the Director/Manager must consult with Human Resources to develop a transition plan.
4. Continued failure to adhere to the expectations, as listed under “Expectations”, will also be cause for discontinuation from the 9/80 program. PTO must be utilized when available, employees are not allowed to voluntarily utilize unprotected Leave Without Pay in order to preserve their PTO balance.

D. Hours of Work:

1. In conjunction with their director/manager, employee will select their flex day and one of the six scheduled times as follows:

Policy/Procedure Number: HR706b		Lead Department: Human Resources	
Policy/Procedure Title: 9/80 Workweek (Non-Exempt)		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 03/15/2010		Next Review Date: 12/19/2018	
		Last Review Date: 12/19/2017	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

	<u>Start</u>	<u>½ Hour Lunch Between Hours Of</u>	<u>End</u>
Schedule A	6:00 am	10:00 am and 12:00 pm	3:30 pm
ScheduleB	6:30 am	11:00 am and 1:00 pm	4:30 pm
ScheduleC	7:00 am	12:00 pm and 2:00 pm	5:30 pm
Schedule D	7:30 am	10:30 am and 12:30 pm	4:00 pm
Schedule E	8:00 am	11:30 am and 1:30 pm	5:00 pm
Schedule F	8:30 am	12:30 pm and 2:30 pm	6:00 pm

2. Once the flex day has been selected it cannot be changed during a pay period, such as switching from Monday to Friday, or switching between 1st or 2nd week of the pay period., If a change is requested, it must be submitted on the applicable 9/80 form for approval. All participating employees will enter their requested schedules on the applicable Nonexempt approval form.
3. Day Divide: Employees should NOT clock out for lunch until after four (4) hours into their work day. Employees may be required to take a 1 hour lunch to ensure that business needs are met. The make-up time policy does not apply to the “Day Divide.”
4. Paid Time Off and Paid Sick Leave (PTO and PSL): PTO time accrual and PSL lump sum awarded hours will remain the same for participating employees. When an employee takes a day off under the vacation or sick pay policies, the accrual will be depleted by the number of scheduled hours for that day. For example, if an employee takes a PTO or PSL day on one of their 9-hour days, 9 hours of time will be removed from their total available hours.
5. Holiday Pay: Holiday pay shall remain at eight (8) hours. When a holiday falls on a regular nine (9) hour workday, the employee has the option of using one hour of accrued vacation time or working one hour of make-up time (must have prior approval from Director/Manager). When utilizing vacation time the employee must submit a time off request in ADP. Should a holiday fall on an employee’s scheduled day off, the employee will be permitted to take another day off in the same work week.
6. Overtime: 9/80 workweeks may not generally correspond with PHC’s pay periods. Therefore, adjustments to overtime compensation due cannot be calculated until the completion of the employee’s workweek. This may result in one pay period’s delay in the employee receiving the additional compensation.
7. Jury Duty and Bereavement Leave: Pay shall remain at a maximum of up to eight (8) hours per day, in accordance to the leave policies as stated in the Employee Handbook. Should the leave fall on an employee’s flex day off, the employee will not receive pay for that day. As stated in the policies, employees will receive pay for each full or partial working day. The employee has the option of using one hour of accrued vacation time or working one hour of make-up time for each day on leave (see Make-up Time Policy).
8. Bereavement Leave – Up to three (3) days of paid leave
9. Jury Duty – Up to two weeks (10 total business days) of paid leave
10. Spot Bonus Certificates – ½ day off with pay shall remain at a maximum of 4 hours.

E. Expectations:

1. Expectations of Service: The 9/80 work schedule is not an entitlement. The 9/80 work schedule will not be provided at the expense of service to the public and must not adversely affect the organization’s or a department’s ability to provide coverage and maintain service levels. Department directors, at their discretion, may discontinue participation in the 9/80 by an individual, group, or department, if it is determined that service levels are not being maintained.
2. Expectations of Employee Conduct: Failure to adhere to assigned work hours, tardiness, and excessive absenteeism will lead to revocation of the benefit for the individual. As with weekends,

employees must agree to come in on a scheduled day off, if necessary, for an urgent situation.
 Employees are

Policy/Procedure Number: HR706b		Lead Department: Human Resources	
Policy/Procedure Title: 9/80 Workweek (Non-Exempt)		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 03/15/2010		Next Review Date: 12/19/2018	
		Last Review Date: 12/19/2017	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees

encouraged to use days off to attend to personal business like medical/dental appointments for themselves and family members.

3. Expectations of Time Keeping: Employees are expected to submit any missing punches and electronic time off requests by Payroll’s deadline. Failure to do so will result in a warning notification from Payroll to the employee and employee’s supervisor, the third occurrence will result in discontinuation from the program. Occurrences are counted per enrollment period. In the event that the employee is absent the supervisor is expected to submit on their behalf.
4. Expectations of Communication: Employees are expected to alert key contacts outside and inside the company regarding days off. Typically this would be accomplished by creating an outgoing voicemail message and an e-mail message that informs others the employee will be out of the office, and who can be contacted for assistance. Employees are also expected to show their time as “Out of Office” on their Outlook calendars.
5. Expectations of Management: Directors/Managers are expected to notify Human Resources of any and all changes to work schedule or work hours as soon as they are known. Managers are also expected to be fully aware of this policy and procedure, including how to administer overtime with non-exempt 9/80 employees.
6. Expectations of Employee:

F. Procedure:

Responsible Party	Action
Employee	Employee completes the 9/80 Workweek Request Form. Non-exempt employees must complete the form 4 weeks in advance of the requested 9/80 start date. Employee forwards to supervisor for approval.
Supervisor	Supervisor reviews form and approves or denies. If approved, supervisor forwards form to HR.
Human Resources	Reviews request and approves or denies.
Payroll	If approved, Payroll determines new workweek and sends memo (can be via e-mail) to employee and respective supervisor outlining the new schedule and when the new workweek will begin.

VII. REFERENCES: N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE:

X. REVISION DATES:

04/22/2012, 02/05/2014, 06/25/2014, 12/19/2017

PREVIOUSLY APPLIED TO: N/A

Policy/Procedure Number: HR707		Lead Department: Human Resources		
Policy/Procedure Title: Jury Duty		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy		
Original Date: 11/19/2013		Next Review Date: 06/25/2021 Last Review Date: 06/25/2020		
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees	
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC	
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE	<input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO	<input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney			Approval Date: 03/23/2018	

I. RELATED POLICIES:

- A. [HR706a](#)
- B. [HR706b](#)

II. IMPACTED DEPTS:

- A. All Departments

III. DEFINITIONS: N/A

IV. ATTACHMENTS: N/A

V. PURPOSE:

To provide Partnership HealthPlan of California (PHC) employees with appropriate guidelines for time off due to Jury Duty.

VI. POLICY / PROCEDURE:

- A. If you receive a jury summons, you must provide Human Resources (HR) and your supervisor with a copy.
- B. If you are not excused from jury duty or your work schedule cannot be rearranged to avoid conflict, you will be allowed to take time off with pay for each full or partial working day you serve on jury duty for up to two (2) weeks, not to exceed eight (8) hours per day. Maximum time off permitted for jury duty without pay is unlimited.
- C. You must report to work on days or parts of days when you are not required to serve on a jury.
- D. Employees must obtain from the Court Clerk and submit to their supervisor, a statement verifying days and hours of jury service performed.
- E. If you do not return to work immediately after approved time off for jury duty, PHC may assume you voluntarily quit your job.
- F. Compensation received from the Court during the initial two (2) week period must be paid to PHC (travel and subsistence may be retained) or can be donated to a court-recommended charity. Proof of charity must be submitted to the Finance department.
- G. Non-expert witness: You may be required by law to appear in court as a witness. You must submit a copy of the subpoena to HR and your supervisor. Employees will be granted up to two (2) days, not to exceed eight (8) hours per day, witness time off with pay, per year. The balance of the necessary time off is without pay. You must report to work on days or parts of days when you are not required to serve as a non-expert witness. Reimbursement in the amount of a witness fee received for testimony must be paid to PHC by the employee for the days for which an employee receives compensation from PHC.

VII. REFERENCES: N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Human Resources, Finance

X. REVISION DATES: 03/27/2015, 03/23/2018, 06/25/2020

PREVIOUSLY APPLIED TO: N/A

Policy/Procedure Number: HR709		Lead Department: Human Resources	
Policy/Procedure Title: Sick Leave for On-Call Employees		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 06/19/2015		Next Review Date: 03/23/2022 Last Review Date: 03/23/2021	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input checked="" type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: <i>Liz Gibboney</i>		Approval Date: 03/23/2018	

I. RELATED POLICIES:

- A. [HR511](#)
- B. [HR701](#)

II. IMPACTED DEPTS:

- A. Administration
- B. Claims
- C. Finance
- D. Health Services
- E. Human Resources
- F. Information Technology
- G. Member Services
- H. Provider Relations

III. DEFINITIONS:

- A. On-call employee: An employee who works at least 30 days in a calendar year with on-call status.
- B. Temporary employee: An employee with temporary status and paid through PHC payroll who works at least 30 days in a calendar year. This does not include temporary agency workers.
- C. Family member: Per California Sick Leave Law AB 1522, family members are defined as employee’s parent, child, spouse, registered domestic partner, grandparent, grandchild, and sibling.

IV. ATTACHMENTS:

- A. N/A

V. PURPOSE:

To provide Managers/Supervisors with appropriate guidelines for administering Partnership HealthPlan of California’s (PHC) sick leave policy for on-call and temporary employees. This policy satisfies the requirements of California Sick Leave Law AB 1522.

VI. POLICY / PROCEDURE:

This policy applies only to on-call and temporary employees. Full-time and part-time employees accrue Paid Time Off (PTO) under policy HR701 which combines sick and vacation time. The guidelines below do not apply to full-time and part-time employees.

- A. Employees who are classified as “on-call” or “temporary” status and work at least 30 days in a calendar year will receive 24 hours of banked sick leave. Leave is not accrued.
- B. On-call and temporary employees are eligible to use this leave at the completion of 90 days of

employment. If an employee has not completed their 90 day probationary period, they are not entitled to take paid sick leave.

- C. The leave does not roll over and is not paid out upon separation of employment.
- D. The leave must be used by December 31st each year and returns to 24 hours balance on January 1st.
- E. If an on-call or temporary employee separates employment with PHC but reestablishes employment with PHC within 12 months of previous separation and within a calendar year, the accrued sick leave will be restored to the on-call employee. Use of leave is only allowed after the original introductory period of 90 days is completed. If the on-call employee completed the introductory period prior to separation, then use of leave is allowed immediately. If the on-call employee did not complete the introductory period, the introductory period will continue to compute from the number of days previously completed. (I.e. the on-call employee left PHC's employment after 60 days but returned within 12 months, the on-call employee must complete the remaining 30 days of their introductory period.)
- F. Under the California Sick Leave Law AB 1522, on-call and temporary employees may use their sick leave for the following reasons:
 - 1. For you or a family member for preventive care which includes annual physicals or flu shots,
 - 2. For you or a family member for care of an existing health condition, and
 - 3. For specified purposes if you are a victim of domestic violence, sexual assault, or stalking.
- G. The on-call or temporary employee must give at least one day's notice via electronic time off request in ADP Portal, but where the need is unforeseeable the on-call employee must give notice per attendance and punctuality policy HR511.
 - 1. If you are absent from work and you do not know your return date, you must call your manager/director each day no later than two (2) hours before you are scheduled to start work.
 - 2. If you are absent from work more than three (3) consecutive days without giving proper notice to your manager/director, you will be considered to have voluntarily resigned.
 - 3. An unplanned or unapproved absence will be considered as an unexcused absence. You are responsible for providing a doctor's note to Human Resources via secured fax (707-863-4363); email (HRHelpDesk@partnershiphp.org); physical delivery to PHC in-person or by employee's designee on the fourth (4th) day after three (3) days of unauthorized leave. Failure to do so may result in corrective action, including termination.
- H. The law forbids requiring an employee to find a replacement as a condition for using sick leave.

VII. REFERENCES:

- A. California Sick Leave Law AB 1522

VIII. DISTRIBUTION:

- A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Directors, Managers, Supervisors, Human Resources, Payroll

X. REVISION DATES: 03/23/2018

PREVIOUSLY APPLIED TO: N/A

Policy/Procedure Number: HR710		Lead Department: Human Resources	
Policy/Procedure Title: Paid Sick Leave		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 01/01/2018		Next Review Date: 06/25/2021 Last Review Date: 06/25/2020	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input checked="" type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney		Approval Date: 12/19/2017	

I. RELATED POLICIES:

- A. [HR701](#)
- B. [HR706a](#)
- C. [HR706b](#)
- D. [HR709](#)

II. IMPACTED DEPTS:

- A. All Departments

III. DEFINITIONS:

- A. **Family Member:** Per the Healthy Workplace Healthy Family Act (AB 1522, and amended by AB 304 and SB 3), also known as Paid Sick Leave (PSL), family members are defined as an employee’s parent, child, spouse, registered domestic partner, grandparent, grandchild, and sibling.
- B. **Child:** A biological, adopted, or foster child, stepchild, legal ward, or a child to whom the employee stands in loco parentis, regardless of age or dependency status.
- C. **Parent:** A biological, adoptive, or foster parent, stepparent, or legal guardian of an employee or the employee’s spouse or registered domestic partner, or a person who stood in loco parentis when the employee was a minor child.
- D. **Temporary Employee:** An employee with temporary status and paid through Partnership HealthPlan of California (PHC) payroll who works at least 30 days in a calendar year. This does not include temporary agency workers.
- E. **On-call Employee:** An employee who works at least 30 days in a calendar year with on-call status.

IV. ATTACHMENTS:

- A. N/A

V. PURPOSE:

To provide managers/supervisors with appropriate guidelines for administering Partnership HealthPlan of California’s (PHC) Paid Sick Leave policy, and to communicate to employees their rights with regard to California’s Paid Sick Leave laws. This policy satisfies the requirements of the Healthy Workplace Healthy Families Act (AB 1522, as amended by AB 304 and SB 3), collectively known as California’s Paid Sick Leave laws.

VI. POLICY / PROCEDURE:

This policy applies to all PHC employees, including full-time, part-time, on-call and temporary, who work at least 30 days within a year.

- A. Employees will receive 30 hours of Paid Sick Leave (PSL) on January 1 each calendar year. Leave is not accrued according to hours worked. PSL hours will be counted and recorded separately from other leave hours and each employee's PSL balance will be listed on their paystub or an equivalent document, in accordance with California's Paid Sick Leave laws.
- B. New hires will receive 30 hours of PSL on their date of hire, unless hired on or after October 1, and are eligible to use this leave at the completion of 90 days of employment, regardless of whether their introductory period has been completed or extended. However, new hires with a hire date of October 1 or later will be eligible to receive PSL on January 1.
- C. Unused PSL hours will reset each year and are not paid out upon separation of employment.
- D. For employees that are eligible for the Paid Time Off (PTO) program, any unused PSL balance on December 31 of each year will be rolled over into the employee's PTO balance. For On-Call and Temporary employees that are not eligible for the PTO program, their PSL balance will reset to 30 hours on January 1 each calendar year.
- E. PSL must be taken in minimum increments of two (2) hours unless total time exceeds regular schedule with the amount of PSL used to be determined by the employee.
- F. Under California's Paid Sick Leave laws, employees may use PSL for the following reasons:
 - 1. For an employee or an employee's family member for preventive care or diagnosis, which includes annual physicals or flu shots.
 - 2. For an employee or an employee's family member for care or treatment of an existing health condition.
 - 3. For specified purposes for an employee who is a victim of domestic violence, sexual assault, or stalking.
- G. If an employee separates employment with PHC but reestablishes employment with PHC within 12 months of the previous separation and within a calendar year, the employee's former balance of PSL will be restored to the employee. Use of PSL is only allowed after 90 days of employment is completed. If the employee completed 90 days of employment prior to separation, then use of PSL is allowed immediately upon the employee's return. If the employee did not complete 90 days of employment then the employee's days of employment will continue to compute from the number of days previously completed. For example, if the employee left PHC's employment after 60 days but returned within 12 months, the employee must complete an additional 30 days (i.e. the remainder of 90 days of employment) prior to being eligible to use PSL, regardless of whether the introductory period has been completed.
- H. If an employee exhausts their PSL balance, they may use accrued and unused PTO hours for the same purposes as PSL hours. PTO hours are governed by policy HR701 – Paid Time Off (PTO), not by this Paid Sick Leave policy.
- I. To use PSL, the employee must give their direct supervisor as much advance notice as possible, but no less than one (1) days' notice (via electronic time off request in the ADP Portal) when the need for leave is known in advance (as may be the case for a scheduled doctors' visit). However, where the need for PSL is unforeseeable, the employee must give notice as soon as practical, in accordance with policy HR511 – Attendance and Punctuality.
 - 1. If you are absent from work and you do not know your return date, you must call your direct supervisor each day no later than two (2) hours before you are scheduled to start work.
 - 2. If you are absent from work more than three (3) consecutive days without giving proper notice to your direct supervisor, you will be considered to have voluntarily resigned.
 - 3. Absences taken in accordance with this PSL policy will not be considered as "an occurrence" or as an "unexcused absence."
- J. In accordance with California's Paid Sick Leave laws, PHC does not require an employee to find a replacement as a condition for using PSL.

- K. In accordance with California's Paid Sick Leave laws, PHC does not discriminate or retaliate in any way against employees who exercise their rights to request and use PSL.
- L. PHC recognizes the need and benefit of taking time off work for an employee's mental wellness. Accordingly, available PSL hours outlined in this policy may be used for that purpose.

VII. REFERENCES:

- A. California Sick Leave laws (Healthy Workplace Healthy Families act of 2014, AB 1522, as amended by AB 304 and SB 3)

VIII. DISTRIBUTION:

- A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Human Resources, Payroll, Supervisors, Managers, Directors

X. REVISION DATES:

12/19/2017, 06/25/2020

PREVIOUSLY APPLIED TO:

N/A

Policy/Procedure Number: HR803		Lead Department: Human Resources	
Policy/Procedure Title: Workers' Compensation		<input type="checkbox"/> External Policy <input checked="" type="checkbox"/> Internal Policy	
Original Date: 10/01/1994		Next Review Date: 03/23/2022 Last Review Date: 03/23/2021	
Applies to:	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/> Healthy Kids	<input checked="" type="checkbox"/> Employees
Reviewing Entities:	<input type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input checked="" type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input checked="" type="checkbox"/> CEO <input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Liz Gibboney		Approval Date: 03/23/2018	

I. RELATED POLICIES:

- A. [HR701](#)
- B. [HR703](#)
- C. [HR704](#)

II. IMPACTED DEPTS:

- A. All departments

III. DEFINITIONS: N/A

IV. ATTACHMENTS:

- A. [Incident Investigation Report](#)

V. PURPOSE:

To provide Directors/Managers with appropriate guidelines regarding Partnership HealthPlan of California's (PHC) intent to comply with all state and federal regulations pertaining to Workers' Compensation.

VI. POLICY / PROCEDURE:

A. POLICY:

1. PHC provides a Workers' Compensation Insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical or hospital treatment. Subject to applicable legal requirements, Workers' Compensation Insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately upon hospitalization.
2. Employees who sustain work related injuries or illnesses should inform their Director/Manager immediately (if Director/Manager is unavailable, contact Human Resources). No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

B. PROCEDURE:

1. Employees
 - a. Report any work-related injuries or illness to Directors/Managers and Human Resources as soon as possible.
 - b. If any loss time from work occurs, contact Human Resources immediately to discuss Workers' Compensation benefits, etc.
2. Director/Manager
 - a. When an employee reports any work-related injury or illness, and is seen by a physician, the

following occurs:

- b. Report injury/illness immediately to Human Resources.
 - c. Complete the “Incident Investigation Report” (Attachment A).
 - d. If employee needs treatment, he or she will be sent to our preferred provider unless employee has designated their personal physician PRIOR to their injury.
3. PHC Preferred Provider
- a. **NORTHBAY OCCUPATIONAL HEALTH**
2470 Hilborn Road, Suite 100, Fairfield, CA 94533
Phone: 707-429-7701/ Fax: 707-429-6911
Hours: Monday through Friday, 7:30AM – 5:00PM
 - b. **HILLTOP MEDICAL CLINIC**
2123 Eureka Way, Redding, CA 96001
Phone: 530-246-4629/ Fax: 530-246-4621
Hours: Monday through Friday, 8:00AM – 5:45PM; Saturday, 9:00AM – 4:45PM
 - c. **HILLTOP MEDICAL CLINIC**
1093 Hilltop Drive, Redding, CA 96003
Phone: 530-221-1565/ Fax: 530-221-3912
Hours: Monday through Friday, 8:00AM – 5:45PM; Saturday and Sunday, 9:00AM – 4:45PM
 - d. **OCCUPATIONAL, ENVIRONMENTAL HEALTH SERVICES, INC.**
3116 Harrison Ave., Eureka, CA 95503
Phone: 707-444-3885/ Fax: 707-444-7843
Hours: Monday through Thursday, 8:00AM – 3:15PM by appointment only
 - e. **After Business Hours, on Weekends or Holidays:**
NORTHBAY MEDICAL CENTER – EMERGENCY ROOM
1200 B. Gale Wilson Blvd., Fairfield, CA 94534
Phone: 707-429-7830
4. Workers’ Compensation has a three (3) day waiting period before payment of loss of wages begins. Employees who lose time from work may use their PTO during the three (3) day waiting period. On the fourth (4th) day of lost time, Workers’ Compensation begins paying 2/3 of the employee’s lost wage up to the current Workers’ Compensation maximum.
5. Employees may have the option to integrate available CL or PTO with Workers’ Compensation for actual days lost due to injury. (Human Resources will coordinate.)
6. Employee will be paid by PHC for worked hours lost due to doctor’s appointment (for the first appointment only) for work-related injuries. PHC encourages employees to schedule doctor appointments and/or physical therapy appointments the earliest appointment available or the latest appointment available so that there is little disruption during the workday.
7. Employee’s time sheet must annotate any time off due to on-the-job injury (i.e., doctor appointments and/or physical therapy).
8. Employee is required to submit physician’s certification to Employer for each visit until the employee is fully released to return to work. Under NO CIRCUMSTANCES can an employee return to work without the proper release from the physician.
9. Human Resources
- a. Complete the “Employee’s Claim for Workers’ Compensation Benefits” (DWCI) form within 24-hours from DATE EMPLOYER FIRST KNEW OF INJURY.
 - b. Complete “Employer’s Report of Occupational Injury or Illness” form and mail all appropriate documents to third party administrator within five (5) working days from “Date Employer First Knew of Injury.” If not reported within five (5) days, state penalties may occur.
 - c. Partnership HealthPlan of California’s third party administrator is:
ATHENS ADMINISTRATORS

P.O. Box 696, Concord, CA 94522
Phone: 866-308-4446
Fax: 877-263-4389

VII. REFERENCES: N/A

VIII. DISTRIBUTION:

A. SharePoint

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE:

X. REVISION DATES:

07/20/2004, 01/06/2014, 12/02/2014, 09/28/2015, 3/23/2018

PREVIOUSLY APPLIED TO: N/A

Policy Number: 901		Lead Department: Human Resources	
Policy Title: Severance Pay			
Original Date: 08/14/03		Revision Date: 02/05/14	
Applies to:	<input checked="" type="checkbox"/> Employees		
Approving Entities:	<input checked="" type="checkbox"/> CEO		
Approval Signature:			Approval Date:

I. ATTACHMENTS: NONE

II. PURPOSE:

- A. PHC will provide severance pay to eligible employees whose employment is involuntarily terminated. No severance pay will be granted for separation which is the result of voluntary termination, disability or discharged for cause, unless determined by the CEO to be appropriate in a particular case.

III. POLICY / PROCEDURE:

A. Guidelines

Subject to the following provisions, severance pay may be provided to a full-time exempt or non-exempt employee who is released due to reduction in force, release without fault or involuntarily termination:

- Less than three (3) years of continuous service: 2 weeks;
- Three (3) years, but less than five (5) years continuous service: 3 weeks;
- Five (5) years but less than seven (7) years continuous service: 4 weeks;
- Seven (7) years but less than nine (9) years continuous service: 5 weeks;
- Nine (9) years but less than eleven (11) years of continuous service: 6 weeks;
- One (1) week for each two (2) years thereafter, with maximum at 15 weeks;
- No severance pay will be granted to temporary, introductory period or volunteer employees.

Severance pay approval will be determined by the CEO with insight from the Senior Director of Human Resources. All medical and dental will be terminated the month following termination, i.e. terminated in March, coverage is provided through the end of April. The last 401 and 457 deduction will be reflected on the employee's final paycheck. Information on continuing medical insurance through COBRA will be given to the employee his/her last day of work through the US Postal Service.

B. Severance Pay Discretionary

PHC reserves the right to amend, reduce, modify or discontinue all or part of severance pay with or without reason. This policy is not to be taken as a contract of employment between PHC and any person and nothing herein this policy requires the payment of severance pay for any reason.

2021 Organization Employee Calendar of Events

January	February	March
<p>1-Jan New Year's Holiday</p> <p>6-Jan Task Force Meeting (Avtech)</p> <p>18-Jan MLK Holiday</p> <p>20-Jan Task Force Meeting (SR)</p>	<p>3-Feb Task Force Meeting (Airpark)</p> <p>12-Feb Valentine's Day Grams</p> <p>15-Feb President's Day Holiday</p> <p>17-Feb Task Force Meeting (SR)</p> <p>17-Feb Employee of the Year / Ice Cream Social (NR/SR)</p>	<p>3-Mar Task Force Meeting (Avtech)</p> <p>17-Mar St. Patty's Day</p> <p>17-Mar Task Force Meeting (SR)</p> <p>30-Mar Doctor's Day</p>
April	May	June
<p>1-Apr International Fun at Work Day</p> <p>7-Apr Task Force Meeting (Airpark)</p> <p>19-Apr Shred Week (through 4/23)</p> <p>21-Apr Administrative Professionals Day</p> <p>21-Apr Task Force Meeting (SR)</p> <p>TBD Basket Raffles</p>	<p>6-May Nurse's Day (6-12 if doing Nurse's Week)</p> <p>4-May Task Force Meeting (Avtech)</p> <p>9-May Mother's Day</p> <p>19-May Employee Recognition Luncheon (NR)</p> <p>19-May Task Force Meeting (SR)</p> <p>20-May Employee Recognition Luncheon (SR)</p> <p>31-May Memorial Day Holiday</p>	<p>2-Jun Task Force Meeting (Airpark)</p> <p>16-Jun Task Force Meeting (SR)</p> <p>21-Jun Father's Day</p>
July	August	September
<p>5-Jul Independence Day Holiday (observed)</p> <p>7-Jul Task Force Meeting (Avtech)</p> <p>21-Jul Task Force Meeting (SR)</p> <p>TBD 4th of July BBQ</p> <p>TBD Bring Your Kids to Work Day</p>	<p>4-Aug Task Force Meeting (Airpark)</p> <p>18-Aug Task Force Meeting (SR)</p> <p>TBD HEDIS Week</p>	<p>1-Sep Task Force Meeting (Avtech)</p> <p>6-Sep Labor Day Holiday</p> <p>15-Sep Task Force Meeting (SR)</p> <p>20-Sep Compliance Week</p> <p>TBD Employee Picnic</p>
October	November	December
<p>4-Oct Customer Service Week (through 10/8)</p> <p>6-Oct Task Force Meeting (Airpark)</p> <p>19-Oct Pharmacy Technician Day</p> <p>20-Oct Task Force Meeting (SR)</p> <p>TBD Northern Region Halloween Carnival</p> <p>TBD Think Pink Day</p> <p>TBD 2020 Benefits Presentation</p> <p>TBD Halloween (SR)</p>	<p>3-Nov Task Force Meeting (Avtech)</p> <p>11-Nov Veteran's Day</p> <p>17-Nov Task Force Meeting (SR)</p> <p>25-Nov Thanksgiving Holiday (through 11/26)</p> <p>TBD Redding Health Benefits Fair</p> <p>TBD Staff Appreciation Luncheon (Airpark)</p> <p>TBD Staff Appreciation Luncheon (Avtech)</p> <p>TBD Staff Appreciation Luncheon (SR)</p>	<p>1-Dec Task Force Meeting (Airpark)</p> <p>15-Dec Task Force Meeting (SR)</p> <p>23-Dec Christmas Holiday (observed, through 12/24)</p> <p>TBD Northern Region Holiday Party</p> <p>TBD Pictures with Santa (NR)</p> <p>TBD Pictures with Santa (SR)</p>

Event Sponsors: [HR](#), [Admin](#), [Task Force](#), [PHC Holidays](#)

Highlighted dates indicate a rescheduled date. Highlighted events indicate a new event.

Last update: Mon, February 22, 2021