Call Back/Return To Work

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EMPLOYEE FREQUENTLY ASKED QUESTIONS

Call Back and Return To Work

If I choose not to return to work and owe benefit premiums?
The Benefits Department will audit each person upon termination. You will be invoiced for any premiums that were missed. If premiums are not repaid, benefits will be terminated back to the date the last premiums were paid.

If I have missed benefit premiums while off, how do I pay them back?
The Benefits Department will audit each person when they return to work. Any premiums that were missed will be collected over 4 pay periods. You can request that the premiums be stretched over a longer time frame by contacting the benefits department at 388-7555.

I have been called back to work but I don’t have childcare. Will my Unemployment stop?
CAMC is required to report employees who have been offered work but decline to come back to work to WorkforceWV. This would cause your regular unemployment claim to stop. Under the CARES Act, primary caregivers who cannot work due to daycare or school closings due to COVID, may qualify for Pandemic Unemployment Assistance (PUA). The PUA application opened on May 1, 2020 and can be accessed at WorkforceWV.org. You will be required to provide appropriate documentation to WorkforceWV to support your claim. PUA will be available through December 31st; however, the $600 PUA supplement will end July 25, 2020 which means the maximum one can earn on unemployment after that would be $424 per week.

What if I don’t want to return to work?
WorkforceWV’s website specifically says “if your employer offers you work, you must accept that work or you may no longer be eligible for regular unemployment compensation.” CAMC is required to report employees who have been offered work but decline, for any reason, to WorkforceWV. Refusal to be recalled will impact your regular unemployment compensation claim. WorkforceWV and the CARES Act both explicitly exclude unemployment benefits for employees who refuse to return to work out of fear of contracting COVID.
What do I do if I feel sick or unwell?
For the safety of your patients and co-workers, do not report to work if you feel sick or unwell. Notify your manager and contact Employee Health. If Employee Health determines you need to be tested, you will be put off work pending test results. You will have to be cleared by Employee Health before you will be allowed to return to work.

What do I do if my spouse or other family member in my household is positive? NEW
If you have someone in your household that is positive for COVID-19 you will be contacted by the local health department and be instructed to quarantine for 10-14 days. You must notify Employee Health immediately if you have someone in your household test positive for COVID-19.

What if someone I know is diagnosed with COVID-19 or someone in my household has been around someone with COVID-19? NEW
Since each situation is unique, it is always best to call employee health so we can discuss the situation with you. In general as long as you have not had prolonged direct unprotected contact with a positive individual you should be okay to work, continue universal masking and symptom monitoring. As long as the person in your household is not positive you should be okay to work while continuing universal masking and symptom monitoring. The person in your household may be directed to quarantine by the health department depending on the contact. Again please contact employee health to discuss the situation.

What if I am traveling for my summer vacation? UPDATED
The last few months have been challenging - both professionally and personally. We understand that people are anxious to take vacations in the upcoming months and many of you have already done so. There is a lot of information being shared by various businesses, counties, and state and federal government about proper protocol when returning from a vacation. We ask that you do the following and protect yourself WHILE ON VACATION by using the basic guidelines you are following at work:

- Take your temperature daily.
- Wear a mask when going out in public, especially indoors.
- Wash your hands or use hand gel frequently.

Prior to your return to work, if you have a temperature or any type of symptoms associated with covid-19, call Employee Health for next steps, before reporting to work.

If traveling outside of the United States, we ask the same as above, and require that you quarantine for 10-14 days upon return. If you are someone in this situation, contact Employee Health for more information.

What about large gatherings and celebrations? NEW
We understand that people want to continue having family and friend gatherings such as weddings, birthday parties, and family reunions as an example. We ask that you do the following and protect yourself by using the basic guidelines you are following at work:

- Wear a mask when going out in public, especially indoors.
- Social distance as much as possible.
- Wash your hands or use hand gel frequently.
COVID-19 Employee FAQ

What happens if I come in contact with a patient or another employee at work that is COVID-19 positive? NEW
Employee health has an established contact tracing process that occurs when we have a COVID positive inpatient or employee. If you feel like you have had an exposure and have not been contacted for tracing please call employee health.

What if I have a fever?
You should take your temperature prior to coming to work each day and prior to taking aspirin, ibuprofen or any other medication that could reduce your temperature. If you have a temperature above 100.4F or 38C, do not report to work. Notify your manager and contact Employee Health. If Employee Health determines you need to be tested, you will be put off work pending test results. You will have to be cleared by Employee Health before you will be allowed to return to work.

If I don’t have a fever, are there other symptoms/reasons I should contact Employee Health? UPDATED
Yes. If you have a new or worsening cough, shortness of breath, with or without a fever, sore throat, runny nose, body aches, red/watery eyes / eye infection, nausea, vomiting, fatigue, diarrhea, headache or loss of taste or smell do not report to work. Notify your manager and contact Employee Health. If Employee Health determines you need to be tested, you will be put off work pending test results. You will have to be cleared by Employee Health before you will be allowed to return to work.

If any of the above situations apply to me (sick, fever > 100.4F, other COVID-19 symptoms, tested, sent home by Employee Health), will I receive an occasion of absence or a discipline for absenteeism? UPDATED
No. At this time, employees will not receive occasions for absences related to personal illness (as described above), related to COVID-19. As explicitly stated above, employees with these symptoms must be evaluated by employee health for determination if testing will be required.

How can I be tested? NEW
Please call employee health for instructions on how to be tested.
Reduced Work Hours

What do I do if I’m not needed on my home unit? Employees who are scheduled but not needed on their home unit are free to review needs posted on Bid-shift or contact the CRD to determine if needs exist.

Will seniority ever be used to determine who gets to work and who doesn’t? Seniority is used with our staff reduction policy, when utilizing Mandatory Reduction of Hours (MRH).

If I choose to use my USB for reduction in hours, what rate will it be paid out at? USB will pay at the employee’s current base hourly rate. This will be in effect until July 31, 2020.

If MRH is implemented, what are the rules for Exempt staff? If an exempt employee does not want to voluntarily take time off and there is no work for them, they will need to use PTO, PTO Cash In, PPTO or USB. If they do not have any of these pay sources, they can only be required to take unpaid time off in full week increments.

In my department, I took VRH when asked while some others did not. Now my department is requiring MRH, will I be included in the first round of MRH? Once your department is at a point of MRH, your manager will define the scope of the MRH (position, shift, etc.) to include anyone who had not already participated in VRH. Once through this process, and if it has to be done again, the 2nd time through will include everyone.
COVID-19 Testing and Exposure

What should I do if I have been exposed to COVID-19 at work?
The health department has established guidelines for contact tracing as it relates to COVID-19 exposure. With the current number of employees who have tested positive, Infection Prevention and Employee Health have been able to conduct contact tracing to determine if the origin of exposure was work related.

As long as the health department requires the reporting of exposure investigations, employees, who Infection Prevention/Employee Health have determined were either potentially exposed or contracted COVID-19 through workplace exposure, will receive up to one week of paid emergency sick leave, equivalent to their status.

If Employee Health/Infection Prevention determines that you have had a workplace exposure and you test negative for COVID-19, you will be paid emergency sick leave for the time you are off awaiting test results. The paid emergency sick leave will end when Employee Health releases you to return to work or up to one week, equivalent to your status, whichever comes first.

If Employee Health/Infection Prevention determines that you have had a workplace exposure and you test positive for COVID-19, you will be paid emergency sick leave for the first week, equivalent to your status. After that, you have the option to use PTO, PPTO, USB, initiate a Short Term Disability (STD) claim, Unemployment claim or Workers Compensation Claim. If you choose to file an STD claim, please refer to the Short Term Disability FAQ on the COVID HR site.

It is our intention to continue this paid emergency sick leave due to workplace exposure but we will have to evaluate the guidance from the health department and the CDC as well as our resources each pay period to ensure we can effectively conduct contact tracing.

What if I am concerned that I may have had community or family member exposure to COVID-19 or I have been quarantined by the Health Department due to family member being COVID positive?
If you have been advised by Employee Health, 24/7 Care, your own health care provider or the Health Department to quarantine because of community or family member exposure to COVID-19 or if you are experiencing symptoms or are being tested and cannot work as a result, you may use PTO, PPTO, USB or initiate an Unemployment claim.

If you test positive for COVID-19, you may remain on Unemployment or you may initiate a Short Term Disability (STD) claim. If you choose to file an STD claim, please refer to the Short Term Disability FAQ on the COVID HR site.

If I have not been exposed to COVID-19 but I have a fever of 100.4?
Those who are experiencing symptoms, (i.e. fever, cough) should call or report to Employee Health and MAY BE tested (if appropriate) and put off work until either symptoms resolve and/or a negative test result is returned. Employees in this situation may utilize PTO, PPTO, USB, take time off without pay or file for Unemployment.
How do I know it is okay for me to return to work?
If you have been symptomatic or who have been tested for COVID-19, whether positive or negative, you must be evaluated by Employee Health to determine when you will able to return to work.

If I tested positive for COVID-19 do I have to be tested again before returning to work?
No. Your symptoms and recovery will be evaluated by Employee Health using set criteria to ensure that you are able to return to work. This process has been reviewed by a multidisciplinary team that includes physicians, infection prevention, employee health, administration, and public health and is a symptoms strategy based on up-to-date, scientific review of official guidelines from CDC and processes that have been shown to be effective in other hospitals. This is not unlike processes used for other more common illnesses you’ve encountered (i.e. strep, mono, influenza, conjunctivitis to name a few) where testing is required to diagnose, but symptoms, treatment, and/or time frames are used to determine RTW decisions. Because this has been a constant learning process for people around the world, we will make additional changes when our review indicates those changes are in the best interest of our patients, employees, providers, and visitors.

Once I meet the criteria and have been released to return to work, what precautions should I take while at work?
At minimum, you will be required to adhere to the following guidelines which are based upon CDC recommendations:

- Wear a procedural mask (not a cloth mask) at all times while in the healthcare facility as directed by Employee Health. If certain criteria are met, Employee Health may allow the use of a cloth mask. This will only be permitted when directed by Employee Health.
- Continue to adhere to hand hygiene, respiratory hygiene, and cough etiquette in CDC’s interim infection control guidance (e.g., cover nose and mouth when coughing or sneezing, dispose of tissues in waste receptacles).
- Self-monitor for symptoms and seek re-evaluation from Employee Health if fever returns or respiratory symptoms recur or worsen. Complete department screening daily.

Employee Health may provide additional requirements based on their evaluation of you and your work environment.

If my physician says I am high risk and can’t work around COVID-19 patients, what should I do?
Employees should contact Employee Health to determine appropriate next steps.

What if I need to care for a family member who has been diagnosed with COVID-19?
If a member of your family or household has received a diagnosis or is experiencing symptoms and seeking diagnosis, you may be able to file for unemployment if you are partially unemployed or cannot work as a result.

What if my child’s school or day care shut down due to COVID-19?
If you are the primary caregiver and rely on a school, day care or another facility to care for a child, elderly parent or another household member so that you can work and that facility has been shut down due to COVID-19, you may file for Unemployment.
Unemployment

Due to reduction in hours, I am working one week on and one week off. For the week I worked, I reported 40 hours to WorkforceWV. As a result, WorkforceWV closed my claim and I had to reopen it the next week I missed. Do I have to file a new unemployment claim each week that I am off?

We have confirmed with WorkforceWV that if an employee reports 40 hours of work for the prior week, they will automatically close your claim because their system assumes you returned to work full-time. If that happens, you will have to open a new claim each week you take off without pay. However, if you report 38 hours or less, their system doesn’t assume you have returned full time and will leave your claim open. Your eligibility for the week you worked is based on the earnings you report, not the hours you report.

When should I initiate my Unemployment claim?

Employees should initiate their claim the first week they are not working and not utilizing any pay source, include PTO, PPTO or USB. Please see the WorkforceWV document on the COVID HR site for additional assistance on filing a claim.

How do I file an Unemployment claim?

Workforce WV is not taking walk-ins. You must file for unemployment or low earnings online at workforcewv.org or call 1-800-252-JOBS. Employees filing for unemployment or low earnings do not need any documentation from CAMC, they just need to apply online or over the phone. HR will provide any information needed directly to Workforce WV once the claim is filed.

If I take time off, and seek unemployment for the time necessary, will my position be held in my current department?

You will not be removed from your current department. When normal volumes return, you would be expected to return.

If I take time off, and seek unemployment for the time necessary, will I be able to come back at my current rate of pay and seniority?

You will not be removed from your current position. When normal volumes return, you would be expected to return to your same position, pay and hire date.

If I am on Unemployment due to reduction of hours caused by COVID-19, how long can we continue on Unemployment?

You can remain on unemployment until CAMC needs you to return to work. The CARES Act requires that employees be ready and able to work in order to continue to be eligible for Unemployment. In general, unemployment benefits can last up to 26 weeks in WV and the CARES Act added an additional 13 weeks for a total of 39 weeks.

When do we have to start repayment for our benefits, after we return to our status or while on Unemployment?

After you return to work, and must be paid-in-full by the end of 2020, not to extend beyond the calendar year. The Benefits team will work with employees to space out the collection of premiums. Employees may choose to pay their benefits while off work. Contact the Benefits Dept at 388-7555 to pay benefits while off.
Will receiving full Unemployment or Low Earnings impact my employment status with CAMC?
Your employment status will not change, however, anything you earn by working may impact the amount of unemployment you receive.

How do you work one week and off a week and still get unemployment?
Unemployment payments are issued weekly. The claimant certifies their earnings each week. The weeks the claimant provides no earnings or low earnings, they would be eligible for Unemployment.

What if I am part time, special part time or Per Diem and my hours have been reduced due to COVID-19, am I eligible for Unemployment?
Yes. Unemployment earnings are based on actual earnings during the base period, not status.

If an employee is mandated to take MRH, are they able to file for unemployment?
Yes. If they have any earnings during the week in which they file for unemployment, they would report those earnings to WorkforceWV. Earnings will offset Unemployment compensation.

What is the maximum weekly low earnings/unemployment benefit?
In WV, the weekly maximum benefit ranges between $24 and $424. The amount for which a claimant is eligible is based on their earnings during the base lookback period. The CARES Act signed into effect on March 27, provides an additional $600 weekly in addition to the WV benefit.

If I choose take time off without pay, can I apply for low earnings/unemployment? Is there a minimum number of hours not being allowed to work before they will qualify?
You are partially unemployed when you are hired as a full-time employee, you are still on your employer’s payroll, and that employer cannot give you full-time work. Your regular hours and earnings are reduced because of circumstances over which you have no control (lack of work).

Unemployment is asking for an address and phone number when I file my claim. What should I use?
Charleston Area Medical Center
419 Brooks Street
Charleston, WV 25301
304-388-7638

Is unemployment income, taxable?
Yes

Do exempt employees qualify for unemployment?
Yes.
What does WorkforceWV consider full time?
Generally, Workforce WV goes by what individual employer considers full time and part time. Regular full-time employees are those who work an average of forty (40) hours per week, or eighty (80) hours per fourteen (14) day pay period, on a regular basis. Regular pro rata status, or part time, employees are those who have committed to working a schedule from twenty (20) up to thirty-nine (39) hours per week or forty (40) to seventy-nine (79) hours per fourteen (14) day pay period on a regular basis.

Is there a difference between a lack of work and reduced hours?
Yes, a lack of work means you are not working any hours; reduced hours means you are working some but your hours have been reduced from regular hours.

Do I have to report call-pay even if I'm not called out to work?
Yes, call pay is earnings and you are required to report earnings. WorkforceWV advises reporting the call pay amount in the gross pay field, but NOT counting the call pay hours in the hours work fields.

I missed one or two shifts this week, am I eligible for low-wage earnings?
Maybe. The amount you make during the week from CAMC will be considered by WorkforceWV in determining your eligibility to receive a weekly benefit from the unemployment office. Unemployment has a $60 earnings disregard, therefore, if an individual earns wages that exceed the $60 threshold in a week, the wages will be deducted from their weekly benefit amount dollar for dollar. If the individual earns wages that exceed their weekly benefit amount plus $60, they should be ineligible for unemployment for that particular week. It is possible you will receive no benefit. The maximum weekly benefit in WV is $424. This is why it is required for you to certify your earnings each week with WorkforceWV. If you are eligible for any WV benefit, you are eligible for the federal benefit of $600.

I paid into unemployment and now I’m denied/not getting very much. How is this fair?
Employees do not pay into unemployment like they do other entitlement programs such as Social Security. Unemployment insurance is paid by the employer. CAMC is self-insured which means CAMC pays 100% of the cost of approved claims. This does not include the additional $600. That amount is completely funded by the federal government through the CARES Act.
Benefits and Compensation

I have a Day Care Spending Account through CAMC benefits. Currently day cares are closed because of COVID-19. Will modifications be made to this plan if we are not able to use it all in 2020?

The IRS has not made any regulation changes at this point. The benefits department continues to monitor this closely in the event new guidelines are provided. Our plan document allows for a participant to drop their dependent day care spending account due to a change in daycare provider. You will be required to provide documentation of the change and complete paperwork within 60 days of the change. You must submit any claims for daycare expenses directly to myCafeteriaPLAN no later than 60 days after the date the benefit terminates. Any claim received after the 60 day run out, will not be accepted. If you have had a change in provider or have questions, please contact the benefits department for assistance.

What if I don’t earn enough to cover my benefit premiums?
An audit will be done once employees return to work. Missed premiums will be taken out over several pay periods. However, employees do have the option to pay their missed benefit premiums while off. If an employee is interested in doing this, contact Lindsey Walters in the benefits department at Lindsey.Walters@camc.org or 304-388-7555 to get payment information.

How does the reduction in hours effect my loan forgiveness or employment contracts with CAMC?
All employees will be coded to status with either PTO, PPTO, USB, VRH, MRH or exempt reduction. These pay codes will count toward the employees status hours; therefore employees with loan forgiveness will continue to meet their contract obligations.

If I pick up work in another department, will my pay rate change?
It is our goal to leave employees base pay whole while floating to other departments. In situations where an employee is being asked to perform a completely different job that may require a different scope of practice, competencies, etc., Compensation will evaluate to determine if a second position needs to be created with a different rate of pay.

If I am on Unemployment due to reduction of hours caused by COVID-19, how long will I be allowed to carry my CAMC benefits?
As long as you remain employed, you may maintain your benefits through July 30, 2020. We will monitor the pandemic and revisit that date as needed.

If I have a benefit eligible employee that is electing to take some days off as unpaid, will they still accrue PTO at their normal accrual rate?
Yes, as long as they have some worked hours or PTO in the pay period, they will accrue PTO. If they take the entire pay period off without pay, they will not accrue PTO.

If I elected PTO Cash In, can those hours be made available in my PTO balance so I can use them before the October payout?
Yes. Compensation is going to proactively include Cash In balances in the employee’s PTO balance in Kronos. Managers will code PTO as usual. Compensation will only use the Cash In hours if an employee exceeds their PTO balance. Employees will continue to see both balances.
separately in Lawson. If the employee uses their PTO Cash-In hours during this reduction, they will not receive a payout in October.

**Are we going to be offered any early retirement packages?**
There are no plans to offer early retirement at this time.

**Will we still receive the 3% across the board increase in May?**
The effective date of the adjustment has been moved to August 9, 2020.

**Will hazard pay be offered?**
No- hazard pay is not being considered at this time.

**What happens if there is a death in my family and services cannot be held due to the COVID crisis?**
If an employee experiences a death that would qualify under the bereavement policy, employees will be allowed to take the applicable days off now, or later, if a service is scheduled at a later time due to the COVID crisis. The number of days of bereavement pay should not exceed what is currently outlined in the policy.

**If I have a 401-k loan, can I defer my payment under the new CARES Act?**
Yes. CAMC has adopted this provision. If you want to defer your loan payment(s) until January 2021, you will need to contact Fidelity at 1-800-343-0860 or go online at netbenefits.com/camc. Once deferred, you will not be able to change the deferment. It will be locked in until the end of 2020.

**Can I change my 401-k contribution?**
Employees can change their contribution at any time by contacting Fidelity at 1-800-343-0860, online at netbenefits.com/camc or by downloading the Netbenefits app.