

COVID-19

Emergent Pay FAQ As of March 23, 2020 –Spectrum Health Internal Use Only

New pay codes: To support team members, we are introducing two new pay codes to be used during COVID-19. Both pay codes should be charged to the home cost center and require leaders and/or API editors to edit the pay code. If a team member qualified for the pay code since March 10, 2020 and was paid using Paid Time Off (or another pay code), leaders can submit a Payroll Adjustment Form to payroll to have the hours reclassified.

- **Public Crisis Pay Support (“PCPS” pay code):** The pay code is charged to the home cost center and should be used to support employed team members who are screened by the Spectrum Health team member hotline at 1.833.559.0658 and required to quarantine due to COVID-19 and not able to work remotely. It pays at the team member’s base pay rate for up to 14 days. It is not eligible for overtime or pay differentials. If an employed team members is unable to work, they should also consult with Integrated Disability Management at 616.391.2275 if their leave exceeds 7 calendar days as they may be eligible for additional leave benefits. See Public Crisis Support Pay FAQs for more information.
- **Emergent Pay (“Emergent Pay” pay code):** The pay code is charged to the home cost center and should be used for team members who are otherwise able to work and are waiting for redeployment. It pays at the team member’s base pay rate and is not eligible for overtime or pay differentials. Emergent pay is capped at an overall total of 80 hours (not specific to one pay period).

Low census, things to consider: Things are changing in our environment on a day-to-day basis. We understand every area is different; here are some things you need to consider for areas that are experiencing low census due to COVID-19:

1. First consider redeployment.
2. If the team member is willing to take an assignment elsewhere, but we have no assignment for them, they may stay home and will be paid using Emergent Pay until an assignment is available.

Please note: Emergent pay is capped at total 80 hours.

- Emergent Pay that occurred on or after March 15, 2020, should be edited in API using the pay code Emergent Pay.
- If it applies between March 10 through March 14, please submit a Payroll Adjustment Form to Payroll.

Frequently Asked Questions

Q: What is Emergent Pay?

A: Emergent pay should be used for employees who are otherwise able to work and are waiting for redeployment. It pays a team member’s base pay rate and is not eligible for overtime or pay differentials. Emergent pay should be charged to a team member’s home cost center.

Q: Why is Spectrum Health offering Emergent Pay?

A: Our utmost priority is taking care of each other. We want to support our team members whose roles are impacted by decisions being made to close practices, stop non-essential work and/or re-direct work. Emergent pay is for those that would otherwise be willing and able to work but do not have work to do during this time.

Q: When can the pay code be used?

A: The pay code should be charged to the team member’s home cost center and utilized when we have no assignment for a team member yet they are willing and able to work. The team member should be considered for other redeployment assignments as new opportunities arise.

Q: Who determines if an employed team member can work remotely?

A: Your Leader will determine if working remotely is an option.

Q: Can Leaders enter/edit the pay code?

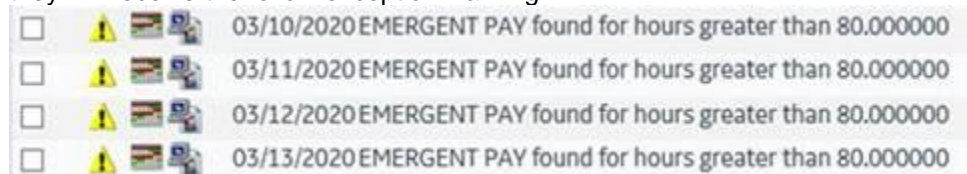
A: Yes. Leaders and approved API Editors can enter/edit the pay code in API.











Q: Can employees request the pay code?

A: No. To ensure the pay code is applied consistently, Leaders (or approved API Editors) should enter/edit the pay code.

Q: If Emergent Pay is capped at 80 hours, how will leaders know when there is no more time left for the team member to use?

A: The configuration will only allow 80 hours of EMERGENT PAY to apply on a team member's API pay distribution and will not allow any excess hours to post. If EMERGENT PAY is entered on a team member's API Time & Attendance record and the accumulated hours exceed 80 hours, they will receive the follow exception warning:



<input type="checkbox"/>				03/10/2020 EMERGENT PAY found for hours greater than 80.000000
<input type="checkbox"/>				03/11/2020 EMERGENT PAY found for hours greater than 80.000000
<input type="checkbox"/>				03/12/2020 EMERGENT PAY found for hours greater than 80.000000
<input type="checkbox"/>				03/13/2020 EMERGENT PAY found for hours greater than 80.000000

The following reports can be run to monitor this code:

1. **TRANSACTION DETAILS:** This report can be run by entire cost center or individual employee, date range and specific pay code. It does allow a leader to go back several pay periods, if necessary.
2. **EMPLOYEE TOTALS BY PAY CODE:** This report can be run by cost center and date range. It returns all pay code hours for each employee in the specified cost center for the date range specified.

Q: Can the pay code be used for other illnesses?

A: No. The pay code is only to be used for team members who are otherwise able to work and are waiting for redeployment.

Q: Will Emergent Pay count towards overtime?

A: No. Emergent Pay will not count towards overtime.

Q: Will shift differential apply to Emergent Pay hours?

A: No. Emergent Pay is paid at the base hourly pay rate. Overtime and all other shift differentials do not apply.

Q: Will I accrue PTO on Emergent Pay?

A: Yes, PTO accrues on Emergent Pay.

Q. I have finished my work early due to lack of work. Am I eligible for Emergent Pay for the remainder of my shift?

A. Leaders should first attempt to redeploy you for the remainder of the shift. If no work is available, Emergent Pay could be utilized. Leaders can utilize discretion in not utilizing Emergent Pay in areas where the shift length typically fluctuates under normal circumstances and it is normal for the role (i.e. a surgery ending early).

Q: Our office closed. We are not able to redeploy a team member until next week. Should I code Emergent Pay for this week?

A: Yes. This pay code cannot be requested by team members. It must be edited by leaders or API Editors. This code should only be used to continue pay when a team member is otherwise healthy, and Spectrum Health is unable to redeploy the team member. Emergent Pay is capped at 80 hours and is charged to the home cost center.

Q: How will Spectrum Health accommodate team members who need to stay home with our children since schools are closed?

A: If you need to remain home due to the recent school closures across the state due to COVID-19, you have the option to use PTO or chose not to use your PTO and go unpaid. If no PTO is available, both nonexempt (hourly) and exempt (salaried) team members will have the option allow your PTO to go negative and receive pay for time missed. Many non-clinical or salaried roles are responsible for work that may be completed at home or during alternate work hours. Leaders can use discretion and flexibility by allowing team members to work remotely or flex their schedule instead of taking PTO, if applicable for their position. Check with your leader on what is applicable for your situation.

Q: I am a unit-based resource employee and have signed up for redeployment shifts via the tool online, but I am not being redeployed at this time. Am I eligible for emergent pay?

A: Team Members in a position or employment status that does not guarantee hours (unit-based resource, contingent, etc) are not eligible for emergent pay.