



COVID-19

Human Resources' FAQs for Employees

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Work Force Management/Furlough

1. Are Work Force Management/WFM and furlough the same thing?

Yes.

2. What does Furlough and WFM mean?

Furlough is a temporary period of time when an employee is not working due to changing business conditions, but is anticipated to return to work once conditions improve. WFM stands for Workforce Management – and is a pay code used in the timecard to record the hours when an employee is reduced below their weekly budgeted hours. WFM is unpaid time and entered into your timecard by your timekeeper.

3. If I'm WFM'd/furloughed, will my FTE change?

Timekeepers will be asked to enter WFM on timecards for any hours that are unpaid after PTO or work hours have been entered, with a sum total of all hours to equal your current FTE.

While on furlough/WFM, employees will maintain benefit eligibility as follows:

- Health, dental, life and disability insurances continue.
- Employees will continue to be responsible for regular premiums associated with this coverage, with the exception of health and dental premiums for up to three months as described above.
- PTO will accrue on any worked, PTO and WFM hours.

4. Who enters WFM in my timecard?

WFM for furloughed days can be entered by you, your manager or your timekeeper. The total of hours and paycodes, including WFM, should equal your normally scheduled hours for the week.

5. I am a salary employee. And as a salary employee I am paid thru the date of my pay check. When I use unpaid WFM/furlough for a full week, which paycheck would that impact?

As a salaried employee, your bi-weekly pay is paid through the date of your paycheck. However, any adjustments to your bi-weekly, such as furlough, will have a one week delay because of the way your time is being pulled from our time and attendance system, Kronos. Any adjustments on the current pay period will be deducted from your next paycheck. For example,

For the dates of March 29 through April 11, 2020:

- You worked the first week and unpaid furloughed (no PTO used) the second week
- Your April 10th paycheck will be a full biweekly paycheck because Kronos is only pulling time tracked from March 22 through April 4
- Your April 24th paycheck would then reflect the one week of unpaid furlough from the week of April 5th

If you have further questions, please feel free to contact the Payroll Office at payroll@marshfieldclinic.org or 715-387-5159.

PTO

- 6. For those of us who have been here many years and have a lump sum of vacation put in our pot all at once...will we still continue to get our vacation as lump sum next year as there was WFM/Furlough this year?**

There have been no changes to the PTO policy. Please refer to the Paid Time Off policy for details

- 7. Can I work partial weeks and utilize PTO or unpaid time for the rest of the week?**

Hourly employees can have a combination of worked hours, PTO hours, and WFM (unpaid time) hours in their weekly timecard. All hours must equal the employee's FTE.

Salaried employees and partial weeks: Generally, salaried staff should be furloughed in full week increments and can use a combination of PTO and WFM to reflect their full FTE. If an employee prefers to take furlough in partial weeks or business need necessitates furlough in partial weeks (e.g., work three days and be off for two days each week), PTO must be used for the days off to keep employee salary whole. PTO must be used in half or full-day increments. Salaried timecard must reflect the employee's full FTE. WFM (unpaid time) cannot be used during weeks that a salary employee works. Weeks are defined as being Sunday through Saturday.

- 8. Am I able to take less PTO than my FTE, to avoid unemployment? For example, I am normally a 40 hour week employee. Can I take 32 hours PTO per week, with 8 hours WFM to equal my 40 hours?**

See answer to #5

9. Can we still carry over 1 week vacation while on WFM/Furlough?

There have been no changes to the PTO policy. Please refer to the Paid Time Off policy for details

10. Do employees earn PTO on WFM/furlough time?

Managers/Timekeepers enter WFM into furloughed employee's timecards. PTO accrues on hours recorded as WFM.

11. Can I still sell back PTO on my anniversary date if I am on furlough?

Yes, PTO sell back will continue based on the same procedures of the current PTO policy.

Redeployment/Training

12. Are there redeployment options to avoid time off?

Managers are being asked to list all employees who will be impacted by lower volumes across the System. Employees on furlough, or WFM, from their current positions will be reported to Human Resources, and also tracked by a Staff Redeployment group that will assist with placement of employees in alternative positions, as they are available. Employees may be asked to assist in roles that are a match for their skill set and/or experience.

Employees redeployed to other positions during the COVID-19 period will retain their regular rate of pay. Employees should transfer hours in Kronos to their temporary department and also use the ERC code.

13. What does training look like if I am asked to redeploy to the hospital?

Education will be coordinated by the receiving unit manager utilizing the redeployment education materials.

14. Will I be expected to function in patient care redeployment independently?

No, a team approach will be utilized. An employee redeployed to patient care will work within the scope of their practice on a team.

15. How long is the training offered?

Employees may be asked to redeploy to areas where they are not as comfortable or confident as their usual role. We ask that you discuss your concerns with the labor management contact if being assigned for redeployment.

16. What if I do not feel competent to perform the role I am asked to redeploy to?

Employees may be asked to redeploy to areas where they are not as comfortable or confident as their usual role. We ask that you discuss your concerns with the labor management contact if being assigned for redeployment.

17. If you normally work part time and are deployed, do you continue working part time while in deployment?

You will be scheduled as close as possible to your normal FTE status.

18. If I am on furlough/WFM can I refuse redeployment to other department/units if it is requested of me, and would I be required to use PTO vs unpaid time?

Redeployment of furloughed staff to areas in need is essential in helping MCHS manage resources amid COVID-19. Staff refusing to redeploy without an approved accommodation or FMLA approved leave may have their employment with MCHS ended as a voluntary resignation. Additionally, staff refusing work may not be eligible for unemployment. MCHS will update the state unemployment office as appropriate.

Absence Management

19. If someone is completely off of work due to FMLA, are they currently 'exempt' from furlough because they are already off and receiving PTO, unpaid, or disability depending on situation?

FMLA does not exempt employees from being furloughed and manager should follow the normal process. Being on FMLA may impact their eligibility for unemployment benefits because they are not available for work due to medical leave but they may still be eligible for unpaid FMLA or disability benefits while on medical leave. If you have questions that involve FMLA or Disability please contact the HR-Absence Management Team at 715-387-5369.

20. What about those employees on intermittent FMLA and / or reduced FTE and collecting disability?

There is no need for an employee to report intermittent FMLA while being off of work due to furlough. Report only the hours that the employee is scheduled to work and cannot work due to reasons under the FMLA. In regards to working a reduced schedule due to FMLA, FMLA would continue to be tracked for the unrestricted hours and the remaining hours would be furloughed. For example, an employee that is normally 40 hours per week, has 20-hour per week work restrictions and the manager has no work available so the employee is being furloughed, 20 hours would be recorded as FMLA and the other 20 hours would be recorded as WFM (or PTO).

21. What do I do if I would like to request to be off of work or my health care provider states that I should be off due to being in a high risk group? (for non-providers)

Your manager may attempt to accommodate reasonable requests with consideration for business needs, but will ultimately determine if it is essential for you to remain onsite. If essential job duties can be performed at home, and personal obligations would not interfere with working from home, your manager may consider that as well. Staff without an approved reasonable accommodation or an approved FMLA leave will be required to report for work as directed. Employees seeking a reasonable accommodation or FMLA leave should contact the HR Absence Management Team.

Benefits

22. If I'm on WFM/Furlough and don't get a paycheck, what happens to my benefit premiums?

The health and wellness of our employees is a priority to Marshfield Clinic Health System. For up to three months, beginning in April and based upon the duration of the COVID-19 pandemic, the System will pay the employee-portion of health and dental insurance premiums for ALL employees. Employees will not see these deductions on their paychecks.

23. I do not have health and dental through MCHS so MCHS paying premiums for a defined period does to help me, is anything being done for me?

MCHS is covering the cost of premiums for employees starting in April for up to 3 months. Employees who have health and dental through other providers may want to inquire with those insurance providers if they are doing anything similar.

24. Do I still get ERP and 401K contributions while on Furlough?

WFM hours will count toward Employee's Retirement Plan (ERP) eligibility criteria (1000 hours in a calendar year). Employer and employee 401(k) contributions are calculated on a percentage basis. Therefore, if an employee is on WFM and does not have wages during a two-week pay period, no 401(k) contributions would be deducted on that pay check

25. What happens if I have a 401k loan?

Due to the CARES Act, Fidelity has enacted the process to defer employee's current loan. To defer your loan, go to <https://nb.fidelity.com/public/nb/default/home>. Log in using your user name and password.

You may need to click on Retirement Savings 2 Plans to see your 401k plan. Once you see your 401k Plan, click on *Quick Links* and chose *Loans or Withdrawals*. You will then choose the option of *Looking to defer your loan payments due to COVID-19*. Click on *Learn about deferring your loan payments*. If you are in agreement with the information that is displayed, you can click on the box to certify that the loan deferment has to do with the COVID-19. As noted loans payments will be deferred

until January 2021. Beginning January 2021, they will be re-amortized and interest will continue to accrue. You can also call Fidelity at 1-800-343-0860 for assistance in deferring your loan payments.

26. Do I have any options to use my 401K funds?

The CARES Act has been enacted and the Marshfield Clinic Retirement Plan has approved the option for employees to take distributions from their Marshfield Clinic Salary Reduction Plan (401k) for those affected by COVID-19. This distribution can be 100% of your Marshfield Clinic Salary Reduction Plan with a maximum amount of \$100,000. This fund withdrawal does have a payback option as well as spreading the tax implications over a 3 year period. Please contact Fidelity at 1-800-343-0860 for more information regarding this option. The CARES Act also has a loan option which is still in process and will be communicated as soon as available.

27. What happens to my Flex Spending while on Furlough?

Employee flexible spending account contributions have to be deducted on a pre-tax basis. If there is a two-week pay period where you do not receive any wages, the flexible spending account deductions go into arrears. Once there are earnings on a future pay check, the flex deductions will be taken from that paycheck as a pre-tax deduction.

28. Will my supplemental life insurance go into arrears if I do not have a paycheck to pay it?

Yes, supplemental life insurance premiums will go into arrears.

29. What happens to other payroll deductions that I have?

If you have other deductions from your paycheck, you will need to inform the recipients of those funds.

30. Will I be eligible for holiday pay while on furlough?

Regardless of your furlough status, if you meet the eligibility criteria under Section 2.2 of the Holiday policy, you will receive holiday pay. Holiday pay may impact unemployment benefits.

Unemployment

31. When do I register for unemployment?

Employees are encouraged to follow instructions provided by the State Unemployment Office regarding filing for unemployment. The Unemployment site can be found [here](#).

32. Can I file for unemployment regardless of whether I take voluntary WFM/furlough or involuntary WFM/furlough?

You are eligible to apply for unemployment in either situation. The state in which you live in makes the determination of benefits, therefore any, and all, questions related to this must be directed to the unemployment office. Here is the contact info for the Wisconsin Unemployment Office

Online: ui.wi.gov

Phone: 1-414-435-7069

Unemployment FAQs related to COVID:

dwd.wisconsin.gov/covid19/public/ui.htm

Employees may be recalled during the COVID-19 period to assist in other areas. We will rely on these individuals to assist however possible during this period as we continue to provide care to patients in our communities. If employees are asked to return to work, though decline that work, that may be reported to the Unemployment Office. The circumstances/reasons for declining work will be considered.

33. What is Federal Pandemic Unemployment Compensation (FPUC)?

Federal Pandemic Unemployment Compensation (FPUC) is a temporary emergency increase of \$600 per week in unemployment benefits. Additional information regarding FPUC can be found on the State of WI Department of Workforce Development site: <https://dwd.wisconsin.gov/uiben/fpuc/>

Employee Resources

34. What resources are available through the Employee Assistance Program (EAP)?

MCHS will have a new EAP service provider, ComPsych, beginning April 1, 2020. Communications regarding how this new benefit can be accessed will be available at that time. ComPsych will have online, telephonic and in-person resources available to assist employees and their families with COVID-19 issues, legal and financial matters, as well as many other resources. Watch your home mail box as well as work email box for additional information as it becomes available.

35. What if I need verification of employment status?

Employee's needing an employment verification can send requests to send your request to: EMPLOYMENT VERIFICATION REQUESTS (SHARED) rf.EmpVerificationReq@marshfieldclinic.org or Fax forms to 715-236-6599

36. Does the Families First Coronavirus Response Act apply to MCHS employees?

The Families First Coronavirus Response Act only applies to employers with less than 500 employees, and therefore the Act does not apply to MCHS.