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### **Colleague Resources**

**Q: What is the best source of up-to-date information for colleagues regarding this transition?**

**A:** Information on topics such as benefits, unemployment, severance, other career opportunities with HSHS, and much more is available via a **Colleague Portal**. This portal will be updated as additional information and details become available, so colleagues are encouraged to check back frequently.

<https://benefits.hshs.org/closure>

**Username:** hshs

**Password:** 1234

**Q: I am interested in exploring other opportunities within HSHS. How do I go about this?**

**A:** Colleagues who are interested in exploring other job opportunities within HSHS in our eastern WI or IL ministries or remotely are encouraged to visit our Career Site at <https://careers.hshs.org>. The portal referenced above also includes information on available career opportunities. The below Talent Acquisition colleagues are available to assist with the exploration of other job opportunities within HSHS.

- **Nursing Positions:** Carol Hintz at [Carol.Hintz@hshs.org](mailto:Carol.Hintz@hshs.org) or Kristin Byrnes at [Kristin.Byrnes@hshs.org](mailto:Kristin.Byrnes@hshs.org)
- **Non-nursing Positions:** Lauren Aman at [Lauren.Aman@hshs.org](mailto:Lauren.Aman@hshs.org)
- **Corporate Positions:** Lauren Frederick at [Lauren.Frederick@hshs.org](mailto:Lauren.Frederick@hshs.org)

**Q: Are there other career resources available to me as I begin my search for a new job opportunity?**

**A:** Yes. HSHS, in partnership with Lee Hecht Harrison, will be offering in-person and virtual workshops to impacted colleagues that will assist colleagues in resume building, interviewing techniques and job searching. HSHS, in partnership with the Job Center of Wisconsin, will also be offering in-person rapid-response information sessions covering topics such as dislocated worker services, unemployment, health insurance options and much more. Details on these sessions, including dates, times and location information, can be found on the Colleague Portal.

**Q: Are Employee Assistance Program (EAP) resources available to me during this time? How do I initiate these services?**

**A:** Yes. ComPsych, our EAP provider, provides colleagues and their eligible dependents with support to manage the stress and challenges of life. This program is also available via the below contact information to all colleagues and their eligible dependents through June 2024, without enrollment, and at no cost to the colleague.



**To Access EAP Services:**  
Phone: 1-877-327-7429  
Online: <https://www.guidanceresources.com>  
App: GuidanceNOW  
Web ID: HSHS4U

## **Severance Package**

### **Q: Who will be offered a severance package?**

**A:** Severance agreements will be made available to regular status, non PRN colleagues. **Note:** Colleagues who voluntarily leave employment prior to March 22, 2024, or the closure date of their department/service line, whichever is later, will NOT be eligible for severance benefits.

### **Q: How are years of continuous service calculated for the severance package amounts?**

**A:** Your continuous service date listed in your Workday profile will be used to determine your years of service. Your continuous service date, in most instances, is equal to your original hire date with HSHS unless you experienced a break in service. Colleagues whose anniversary date in 2024 falls after their termination date will have an additional year of service counted to determine severance benefits.

### **Q: Who is considered “management” for purposes of the severance packages?**

**A:** Management includes supervisors, managers, local directors, and regional/market directors.

### **Q: If my department is open beyond March 22<sup>nd</sup>, will I still be offered a severance package once the department closes?**

**A:** Yes. Regular status (non-PRN) colleagues who work past March 22<sup>nd</sup> will be eligible for a severance package at the time their employment ends.

### **Q: When will severance pay begin?**

**A:** For eligible, regular status (non-PRN) colleagues who sign and return their severance agreement by April 1, 2024, severance payments will begin on Friday, April 5th. Additional details on the severance package, including when and how to return the signed agreement, can be found on the Colleague Portal.

### **Q: If I am eligible for a severance agreement, what benefits will I be able to continue?**

**A:** HSHS will continue your health and dental benefits only. If you sign and return the severance agreement by Monday, April 1, 2024, and you and your dependents remain under the age of 65, you/your dependents will be eligible to continue participation in the group medical insurance plan during the severance period. You/your dependents will also be eligible to continue participation in the group dental insurance plan during the severance period regardless of age. Your existing elections for the health and dental plans as of your termination date will continue automatically during the severance period. Your premiums for continued coverage under the benefit plans will be automatically deducted from any severance payments.

Immediately upon signing the agreement, it is your responsibility to notify the HSHS HR Service Center at 855-394-4747 (Option 3) or [MyHR@hshs.org](mailto:MyHR@hshs.org) if you do not wish to continue to participate in HSHS’s group health and dental plans.

**The following FAQ has been updated as of 3/21/2024:**

**Q: If I sign a severance agreement and continue my medical and/or dental benefit plans during the severance period, when will my benefit(s) coverage end?**

**A:** For eligible, regular status (non-PRN) colleagues who sign a severance agreement and continue to participate in the benefit plans during the severance period, benefits will remain active up through the end of the month in which the severance period ends.

**Q: Will the severance payments end if I find a job outside of HSHS?**

**A:** No. Once severance payments begin, they will continue as outlined in the agreement, regardless of whether you find other employment or not.

**Q: Will the severance payments end if I find another job within HSHS and am rehired?**

**A:** Yes. If you are rehired at an HSHS affiliate during your severance period, severance payments would cease immediately following your rehire date with that affiliate.

**Q: I am age 65 or older and eligible for Medicare. Will my dependents be eligible to continue medical and dental benefits during the severance period?**

**A:** Yes. However, your dependents who remain under the age of 65 will need to elect HSHS continuation coverage on their own. Benefits can be continued for up to 18 months total (including the severance period) at the continuation rates. If they wish to enroll in coverage outside of HSHS, they can do so through the [Healthcare Marketplace](#).

**Q: I submitted my future retirement date prior to the announcement. How will this impact my eligibility for severance?**

**A:** The retirement date previously submitted by the colleague prior to the announcement, or the date employment would have otherwise ended due to the closure, if that happens sooner, will be used. As long as the colleague remains employed through March 22, 2024, or their department/service line's closure date, whichever is later, once employment ends, colleagues are still eligible to elect to commence their Pension benefits and receive severance payments.

## **Compensation/Benefits**

**Q: When will I receive my final regular paycheck following the end of my employment?**

**A:** For colleagues whose employment ends March 22, 2024, HSHS will process final wages owed, including PTO payout, within 24 hours following the end of employment. Precisely when the funds will be accessible by the colleague may vary depending on the financial institution.

**Q: What will happen to my Paid Time Off (PTO) balance once my employment with HSHS ends? Will it be paid out to me?**

**A:** Yes. Any accrued and unused PTO at the end of employment will be paid out to the colleague at that time at 100% of base pay, along with any earned wages or salary.

**Q: Will my Extended Illness Benefit (EIB) balance be paid out once my employment with HSHS ends?**

**A:** No. EIB is not paid upon termination according to the standard rules under that grandfathered benefit.

**Q: How will I access my pay advices/stubs after my employment ends?**

**A:** Former colleagues of HSHS may view pay statements and annual statements (W-2s) through the ADP online portal. To access the portal, please click on the following URL: <https://my.adp.com> and enter an organizational registration code of HSHS1-myadp. **Note:** Terminated colleagues will receive their 2024 W-2 via mail to their

home address on file in early 2025, therefore, accessing ADP is not a requirement. For assistance registering on the ADP portal, please refer to the ADP Employee Self-Service Registration document [here](#).

**Q: How long do I have to cash out my HSHS Appreciation Hub points?**

**A:** Colleagues who have HSHS Appreciation Hub points in their account will be eligible to redeem their points for up to 15 days after the date employment ends. To access the HSHS Appreciation Hub, please visit <https://hshsappreciationhub.isrewards.com> and enter your username (6-digit colleague ID number) and password under “Username and Password Entry”. If you have forgotten your password, click the “Forgot Password” link.

**Q: What will happen to my HSHS benefits once my employment with HSHS ends?**

**A:** For colleagues enrolled in HSHS benefits for plan year 2024, benefits will normally end at the end of the month in which employment ends. For colleagues and/or eligible dependents under age 65, medical and dental benefits may also be continued during the severance period, as applicable, at the normal biweekly amount. Following the severance period, for those under age 65, benefits can be continued for up to 18 months total (including the severance period) at the continuation rates.

**The following FAQ has been updated as of 2/2/2024:**

**Q: With the ministry closures, will HSHS be making any changes to the insurance network for those who carry health coverage through HSHS? Can I go to Mayo, for instance?**

**A:** Colleagues living in the western Wisconsin area and enrolled in the DHP/Prevea360 plan will be provided an extended network that includes access to all providers in the First Health network. *These providers will be covered at the “Other Prevea 360” network provider level.* Mayo, Aspirus, and OakLeaf Surgical Hospital are just some of the providers within the First Health network that colleagues and dependents will have access to. ***The First Health network and expansion is effective immediately.*** To find a provider, click [HERE](#) or enter the following URL <https://providerlocator.firsthealth.com/Home/Index>

**Q: I am currently enrolled in one of the following accounts FSA, DCRA or HSA, on what date will my contributions stop being deducted from my paycheck?**

**A:** For colleagues enrolled in the FSA, DCRA, or HSA, your benefits will end at the end of the month in which employment is terminated and deductions will continue to be withheld through your final regular paycheck. Deductions will not be withheld from any severance pay.

**Q: I am currently enrolled in the Health Care Flexible Spending Account (FSA), can I continue to use the account and what is the deadline for submitting claims to HealthEquity?**

**A:** Claims for services received through your employment end date are eligible for reimbursement. Qualifying health care claims must be filed with [Health Equity](#) (2024 contributions) by May 1, 2025, which is the year following the plan year in which you contributed to the spending account. Your HealthEquity Visa Health Account card will be automatically canceled on your employment end date.

**Q: I am currently enrolled in the Dependent Care Flexible Spending Account (DCRA), what is the deadline for submitting claims to HealthEquity?**

**A:** Claims may be submitted for dependent care expenses up to the amount in your account at your employment end date and must be incurred prior to your employment end date. Qualifying dependent care claims must be filed with [Health Equity](#) (2024 contributions) by May 1, 2025, which is the year following the plan year in which you contributed to the spending account.

**Q: I am currently enrolled in the Health Savings Account (HSA), what is the deadline for submitting receipts or copies of claims to HealthEquity?**

**A:** Unlike Flexible Spending Accounts (FSA), you own your HSA. That means your funds never expire, even if you change health plans, retire, or leave employment. After your employment ends, you will be responsible for paying any monthly admin fees on the account. This is currently \$3.95 per month. Anyone needing to submit claims will need to do so by logging into [Health Equity](#).

**Q: I am currently enrolled in the Accident, Critical Illness, or Hospital Indemnity Plan, can I continue this coverage after my employment ends?**

**A:** Yes. You can maintain any of these coverages following the end of your employment by porting to an individual policy with the insurer. For more information, please contact Unum at 1-800-635-5597 or visit <https://login.unum.com>.

**Q: I am currently enrolled in the Vision Plan, can I continue this coverage after my employment ends?**

**A:** Yes. You can maintain voluntary vision benefits following the end of your employment by converting or porting to an individual policy with the insurer. For more information or to enroll, please contact VSP at 1-800-877-7195 or visit [www.vsp.com](http://www.vsp.com).

## **Retirement**

**Q: Can I collect my HSHS Pension benefits and receive the severance package offered through HSHS?**

**A:** Yes. Once an official termination from HSHS occurs, colleagues are still eligible to elect to commence their Pension benefits and receive severance payments.

**Q: I'm a colleague in the Final Average Pay (Traditional) Pension Plan. When will I receive information regarding my final Pension calculation and Pension information?**

**A:** As communicated throughout 2023, the Hospital Sisters Health System Traditional Final Average Pay (FAP) Pension Plan was frozen as of December 31, 2023. HSHS committed to providing you with final calculations of earned benefits after the 2023 calendar year. The final lump sum present value calculation of the pension benefit you earned up through December 31, 2023, is **NOW** available and can be accessed on the [HSHS Pension Portal](#). As a reminder, these benefits are scheduled to transfer to your 403(b) account with Fidelity Investments at the beginning of May 2024, unless you are of retirement age (age 55+) and choose to commence your monthly pension annuity.

**Q: What will happen to the funds in my 403(b) account with Fidelity once my employment with HSHS ends?**

**A:** Your account will remain open giving you the option to leave your funds in the 403(b) after your employment ends. If you choose, your account may be distributed to you when you terminate employment with HSHS. To defer taxes and avoid penalties for early withdrawal, your account balance may be rolled over directly to an Individual Retirement Account (IRA) or another qualified employer plan that allows rollovers. If over age 59 ½, you may take a lump sum or an alternative form of distribution penalty free from Fidelity, such as installments. You may be required to take distributions beginning at age 72. To learn more about your options, log into your Fidelity NetBenefits account, by clicking [HERE](#) or by calling Fidelity at 1-800-343-0860.

**Q: Is there a vesting requirement for the 403(b) Plan with matching contributions?**

**A:** No. Colleagues are always fully vested (100%) in all contributions.

**Q: Will I receive an employer contribution to the 401(a) Plan in 2025 for hours and earnings worked in 2024?**

**A:** Colleagues must be actively employed by HSHS on December 31 of the plan year and have worked at least 1,000 hours during the plan year, unless they die, become disabled (as defined by the plan), or if certain age conditions are met.

**Q: Will I receive an employer match on the 403(b) and/or 403(b) Roth in 2025 for contributions made in 2024?**

**A:** Colleagues must be actively employed by HSHS on December 31 of the plan year and have worked at least 1,000 hours during the plan year, unless they die, become disabled (as defined by the plan), or if certain age conditions are met.

## **Miscellaneous**

**Q: Am I able to apply for unemployment benefits?**

**A:** Yes. For more information related to unemployment benefits, colleagues may contact their local unemployment office. Your local unemployment office can provide direction on timeframe for applying for unemployment benefits given the expected closure timeframe.

**Wisconsin Department of Workforce Development**

<https://dwd.wisconsin.gov/uiben/apply/>

(608) 266-3131

**The following FAQ is new/has been updated as of 2/2/2024**

**Q: How can I access my Colleague Health Records?**

**A:** To obtain your health records, please email your request to [MyColleagueHealth@hshs.org](mailto:MyColleagueHealth@hshs.org). Once the request has been received, a member of that team will pull the applicable files for you.