Insperity
Workforce Optimization®

Guide to Insperity for Onsite Supervisors

About This Guide

This document is designed for individuals in your company who have special responsibilities for human resources (HR) functions. It outlines the most common HR procedures you may need to perform as your company recruits, hires, manages and, when necessary, terminates employees.

This guide is intended to be a temporary resource* to be used in conjunction with the online content.

You can find all this content, and more, online at Insperity Premier™ at **portal.insperity.com**. It contains links to additional information and forms to be used in each process. As soon as you receive appropriate access to the information you need and are comfortable locating it, you should dispose of this printed guide and refer instead to the online documentation found in the appropriate section on the website. In this way, you're always sure that your procedures and forms are up to date.

For help using Insperity Premier, refer to the "Insperity Premier™ Overview" in this guide or contact a member of your Insperity service team.

* Revised September 2017

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Insperity

Acknowledgment of Receipt of Guide to Insperity

Completion Instructions

- Review the Roles and Responsibilities on page 5 of the *Guide to Insperity for Onsite Supervisors*.
- Complete all fields, sign and return to Records.ClientDoc-Imaging@insperity.com.

Company Information	
Client Company Name (Legal Name)	Client Number

I acknowledge that I have received the *Guide to Insperity for Onsite Supervisors* and have read and understand the roles and responsibilities I am assuming as onsite supervisor for my company.

My signature below certifies that I understand the onsite supervisor relationship between Insperity and myself.

Sign and Date Form	
Onsite Supervisor Signature	Date Signed (mm/dd/yyyy)
Onsite Supervisor Name	Title

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Welcome to Insperity

We are pleased to provide you with this *Guide to Insperity for Onsite Supervisors*. Here you will find answers to many of your most frequently asked questions, helpful resources on hiring and retaining employees, a guide to employee relations and terminations, information on safety services available to your company, and workers' compensation and compliance matters.

Your company selected Insperity's comprehensive business performance solution, providing you and your employees with access to world-class payroll and employment administration, competitive employee benefits, workers' compensation support, expertise in government compliance, more than 3,000 online training courses and much more. Backed by a robust technology infrastructure and a reputation for excellence in customer service, you will be supported by a dedicated team of HR professionals using a service plan that's customized to meet your company's needs. Should you have any questions, our Contact Center representatives are ready to serve you. If you need instant access to your information in a self-service platform, Insperity Premier™ at **portal.insperity.com** is an invaluable resource and available 24/7.

Insperity offers a complete portfolio of service and software solutions, which is designed to address additional specific challenges that businesses face every day. A listing of these supplemental services is provided on the next page.

Through our comprehensive approach, Insperity has contributed to the success of many leading small and medium-sized businesses by providing administrative relief, providing better benefits, reducing liabilities and establishing a systematic way to improve productivity. We are excited to have this opportunity to work with you and your organization.

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Business Performance Solutions for Specific Challenges

If you are interested in one of these solutions please contact your service team or Business Performance Advisor.

Time and Attendance

Collect, analyze and take control of employee attendance and labor data – all online and in real time – with our Insperity TimeStar® software.

Performance Management

A full-featured desktop software or web-based platform that customizes performance reviews, job descriptions and handbooks. It also helps you create policies to align, engage and manage employees for business success.

Organizational Planning

Industry-leading workforce planning and visualization software that captures a complete database of key employee information while providing insight, alignment and definitive organizational structure.

Recruiting Services

Experienced, discipline-specific recruiters use their know-how and proven strategies to find you qualified candidates and help managers make the right hiring decisions.

Employment Screening

A complete solution that offers employment background checks and verification services, drug testing, professional assessments and E-Verify services to help you build a qualified workforce.

Financial Services

Through our product, Insperity Reveal® and a strategic alliance with GrowthForce, we can help you better understand and manage your finances.

Expense Management

Automate and streamline the expense report process while cutting costs, enforcing company travel policies and providing better visibility into expenditures.

Retirement Services

Gain access to professionally serviced, low-cost plans that minimize the burden of daily administrative compliance while helping employees achieve their financial goals.

Insurance Services

Insperity Insurance Services is a full-service insurance agency that provides comprehensive business liability coverage for small and medium-sized businesses through alliances with nationally known insurance providers.

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Insperity Certified Operating Standards

Insperity adheres to the professional standards set by the Employer Service Assurance Corporation (ESAC) in providing its services to small and medium-sized businesses nationwide. Our ESAC certification signifies that we adhere to stringent ethical, financial and operational standards as summarized below. You can access a copy of our ESAC certificate on Insperity Premier™ at **portal.insperity.com**.

Ethical Standards

ESAC assures that Insperity's decision-makers are honest, trustworthy and competent in managing a PEO.

Financial Standards

ESAC assures that Insperity is financially liquid and pays its tax liabilities and employee benefit plan contributions in a timely manner.

Operational Standards

ESAC assures that Insperity operates in conformity with all applicable laws, including all state PEO licensing and registration laws and regulations.

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Important Organizational Factors

Co-Employment

Your company has chosen to form a co-employment relationship with Insperity to provide the best of both worlds for employees working at your business: the benefits and services of a large corporation with the work environment of a small to medium-sized business.

In a traditional employment relationship, employers must take responsibility for all the administrative burdens and liabilities of an employer. In this co-employment relationship, Insperity takes responsibility for certain areas such as payroll administration and benefits; your company retains certain other responsibilities, and some responsibilities are shared. Separate and shared responsibilities are set forth in the Client Service Agreement between your company and Insperity.

The co-employment relationship relieves employers of many burdens of employment, so employers can focus on their business.

Shared Liability

Because Insperity and your company now share certain liabilities associated with employment, it's important for you to understand your role and responsibilities.

As a supervisor, you are an agent of your company, not Insperity. In some cases, you may be held to a higher standard of conduct, and your actions may be interpreted as your company's actions. You are expected to demonstrate appropriate conduct and professionalism, maintain appropriate confidentiality and act in your company's best interests.

For example, if you treat employees fairly, your company is perceived as a fair employer and a good place to work. If you are perceived as treating employees unfairly (or allowing unfair treatment to occur without intervention), employee productivity may decline and you could be exposing your company to costly litigation and adverse publicity that could negatively impact your company's bottom line.

In fact, supervisors and managers could potentially be held personally liable for damages in harassment cases. So, it's very important that you are aware of the potential impact of your decisions.

Thus, if a challenging situation arises, instead of trying to handle it yourself, contact Insperity right away, so Insperity can provide direction and assistance.

Employer of Record

Although Insperity does not participate in the day-to-day operation of your business, we have become the employer of record for state and federal payroll tax purposes and in select states for state unemployment insurance. Insperity files payroll taxes under our tax identification number, allowing us to take care of tax-related matters so you can focus on other important areas of your business.

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Understanding Client Roles and Responsibilities

Working with Insperity

Roles and responsibilities are designed to help Insperity serve you effectively and efficiently. It is important to note that some individuals may have more than one role depending on the structure of your organization.

Client Owner

The client owner is the primary decision-maker for the Insperity relationship. The responsibility for the Insperity relationship may be delegated to another company officer. If that is the case, this Key Decision-Maker (KDM) would need to be designated as an owner or onsite supervisor in Insperity systems in order to receive key communications.

Onsite Supervisor (OSS)

The onsite supervisor is Insperity's contact for facilitating human resources (HR) services provided by Insperity. This individual is the primary point of contact for your Insperity HR specialist. Insperity's HR specialist advises and collaborates with the OSS on various HR matters, specifically regarding decisions related to hiring, employee disciplinary action, termination and employee relations.

Insperity sends the OSS notices regarding important human resources, payroll and general developments impacting our relationship and worksite employees. It is important for this person to be on site with employees.

Payroll Contact (PC)

The PC is the person at the client company who has responsibility for reporting and approving payroll. Additional responsibilities include:

- Client maintenance such as worksite locations, departments, job costing, etc.
- Employee maintenance/paperwork with respect to new hires, terminations, leave of absences, pay adjustments and any position-related changes

The payroll contact receives communications from Insperity regarding important payroll changes required by state or federal laws or regulations. The PC is the primary point of contact for your Insperity payroll specialist.

Key Decision-Maker (KDM)

The KDM is the person(s) at the client company who has general responsibility for key decisions within the client company. The KDM is not necessarily a point person for Insperity personnel. This individual may be the person responsible for making the decision to stay with Insperity and may often assume some of the roles of a client owner.

The KDM may receive general notifications from Insperity.

Insperity is Here to Help

If you have any questions regarding client roles, please ask your Insperity payroll or HR specialist.

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Insperity Contact List

Topic	Area of Responsibility	Contact Information
Anti-Harassment & Discrimination Hotline	24-hour hotline for employees to call if they have concerns about their employment that may be related to discrimination or harassment in the workplace	844-677-3030
Benefits/COBRA	Questions about employee benefits, including extension of group health plan coverage under COBRA	**Contact Center** 866-715-3552, ext. 1 7 a.m. – 7 p.m., CT, Monday-Friday (Hearing/speech-impaired: TRS-dial 711) **contact_center@insperity.com**
Background Services	Pre-employment/pre-access background check compliance and review	866-280-4426 800-878-1443
Drug Testing	Drug testing needs	**Drug Testing Team** 281-312-2730 e-Fax: 800-878-1507
EEO Services	Assistance with EEOC charges and threatened litigation demands due to employee complaints of discrimination or harassment Assistance with notifying EPLI carrier of potential claims for covered employment complaints	**eeoteam@insperity.com** Or contact your HR specialist who will connect you with the EEO team.
EEO-1 Reports & Government Contractor Compliance Reports	Filing of EEO-1 Report for companies that are required to submit this report Assistance with client questions and reports to support client responsibility to file their government contractor reports	**eeoteam@insperity.com** 281-312-3096 281-348-3118 Attn: EEO Team
Employee Assistance Program	Confidential support for work, health and home life topics	**Optum®** 866-402-0003
Employment Verification	Hotline for employment or reference requests on current and/or former employees	866-715-3552, ext. 5 866-390-4248
Enrollments	Help with new employee enrollment/paperwork	866-715-3552, ext. 2
Garnishments	Help with employee court-ordered garnishments. If you are served with a garnishment order it is imperative that you send it to Insperity immediately to avoid potential penalties/liability.	Call your payroll specialist
I-9 Hotline	Help completing the I-9. Insperity and its clients share responsibility for the I-9.	800-242-8893, ext. 3066
Insperity Premier™	Troubleshooting and help with obtaining appropriate access privileges	**WebSupport** 866-715-3552, ext. 2
Leave & Disability Administration	Help with leave of absence or disability benefits questions	877-236-7331
MarketPlace™	MarketPlace provides frequent offers and special discounts to Insperity employees.	**Contact Center** 866-715-3552, ext. 4

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Topic	Area of Responsibility	Contact Information
Recruiting Services	Your initial point of contact for requesting recruiting services	877-MY-HIRES (877-694-4737)
Retirement Services	Assistance with 401(k) questions and issues	**Contact Center** 866-715-3552, ext. 3
Training & Development	Review minimum system requirements and test a user's browser to ensure it is compatible with Insperity's online training system.	**http://onlinesupport.skillsoft.com/**
Unemployment Claims	Information and questions about unemployment claims	800-242-8893, ext. 4203 e-Fax: 800-878-2582
Wage Claims and DOL Audits	FLSA and similar state law issues remain a client responsibility but we can provide helpful information and assistance to you.	855-677-4968 (or payroll/HR specialist) **FLSA_Specialists@insperity.com** 800-547-6783
Workers' Compensation	Report an injury to Sedgwick.	866-863-5622, Acct # 4039 501-221-5991
	Information and questions about claims	800-242-8893, ext. 4244
	Request Workers' Compensation Certificates	**insperitycerts@locktonaffinity.com** 888-828-8365 913-652-3969
W-2s	Questions on Form W-2 delivery	866-715-3552, ext. 5

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Insperity's Contact Center

When employees have questions about their benefits, 401(k) plan or require web support for Insperity Premier™ or MarketPlace™, they can call or email our Contact Center, where they can receive immediate answers to their questions and receive timely follow-up when required.

Personal Service, Not Voice Mail

They'll speak with a live Contact Center specialist who will respond to their questions, issues, service requests and concerns – and they can expect most issues to be resolved on the first call.

If further attention is required, calls may be routed to the appropriate resources to ensure that they get the information they need as quickly as possible. The Contact Center provides fast and accurate responses, while minimizing voice mail interaction and hold time.

Email Support

The Contact Center also provides email support. Emails sent to the Contact Center are responded to within twenty-four business hours.

After-Hours Support

For even greater convenience, around-the-clock support is available online. Insperity Premier is always easily accessible and at your service, any time of the day or night. Log in to Insperity Premier at **portal.insperity.com** to find a wealth of information about benefits and services or to access your secure personal information.

Communicating in a Diverse World

The Contact Center provides interpretation services for more than 150 languages through Certified Language International. Employees simply call and we'll connect them with an appropriate language interpreter, enabling us to communicate efficiently and effectively in whatever language they're most comfortable.

Contact Center Information

866-715-3552
contact_center@insperity.com
7 a.m. – 7 p.m., CT, Monday-Friday
(Hearing/Speech-impaired: TRS-dial 711)

Chat online with a representative about Insperity Premier at **portal.insperity.com**. Choose **"Contacts"** to start the conversation. Online chat is available 8 a.m. – 5 p.m., CT, Monday-Friday.

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Insperity Premier™ Overview

Insperity Premier is your online gateway to information about Insperity benefits and services. You can view your ePayStub, paid time off (if applicable), benefits information, make changes to benefits plans, locate claim forms and take advantage of more than 3,000 free online courses – all in one centralized location.

How secure is Insperity Premier?

- All information is encrypted with industry-standard technology.
- Secured login is required via user-generated username and password.

Who has access to the site and what can they see?

Insperity Premier offers employees 24/7 access and control to manage their personal information, including health insurance, other benefits and more. Get instant, personal access for 401(k) and benefits information, as well as paycheck, vacation and sick time information.

Access to secure areas, such as WebPayroll, Reporting, Human Resources or Recruiting may be granted to designated employees only by request from an authorized client site security administrator. Administrators can assign security roles using the **Site Security Administration** online form or the **Security Change Request (PDF)** form, both found in **Company>Forms and Policies>Payroll - Forms>Company Administration**.

When and how can I log in to Insperity Premier?

After your Insperity effective date and once your employment information has been entered into Insperity's system, you may go to **portal.insperity.com** and select the **Create Account** button. You will need to provide your last name and date of birth, as well as one of the following to confirm your identity: Social Security Number (SSN), Individual Taxpayer Identification Number (ITIN) or your Insperity ID. Then you can create your own unique username and password that you will use to log in from that point forward.

Top Ten Things Employees Can Do Online

1. Access and easily update your personal information.*
2. Complete new hire employee enrollment using our Paperless Onboarding application and enroll for benefits online with helpful calculators and other tools.
3. View your ePayStub*, pay history reports, sick and vacation time* and your W-2.
4. Enroll in or change direct deposit preferences.
5. Access thousands of learning resources, including self-paced and instructor-led virtual training.
6. View benefits elections*, documentation, plan details and find a provider*.
7. Take advantage of the free Employee Assistance Program (Optum®).
8. Locate and submit forms online.
9. Contact an Insperity team member.*
10. Shop with access to exclusive deals at Insperity MarketPlace™.

Can I access the site from a mobile device?

Yes, and you can also download the Insperity Mobile app to your smartphone or mobile device from Apple's App Store or Google Play.

** These features are also accessible via the Insperity Mobile app.*

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Onsite Supervisor Online Tools

All the HR-related information you need can be found in one spot – Insperity Premier™. This interactive, online platform is a gateway to the benefits and services you and your employees receive from Insperity.

Insperity Premier provides a host of applications, tools and reports for client owners and others whom you designate within your organization to make transactions quick and easy at your convenience. From hiring and onboarding to terminations, you can manage and track the business of your people on this versatile platform.

Sharing Best Practices

Insperity Premier contains information to assist you with human resource issues, safety, and federal and state regulations, to name a few. You will find all this and much more:

- News and Announcements from Insperity regarding new services, important government regulations, tax or reporting issues, minimum wage changes and other employment-related news
- Tips for handling complex labor law issues like drug testing, unemployment claims and wage claims
- Suggested processes and training for managing/improving employee performance
- Sample safety programs and disaster planning tools you can customize
- Guidelines to help you successfully navigate complex employee conduct issues and termination decisions
- Tips for priming new hires to use the Paperless Onboarding application
- Enrollment administrator dashboard to monitor and track employees' completion of new hire and benefits enrollment

Training for New Clients

This guide is only the first step to help you begin your relationship with Insperity and learn about our services and online tools. You and/or designated employees may also receive more detailed training on the following topics as an Insperity client:

- Insperity Premier overview for all employees: Demos scheduled via your Insperity service team
- WebPayroll: One-on-one walkthrough on entering, uploading and approving your first payroll
- Web Reporting: Demo of the graphically-driven Reporting interface, allowing you to manipulate and drill down through your organization's data
- Supervisors Introduction to Insperity online training
- Paperless Onboarding

Top Ten Things Supervisors* Can Do Online

1. Input, review and approve regular payroll, bonuses and special payrolls
2. Create, run and save custom reports and graphs interactively
3. Make changes to an employee's status, pay, department, location, etc.
4. Report a workers' compensation claim, leave of absence or return to work event
5. Set up one or more employees to complete new hire enrollment online via the Paperless Onboarding application
6. Assign training to all employees or an individual and run training completion reports
7. Request safety services to assist in creating a safe workplace
8. Learn how to prevent harassment and discrimination via virtual training
9. Report an employee termination
10. Shop with access to exclusive deals at MarketPlace™

*Availability of these tools is based on the user's role as designated in the **Site Security Administration** online form, found under **Company>Forms and Policies>Payroll – Forms>Company Administration.** The designated site security administrator can assign roles as needed from this form.

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Security Roles for Insperity Premier™

Insperity Premier is a secured, role-based website available to all clients and employees. All of the applications and content housed within the site are displayed to users, based on their security roles. These roles dictate what function(s) can be performed on the site and should not be confused with an individual's title or position.

Use the **Site Security Administration** online form to assign roles, found under **Company>Forms and Policies>Payroll – Forms>Company Administration**. If you have questions regarding security roles, please contact your payroll specialist. Available security roles include:

Role Name	Description	Typical Positions With This Role	Special Notes
Basic Access	Allows the user that receives a paycheck from Insperity to access their basic information on the site	Worksite employees	Automatically given to employees – cannot be "granted" to them
Confidential	Allows the user to view confidential letters, post announcements to his or her company and gain confidential access to secure online questionnaires	Client owner or equivalent	
Employee Administration	Allows the user to view employee profiles and administer employee pay and position changes via the **Employee Change of Status** form	HR managers, officers, onsite supervisors, directors	Typically a supervisor or higher
HR Administration	Allows the user to view the human resource materials/procedures found on the website	HR managers, officers, directors	Typically a supervisor or higher
I-9 Approver	Allows the user to approve **I-9** forms using the paperless enrollment system	HR managers, hiring supervisors, onsite supervisors	The I-9 Approver role cannot see salary information
Liability Administration	Allows the user to request a **Workers' Compensation Certificate of Insurance**, view safety information and request safety videos	Safety officer, insurance officer	
Non-Paid Access	Allows a user who does not receive a paycheck from Insperity to access Insperity Premier	Non-paid client owner, CPAs, attorneys, non-paid business partners, investors, consultants	Must be granted in conjunction with other roles to view information on the site (i.e., Reporting, Payroll Entry, etc.)
Online Enrollment Administration	Allows the user to view Employee Enrollment and input data for new employees using the Paperless Onboarding system – assign either this role **or** the Enrollment Administration role (not both)	HR managers, hiring supervisors, onsite supervisors	Assumes the user has authorization to view SSN and salary information
Online Enrollment Non-Salary	Allows the user limited access to view enrollment information and input data for new employees using the Paperless Onboarding system – assign either this role **or** the Online Enrollment Administration role (not both)	HR managers, hiring supervisors, onsite supervisors, administrators	Assumes the user has authorization to view SSN
Payroll Approval	Allows the user to access payroll, approve WebPayroll and view payroll reports	Persons responsible for approving payroll can be the same person(s) who enters the payroll, payroll contact, onsite supervisors	Assumes the user has authorization to view SSN and salary information
Payroll Entry	Allows the user to view payroll, input and submit payroll information via WebPayroll and view payroll reports	Persons responsible for submitting payroll, payroll contact, onsite supervisors	This role assumes the user has authorization to view SSN and salary information

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Role Name	Description	Typical Positions With This Role	Special Notes
Recruiting Administration	Allows the user to view recruiting information, sign up for assessment subscription services and review assessment subscription status	Recruiters, HR managers	Users can utilize services that will be billed to the client
Salary Access	Allows the user to view salary information on reports – should be given to Reporting users who need to also see salary information	Analysts, managers, VPs, owners, payroll contact, onsite supervisors	Works in conjunction with the Reporting role
Site Security Administration	Allows the user to review site security roles and change employee access levels to Insperity Premier™	Client owner, HR manager, directors	Reserved for a select few at the company – able to grant anyone access to confidential data
SSN Access	Allows the user to view Social Security Numbers (SSNs) on reports – should be given to Reporting users who need to also see SSNs	Analysts, managers, VPs, owners, payroll contact, onsite supervisors	Works in conjunction with the other reporting roles
Training Administration	Allows the user to assign training at the company level or the individual level, as well as run various reports directly in the Insperity online training system	Client owner, HR manager, onsite supervisors	Allows administrators to view all employee training records
Web Benefits Reporting	Allows the user to access benefits reports using the reporting dashboard	Analysts, managers, VPs, owners, payroll contact, onsite supervisors	
Web Certified Reporting	Allows the user to access certified reports using the reporting dashboard	Analysts, managers, VPs, owners, payroll contact, onsite supervisors	
Web Custom Reporting	Allows the user to access custom-built reports using the reporting dashboard	Analysts, managers, VPs, owners, payroll contact, onsite supervisors	Some reports require the Salary and SSN role as well
Web Reporting	Allows the user to access reports using the reporting dashboard	Analysts, managers, VPs, owners, payroll contact, onsite supervisors	Some reports require SSN access
XML Payroll Import	Allows the user to view payroll and upload their payroll information via XML Payroll Import	Persons responsible for submitting payroll who are able to transmit via XML	Assumes the user has authorization to view SSN and salary information; should only be granted if client utilizes XML to transmit payroll

Special Considerations

One person may be granted multiple roles. For example, a single user may have Basic, Payroll Entry and Web Reporting.

Individual security roles may also be granted to many individuals at each company. For example, multiple users may all have the Reporting, Employee Administration and HR Administration roles for that company.

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Communications from Insperity

We're pleased to have the opportunity to serve your company and we hope that our relationship will span many productive, satisfactory years. There are a number of important communications that you and/or your employees will receive throughout the year from Insperity that alert you to changes in the law or inform you of events that require action on your part. The list below will give you an idea of when to expect certain communications. If you have additional questions, please contact your client liaison.

New Client Communications	• **Federal and state mandated posters** - arrive approximately 45 days after your Insperity effective date from Labor Law Compliance Center and should be posted in a conspicuous place. • **Workers' Compensation Welcome Kit** - emailed from Sedgwick. Keep it in an easily accessible location for use in the event an employee has a work-related injury.
Surveys	• **Affordable Care Act (ACA) Data Request** – emailed from Health & Welfare Reporting and Compliance team after first payroll to confirm and collect data needed for ongoing ACA administration, and to provide the Play or Pay Guide for Insperity Clients, which explains how Insperity assists clients with Play or Pay responsibilities. • Your opinion matters to us. We will send surveys periodically throughout your first year to help us ensure our service meets your standards and help us improve in areas where we don't.
Monthly Communications	• **Economy at a Glance** - sent to owners on the third Thursday of every month • **Safety Newsletter** – sent to the designated person(s) the last Wednesday of every month • **MarketPlace™ quarterly email** – sent to all employees

Quarter	Month	Communication
1st	January	• OSHA recordkeeping announcement • Supplemental tax letter • San Francisco HCSO – quarterly compliance reporting to affected clients • Notice of Hawaii HC-5 form sent to employees • PEO health insurance notice form for Connecticut • Annual request for updated business information for nondiscrimination testing and Health Care Reform - past due & final notices • Applicable Large Employer (ALE) final assessment (Health Care Reform) • IRS reporting data available to ALEs (Health Care Reform) • Fourth quarter employment classification review to affected clients
	February	• Daylight saving time change notification
	March	• Nondiscrimination testing results for the Insperity HSA Cafeteria Plan
2nd	April	• Minor policy from Safety Services • San Francisco HCSO – annual and quarterly compliance reporting to affected clients • First quarter employment classification review to affected clients
	May	• No scheduled communications
	June	• No scheduled communications
3rd	July	• San Francisco HCSO – quarterly compliance reporting to affected clients • Second quarter employment classification review to affected clients • Nondiscrimination testing results for the Insperity Group Health Plan and the Insperity Health Care FSA Plan

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Quarter	Month	Communication
	September	• Advance client notice of benefits changes to become effective Jan. 1 (mailed to employees in October via the Summary of Material Modifications); generally also includes advance notice of Health Care FSA open enrollment and other benefits-related communications to employees • Disability posters for New York locations
4th	October	• San Francisco HCSO – quarterly compliance reporting to affected clients • Insperity HSA Program employer contribution annual election notices • Standard time change notification • Workers' compensation posters • Annual open enrollment notice for the Insperity Health Care Flexible Spending Account (FSA) Plan • Summary of Material Modifications to the Insperity Group Health and Welfare Benefits plans • Third quarter employment classification review to affected clients
	November	• Year-end payroll flyer • Ohio workers' compensation posters • Annual request for business information related to nondiscrimination testing and Health Care Reform
	December	• Year-end payroll flyer • Summary annual report for the Insperity Group Health and Welfare Benefit plans • Annual request for business information related to nondiscrimination testing and Health Care Reform (Reminder) • Applicable Large Employer (ALE) pre-assessment (Health Care Reform)

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Preparing a Position

Creating a Job Description

When you decide to hire a new employee or even promote a current employee, it is important to have a job description so you can set expectations for the employee and the employee understands what is expected of them to be successful.

Consider the following factors when creating a job description:

- Review the position's compensation for competitiveness in the marketplace in order to attract top talent.
- Review the job description or create a new one to include the essential functions, the prerequisites for the position such as educational requirements, employment experience, physical requirements, supervisory responsibilities and certificates or licenses needed.
- Ensure the position is correctly classified as either exempt or nonexempt.
- Ensure proper documentation of physical requirements.

Your Insperity HR specialist can help you to create a job description.

Salary Data

How do you know what is a fair and competitive salary to offer a candidate? Your Insperity HR specialist can run a salary survey of the going rate for that position in your area and industry, so you can be sure you are making a competitive offer in alignment with various pay equity laws that prohibit discrimination based on salary history.

Fair Labor Standards Act (FLSA)

The Fair Labor Standards Act governs how employees are paid. In general, all employees must be paid overtime unless they are classified as "exempt" by the FLSA.

Supervisors have important responsibilities to ensure that employees are being properly compensated for their hours of work. While compliance with the FLSA is your company's responsibility, Insperity can provide resources and tools to assist you with making an educated decision on the appropriate classification for the positions at your company.

Note: If your Insperity benefits package includes coverage under the Insperity Group Health Plan, Insperity will send Notice of Exchange coverage to all new hires within 14 days of the hire date, as required under the FLSA by the Affordable Care Act (ACA).

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Lawful Hiring Practices

Employment Application

Although you have received a resume from an applicant, it is still important to use an employment application in the hiring process to ensure that the information you obtain is complete and accurate. Advantages of using an employment application consistently for all applicants include:

- Job applications will reveal additional details about an applicant not included in a resume, such as reasons for leaving previous employment and previous supervisor information.
- A signed application authorizes you to check previous employment and education.

Insperity can help you by providing an application that complies with federal and state employment laws. Due to the increasing number and ever-changing state and local laws that prohibit employers from asking criminal history questions until **after** a conditional offer of employment is made, Insperity recommends that you use Insperity's employment application without criminal history questions. You can obtain the most current application on Insperity Premier ™ under **Company>Forms and Policies>Recruiting**.

Federal Employment Laws

Take the opportunity to familiarize yourself with a few federal employment laws that regulate hiring and interviewing practices, including:

- Title VII of the Civil Rights Act of 1964
- The Age Discrimination in Employment Act (ADEA)
- Pregnancy Discrimination Act
- Immigration Reform and Control Act
- The Americans with Disabilities Act and its amendments
- Uniformed Services Employment and Reemployment Rights Act (USERRA)

Contact your Insperity HR specialist for information regarding employment laws and appropriate training such as *Interviewing and Selection Skills* and *HR Fundamentals for Supervisors*.

Equal Employment Opportunity Employer

Insperity provides equal employment opportunities to all employees and applicants without regard to race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, childbirth, physical disability, mental and/or intellectual disability, age, military status, veteran status (including protected veterans), marital status, registered domestic partner or civil union status, familial status, gender (including sex stereotyping and gender identity or expression), medical condition (including, but not limited to, cancer related or HIV/AIDS related), genetic information or sexual orientation in accordance with applicable federal and state laws.

In addition, Insperity complies with applicable state and local laws governing nondiscrimination in employment in every location in which your company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Negligent Hiring

Do you know how to avoid liability and protect your employees from potential harm in the workplace? You may have liability for failing to use reasonable care when selecting and hiring employees. The goal is to hire employees who won't endanger or have the propensity to endanger their co-workers or customers by their presence on the job. Ensure that you develop sound hiring practices that endeavor to screen employees who may potentially cause harm in the workplace.

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Hiring a Minor

A number of federal and state laws cover this important area and include restrictions on both the number of hours a minor can work and the type of work a minor can perform. The U.S. Department of Labor may impose penalties for child labor violations, depending on the violation.

Insperity's policy regarding minor employees is designed to ensure that your company and Insperity are in compliance with these laws, as well as to provide for the safety of employees. Laws are particularly restrictive regarding employment of minors below age 16, which is why many employers choose not to employ such minors.

For the protection of all concerned, it is Insperity's general policy not to hire any minor under the age of 16. However, we recognize that some exceptions may be reasonable and acceptable, such as where the minor is 14 or 15 years old and is a child of an owner and works under the direct supervision of the parent or custodian; or the minor is participating in a school-supervised work program or administered work study program approved by the state and works in a non-hazardous occupation. If you would like to request an exception, contact your Insperity HR specialist.

If you plan to hire a 14- to 17-year-old minor employee to work in your business in a position ***other than*** a workers' compensation code 8810 position, please contact your Insperity payroll specialist to coordinate the approval process. (Code 8810 is the workers' compensation code designation for a clerical position or administrative type position for an employee that performs all job functions within an office environment.)

If you would like to request an exception, contact your Insperity HR specialist.

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Interview and Selection

Insperity offers *Interviewing and Selection Skills* training that teaches how to avoid costly mistakes and hire the best qualified candidates for each job role. We encourage all supervisors to complete this training before participating in the hiring process.

In the meantime, be sure to adhere to these important interviewing principles:

- Ask only job-related questions.
- Ask all candidates applying for the same position the same questions.
- Avoid questions related to protected categories, such as age, gender, pregnancy, national origin, religious affiliation, sexual orientation, marital status, military status, disabilities in matters of employment or familial status.
- Focus on non-medical qualifications if dealing with questions related to disabilities.
- Avoid statements that may imply guaranteed employment or a promotion.

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Insperity Recruiting Services

What We Do

Insperity Recruiting Services knows that time spent managing recruiting efforts is time spent away from running your business. Our goal is to help you improve your company's growth and success. Finding, hiring and keeping the right people are critical at every level of your organization. You get more out of your business when you get more out of your people, so we help you find the right people for the right jobs in the right way. The results will speak volumes with positive employee relationships, a more constructive work environment and increased productivity. The key to uncovering the right talent begins with our dedicated team of skilled recruiters in five discipline-specific groups.

DISCIPLINES INCLUDE:

- Information Technology
- Sales/Marketing
- Accounting/Finance
- Professional/Engineering/Legal
- Administrative/Clerical

We also have two industry-specific recruiting groups to support your hiring needs:

- Light Industrial
- Health Care

How We Do It

Insperity has successfully placed thousands of employees across the country in various disciplines by utilizing our thorough and sound recruiting plan. Our team of recruiting professionals can guide you through our simple, three-phased approach that develops a strong recruiting foundation, a cost-effective advertising program and an efficient selection process. Whether you need to hire your next key employee or hire a team of hundreds, you can be confident in our ability to deliver:

- Recruiting Process Review and Design
- Interview and Selection Skills Training
- Targeted Selection Training
- Job Description Development
- Wage and Salary Review
- Candidate Identification
- Direct Hire Placements
- Advertising
- Pre-Employment Screenings

Find Out More

To learn more about how Insperity Recruiting Services can support your hiring needs, contact your Insperity service team.

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Insperity Pre-Employment Screening

Making the right decision on who to hire can be a daunting task. To help you make the decision, we offer pre-employment screening. Getting insight into personality and skills will help you to choose the best candidate for the position. Completing a background check and a drug test on that candidate protects your company from the unknown and prevents negligent hiring.

CLUES Assessments

The CLUES Assessment measures an individual's cognitive and interpersonal competencies in areas critical to job performance. This online assessment takes less than 15 minutes and does not require expert interpretation. Upon completion of an assessment by a job candidate, you will be able to run applicable reports that describe the participant's core behavior traits. You can then plan an in-depth interview by choosing from a selection of interview questions that are provided with each candidate's report. The JobCLUES Assessment measures core behavioral traits and cognitive reasoning speed, then describes them in context with various job categories and the effect they may have.

Skills Assessments

Skills assessments can help you gain critical insight into your pool of job candidates and help you make the most intelligent, informed hiring decisions. Reliant Assessments are available for a variety of job-specific skills. You can reduce your costs by reducing the number of "bad" hires because you'll now have a best-practice solution that is efficient, cost effective and fair to all candidates. Reliant Assessments measure competencies objectively and consistently to help you quickly and accurately identify the best candidate for your job opening. Reliant Assessments are offered in a variety of languages and custom translations are available.

Employment Screening and Background Checks

Employment screening can help protect your business from penalties and litigation, promote a safe work environment and contribute to your company's growth and stability. By utilizing Insperity's customized, full-service approach through pre-employment and pre-access background checks, as well as other screening options for your business, you can receive thorough and accurate information in an easy to understand format that is personalized to complement your organization's unique practices, guidelines and company culture. Our background specialists are here to assist your company in selecting the appropriate screening areas to identify the best candidates, as well as provide recommendations as to how the results can be used in the hiring decision, in accordance with state and federal laws.

Drug Testing

Our drug testing specialists can help you set up a drug testing program for your specific needs. Alcohol and drug addiction exist in every industry in America, no matter the size, location or makeup of the workforce. Employees who abuse alcohol or drugs present a variety of problems for the employer, especially if the abuse occurs on the job.

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Background Check Process Map

Note: All Background emails will come from the email header "Insperity Employment Screening"

Hiring manager receives approval to hire and identifies a candidate.

Authorized Client Contact logs into Insperity Employment Screening (IES) www.insperity.com/services/employment-screening, and sends online application link to candidate (preferred method) or provides hard copy forms* to candidate for completion.

Candidate/Client completes and submits forms/ background request electronically via online portal www.insperity.com/services/employment-screening

Candidate/Client completes and submits hard copy forms* via email attachment to customer.service@insperity.com **OR** via efax to 888-273-1201

Authorized Client Contact logs into IES to review status of background and/or contacts Background Group with questions/clarification 866-280-4426

Is there a discrepancy in the background check?

Yes → Authorized Client Contact(s) receive notification of discrepancy. Discrepancies must be reviewed and approved by the designated Authorized Client Contact** before hire. To review discrepancies, log in to Insperity Employment Screening at www.insperity.com/services/employment-screening or call Insperity Background Group at 866-280-4426.

** Only the designated Authorized Client Contact (or client owner/key decision-maker) noted in IES database can make hiring decision.

All discrepancies reviewed and meet hiring guidelines?

Yes → Proceed with onboarding process

No → If decision is made not to hire candidate due to results of the background check, client **MUST** notify Background Group/Specialist so the FCRA Adverse Action Process can be initiated.

NO → Proceed with onboarding process

Roles Involved
Insperity - Background Specialist and/or Background Team
Insperity HR Specialist (if necessary)
Insperity Recruiter (if applicable)

Client - Authorized Client Contact (HR Director or Manager, Client Owner, CFO, CEO, etc.)

Related Documents/Information
*** Hard Copy Forms**
Client - Background Services Agreement & Background Standards Acknowledgment for initial set up ONLY; Pre-employment Background Screening Services Request form (aka, Screening Request form and FCRA/State-specific Acknowledgment form) for each request.
Candidate - application, disclosure authorization, plus any state-required forms/acknowledgements:
- Pre-processing - CA Summary of Rights, acknowledgement of NY Correction Law Article 23-A
- Credit History Authorization - CA, CT, CO, IL, MD, NV, OR, VT, WA, New York City, NY
- MVR Release - NH, PA

FCRA Adverse Action Process
- Only after EEOC "Individualized Assessment" completed by Background Group and Client can determination be made that applicant is not a fit for the position due to background check results.
- Client/Insperity Recruiting responsible for notifying candidate that he/she is not being hired due to background check results.

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Making an Offer

Your Insperity HR specialist will provide you with offer letter templates for your unique situation so you can make your candidate an offer while still protecting your company.

The interviewing process is typically concluded with making an offer to the best-qualified candidate you have selected to fill your vacant position. Keep in mind the following factors:

- Know who in your company is authorized to extend an offer of employment and the proper steps for the process
- Be prepared to make a verbal offer which includes:
  - Starting salary
  - Start date
  - Title
  - Location and department
  - Reporting person's name and position
- Avoid making promises about job security or career potential which may imply a contract of employment and negate the at-will employment statement.
- It is an HR best practice to follow up a verbal offer with a written offer letter that contains the information listed above.

Your Insperity HR specialist can provide you with various offer letter templates that are in compliance with various federal and state laws.

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Employee Enrollments

The following enrollments may be completed online *(preferred method)* or by paper.

Employment Enrollment

Employee enrollment must be completed on or before the employee's first day of hire. Any delay could result in employees not being paid on time or receiving benefits. In addition, because a growing number of states require verification through the E-Verify Program by an employee's third day of employment, it is essential that employee enrollment is completed and includes **Employment Eligibility Verification (I-9)** on the first day of employment so that we have adequate time to thoroughly review before submitting through E-Verify. Employees will not be permitted to enroll in benefits until their portion of the employment paperwork has been completed.

Group Health Plan Enrollment

In order to enroll in the Insperity Group Health Plan, employees must meet all eligibility requirements, including the requirement to work 30 or more hours per week, on average (20 hours in Hawaii), and complete any applicable waiting period. Employees have 30 days (or any longer period required by state law) from the date they become eligible for benefits to enroll.

Once an employee's benefits enrollment request is processed, his or her group health plan coverage is retroactively effective as of the employee's eligibility date, which is the first day he or she is entitled to coverage under the Insperity Group Health Plan. The employee will be responsible for paying any employee contributions for retroactive coverage. Any contribution amounts the employee may owe for retroactive coverage will be deducted from future Insperity paycheck(s).

If an employee does not enroll during his or her initial enrollment period, he or she must wait until the company's next designated annual open enrollment period to enroll, unless the employee experiences a qualified mid-year change event.

Health Savings Account (HSA) Establishment

Employees of Insperity who elect medical coverage under an eligible Insperity high deductible health plan (HDHP) coverage option have the opportunity to establish an individual HSA and make personal contributions – up to established federal limits – via convenient Insperity payroll deductions. Once employees have completed their HDHP coverage option election, they will receive an email from Insperity's HSA administrator, Tango Health, prompting them to visit the Tango Health site to set up an HSA through Optum Bank®.

Health Care Flexible Spending Account (FSA) Plan Enrollment

Eligible employees must be actively at work to enroll in the Insperity Health Care FSA Plan. Employees have 30 days to enroll from the date they become eligible for coverage. The Health Care FSA Plan is not subject to a waiting period.

If an employee does not enroll during his or her initial enrollment period, he or she must wait until the company's next designated annual open enrollment period to enroll, unless the employee experiences a qualified mid-year change event.

Cigna® Voluntary Life, PAI and Disability Benefits Enrollment

An overview of voluntary *(employee-paid)* benefits including life, personal accident and disability can be found on Insperity Premier™ under **My Account>Benefits>Additional Benefits>Voluntary Benefits**. More information and online applications for the voluntary benefits can be accessed through the Cigna Trusted Advisor® tool, located on the **Voluntary Benefits** page.

- Group Universal Life Insurance (GUL)
- Personal Accident Insurance (PAI; also known as AD&D)
- Short- and Long-Term Disability

Applications for voluntary life and disability coverage submitted within the employee's 30-day enrollment period will be provided with certain levels of coverage on a guaranteed-issue basis. Medical underwriting will be required prior to an application's consideration if an application is:

- received after the employee's 30-day enrollment period has ended
- received within the 30-day enrollment period for levels and/or amounts of coverage above the guaranteed-issue limits *(underwriting only applies to the amounts above the guaranteed-issue limits)*

The Cigna Trusted Advisor is generally accessible within 5 business days of an employee's benefits eligibility date.

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Paperless Onboarding

Paperless Employee Enrollment

1. You can access the **Onboarding a New Employee** video to assist with the Online Enrollment system by selecting **Need Help** at the bottom of any page on Insperity Premier™. Online Enrollment is the preferred method of onboarding a new employee, as employees will receive real-time access to their new hire paperwork. They can access their new hire paperwork from the Insperity Premier **home** page.
2. Add your new employee to Insperity's system by going to Insperity Premier and selecting **Company>Manage Employees>Onboarding>Add an Employee**. You will need the following information to complete the process:

EMPLOYEE INFORMATION

Employee First Name
Employee Middle Name (not required)
Employee Last Name
Client Number
Social Security Number
Gender
Date of Birth

JOB FUNCTION INFORMATION

Job Title
Employee's Workers' Comp Code
Workers' Comp Job Function
Employee Status
Employees Start Date of Leave
Client Original Hire Date
Insperity Hire Date
Job Function for Employment Agreement
Is Employee a Part of Collective Bargaining? (Y/N)
Officer (Y/N)
Primary or Potential Work Location Overseas (Y/N)
If Work Location Overseas is Y, List Country
Travel outside U.S. for work (Y/N)
Job Category
Teacher (Y/N)
If Teacher is Y, are they exempt from Social Security taxes? (Y/N)
Minister (Y/N)
If Minister is Y, are they exempt from Social Security taxes? (Y/N)

PAYMENT INFORMATION

Employee Pay Classification
Employee Pay Frequency
Is Employee Exempt From Overtime? (Y/N)
Overtime Rate of Pay
Double Time Rate of Pay
Is Employee Paid Via Tips? (Y/N)
Is Employee Paid Via Piecework? (Y/N)
Amount per Piecework
Pay Type is Salary? (Y/N)
Is Employee Paid Commission? (Y/N)
PTO Effective Date; (Text) if Insperity is tracking PTO plan
Is Employee a Multi-state Worker? (Y/N)

SOME STATES (CA, D.C., IL, MD, NH, NY, SC, SEATTLE, WA) MAY REQUIRE ADDITIONAL INFORMATION

"Normal Work Hours" (Text if work state is SC)
"Vacation Policy" (Y/N), if work state is NH
"Vacation Description" (Text if "Vacation Policy" is "Y" and work state is NH)
"Separate Pay Document" (Y/N), if work state is CA, D.C., IL, MD, NY or SC
"Overtime Rate of Pay per Hour" (Decimal), if work state is CA, D.C. or NY
"Double Time Rate of Pay per Hour" (Decimal), if work state is CA
"Allowances for - Tips, Meals, Lodging and Other" (Y/N), if work state is CA, D.C. or NY
"Allowances - Tips Amount" (Decimal), if work state is CA, D.C. or NY and "Y" is answered for question 8
"Allowances - Meals" (Y/N), if work state is CA, D.C. or NY
"Allowances - Meals Amount" (Decimal), if work state is CA, D.C. or NY
"Allowances - Lodging" (Y/N), if work state is CA, D.C. or NY
"Allowances - Lodging Amount" (Decimal), if work state is CA, D.C. or NY
"Allowances - Other" (Y/N)
"Allowances - Other Description" (Text)
"Allowances - Other Amount" (Decimal)
"Allowances - Other Frequency" (Drop-down selection)
Does a written agreement exist providing the rate(s) of pay? (Y/N), if work state is CA
If "Y", are all rate(s) of pay and bases thereof contained in that written agreement? (Y/N)
Basis of Wage Payment? (Y/N), if work state is D.C.
FLSA Designation; (Drop-down selection), if work state is D.C.
Paid Sick Leave Policy; (Drop-down selection), if work state is CA
Start of Calendar Year; (Enter date), if work location in New York City

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3. You will receive an email confirming that the employee setup is complete. This email contains a link to instructions for the employee. Forward the email to the employee and ask them to complete their enrollment paperwork on or before their first day of hire. You should provide the employee with the following documents at this time (if not already provided via a new employee orientation):
   - for all employees, a paper copy of the Health & Welfare Benefits Book and *ALE Employee Flyer*, and
   - if the employee is being hired into a benefits eligible position, you should also include the Cigna® Voluntary Benefits Book and **Contribution Rate Sheet** (the Contribution Rate Sheet should only be included if your benefits package includes Insperity Group Health Plan coverage).
4. The employee will use the link in the email to create an Insperity Premier™ account. It is important to note that the employee should only use accurate and correct information in setting up their Insperity Premier account. Once the employee has created an Insperity Premier account, the employee will be able to complete their employment paperwork online. After the employee has completed their employment paperwork, the enrollment administrator will be required to validate the I-9 and other online documents using the paperless onboarding application before the paperless onboarding process is complete. Refer to the **Onboarding a New Employee** video by selecting **Need Help** at the bottom of any page on Insperity Premier.
5. The employee must complete the employment paperwork before accessing benefits information and enrolling in benefits. To enroll in benefits online, the employee can go to the Insperity Premier **home** page. **Note:** The employee's benefits elections will not be processed until the Enrollment Administrator validates the employee's paperwork as described in Step 4 above.

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Paper Employee Enrollment

If you need assistance with paper employee enrollment, please contact your Insperity payroll specialist**.**

Enrollment

Insperity can supply you with a new hire packet that contains all required paperwork, as well as important information for new hires.

How do I get new hire packets or find the new hire paperwork?

To request printed booklets or state-specific eBooks for your new hires, contact your Insperity payroll specialist 5-7 business days before the employee's start date. You can also find state-specific eBooks, that contain all forms and policies, on Insperity Premier™, under **Company>Forms and Policies>State List>eBooks**. **Note:** The **Contribution Rate Sheet** is not included in the new hire packet and you must print and include this sheet in the packet for all new hires whose benefits package includes group health plan coverage. The **Contribution Rate Sheet** can be found on Insperity Premier under **Company>Reporting>Benefits Information>Employee Contributions**. The Web Reporting role is required to run this report.

Format	Where to find	Description
State-Specific New Hire Kit (printed booklets)	Contact your Insperity payroll specialist.	Receive hard copies of the employment booklets in the mail to present to the new hire for completion. Please allow 5-7 business days from processing.
State-Specific eBooks (Forms and Policies only)	Insperity Premier under **Company>Forms and Policies>State List>eBooks*** or contact your Insperity payroll specialist for printed copies. *One of the Payroll security roles is required.	Select **Company>Forms and Policies>State List>eBooks**, then appropriate state to locate the state-specific Forms & Policies eBook. To receive hard copies of the state-specific eBook(s), the payroll specialist needs to know which state(s) eBook(s) will be needed for new hire employee(s).

Each packet contains:

Title	Description
Forms & Policies booklet	Forms required to be submitted, as well as some optional forms and company policies
Health & Welfare Benefits book	Overview of health and welfare benefits available for eligible employees, based on the Insperity benefits package you have selected. Paper benefits enrollment forms can be found on Insperity Premier under **Company>Forms and Policies>Benefits>Enrollment or Change**.
Cigna® Voluntary Benefits Book	Overview of voluntary *(employee-paid)* benefits including life, personal accident and disability can be found in the **Cigna Voluntary Benefits Book** on Insperity Premier under **My Account>Benefits>Additional Benefits>Voluntary Benefits**. To download an application, choose the **Cigna Trusted Advisor®** link and scroll to the bottom.
ALE Employee Flyer *(distributed to employees of ALE clients only)*	The *ALE Employee Flyer* [also titled *"How Insperity Determines Eligibility for Health and Welfare Benefits Plans for Employees of 'Applicable Large Employer' (ALE) Clients"*] is included with new hire materials as a guide to help educate employees on the eligibility rules for Insperity's health and welfare benefit plans. The *ALE Employee Flyer (Determining Eligibility)* can be found on Insperity Premier under **My Account>Benefits>Helpful Links>Health Care Reform.**

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How do I process the new employee paperwork?

1. Give the new employee a packet that includes the Forms & Policies book, the Health & Welfare Benefits book and the *ALE Employee Flyer*. If the employee is being hired into a benefits-eligible position, you should also provide a Cigna® Voluntary Benefits book and **Contribution Rate Sheet**. (The Contribution Rate Sheet is only required if Insperity Group Health Plan coverage is included in your benefits package.)
2. For assistance in completing the Forms & Polices book, contact your payroll specialist.
3. Collect and make copies of proper documentation for employment eligibility according to the I-9 Instructions in the Forms & Policies book.
4. **Email, fax or mail** the employee's completed, signed and dated new employee paperwork, as well as the copies of the I-9 documentation, to your Insperity payroll specialist **on or before the employee's date of hire**.
5. Employees should complete benefits enrollment forms and return them directly to Insperity, as directed on the forms.
6. Employees should complete Cigna forms and return them directly to Cigna, as directed on the forms.

As a reminder, all of these enrollments can be done online via paperless onboarding.

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New Employee Orientation

The Employee Self-Paced Orientation will walk your employees through their new employee paperwork and tell them about the benefits they have access to through Insperity.

The online orientation can be found on Insperity Premier™ under **My Account>Benefits>Helpful Links**.

An Open Enrollment Self-Paced Orientation is available for your employees when your company is in open enrollment. This version is tailored to your open enrollment and will focus on benefits information related to your upcoming plan changes. The online orientation can be found on Insperity Premier under **My Account>Benefits>Helpful Links** while your open enrollment period is active.

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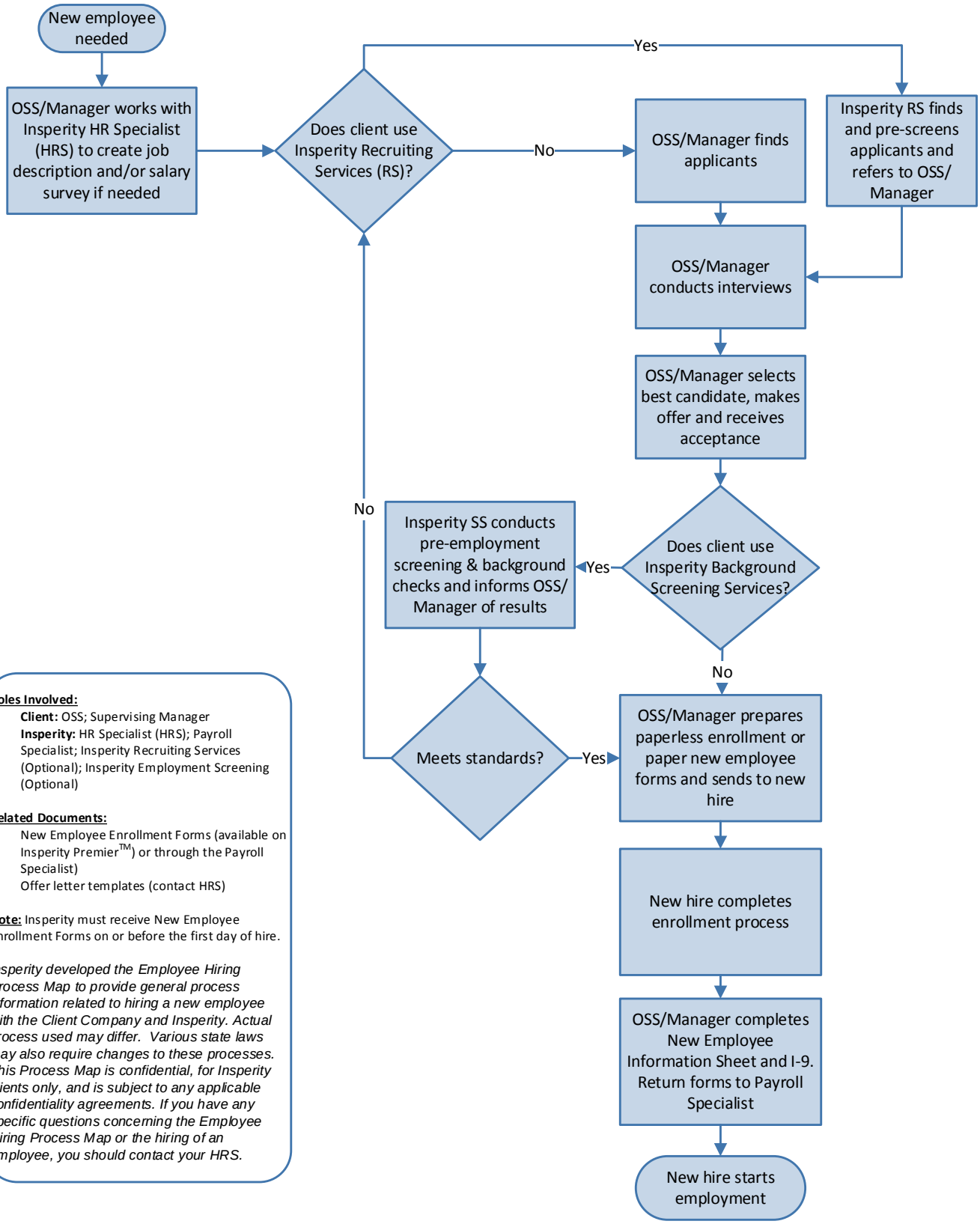
Employee Hiring Process Map

Insperity
Inspiring Business Performance®



Roles Involved:

- **Client:** OSS; Supervising Manager
- **Insperity:** HR Specialist (HRS); Payroll Specialist; Insperity Recruiting Services (Optional); Insperity Employment Screening (Optional)

Related Documents:

- New Employee Enrollment Forms (available on Insperity Premier™) or through the Payroll Specialist)
- Offer letter templates (contact HRS)

Note: Insperity must receive New Employee Enrollment Forms on or before the first day of hire.

Insperity developed the Employee Hiring Process Map to provide general process information related to hiring a new employee with the Client Company and Insperity. Actual process used may differ. Various state laws may also require changes to these processes. This Process Map is confidential, for Insperity clients only, and is subject to any applicable confidentiality agreements. If you have any specific questions concerning the Employee Hiring Process Map or the hiring of an employee, you should contact your HRS.

HIRE A NEW EMPLOYEE

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Benefits

Insperity is the plan sponsor of all the benefits plans included in your Insperity benefits package, including the group health plan in which you and your employees participate. Insperity is also the plan administrator and handles all enrollment and administrative functions associated with these plans. Employees should be instructed to work directly with Insperity regarding enrollments, changes and questions related to all Insperity benefits. Please refer to the following chart of responsibilities:

	Client Responsibility	**Employee Responsibility**	**Insperity Responsibility**
New Enrollment	Provide employee with new hire and benefits material or direct employee to online resources. **Please do not accept benefits enrollment forms from employees. Employees should send forms directly to Insperity as directed on the forms.**	Promptly submit benefits enrollment request directly to Insperity. Paper forms should be sent to the Insperity Document Management Team via fax at 877-413-8012 or email at: **document.management@insperity.com**. Complete online benefits enrollment on Insperity Premier™: • New Employee: **My Account main page** • Existing Employee Open Enrollment: **My Account>Benefits** (orange "**Enroll**" button)	Process new enrollment request.
Questions/ Concerns	**Please instruct your employees to contact Insperity directly with questions or concerns about their benefits.**	Call Insperity toll free at 866-715-3552, 7 a.m. – 7 p.m., CT, Monday-Friday. (Hearing/speech-impaired: TRS dial 711) Or email us at **contactcenter@insperity.com**. Employees can chat online with an Insperity representative through our online chat at **portal.insperity.com**. Choose **"Contacts"** to start the conversation.	The Insperity Contact Center will answer questions and assist the employee.
Request for Material	If you or an employee is in need of any material or documentation, call or direct the employee to call the Insperity Contact Center.	Call Insperity toll free at 866-715-3552, 7 a.m. – 7 p.m., CT, Monday-Friday. (Hearing/speech-impaired: TRS dial 711)	The Insperity Contact Center will direct you or the employee to the material online or send to you or employee.

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Eligibility Rules for Insperity Health and Welfare Benefits

The following eligibility rules apply to the Insperity Group Health Plan, the Insperity Welfare Benefits Plan, the Insperity Health Care FSA Plan, and the Insperity Educational Assistance Program (to the extent included in your benefits package). The Adoption Assistance Program follows the eligibility rules outlined below but has a 6-month waiting period. The Insperity Employee Assistance Program (EAP) and Commuter Benefits Program have no eligibility requirements and are available to all employees.

Employee

Employees must generally be working 30 or more hours per week, (20 or more hours in Hawaii), on average, and meet all other eligibility requirements, to be eligible for the Insperity-sponsored benefits available to full-time employees. Certain limitations apply.

- **Full-time employees** are immediately eligible for benefits following the satisfaction of any applicable waiting period.
- **Part-time and seasonal employees*** are generally not eligible for Insperity-sponsored benefits, except those programs/options that contain no eligibility requirements.

*Part-time and seasonal employees of an Applicable Large Employer (ALE), as defined under the Affordable Care Act (ACA) and reflected in Insperity's records, will be eligible for benefits if they are found to be working the required number of hours over one of the measurement periods described below:

- **Newly-hired part-time and seasonal employees** - 12-month period following the employee's date of hire
- **Ongoing part-time and seasonal employees -** 12-month period beginning each year on January 1

An ALE is an employer who has employed, on average, at least 50 full-time employees (including full-time equivalent employees) on business days during the preceding calendar year. If you have questions about whether your company is an ALE, you should contact Insperity. More information about the Affordable Care Act is located on Insperity Premier™ under **My Account>Benefits>Helpful Links>Health Care Reform** at **portal.insperity.com.**

Special eligibility rules apply to employees who are rehired by Insperity within 26 weeks. If you are hiring an employee who was previously employed by Insperity (even if the employment was with a different Insperity client company), and the employee terminated employment with Insperity in the past 26 weeks, please have the employee call the Insperity Contact Center to discuss their benefits eligibility status.

Dependents

Plan coverage is also available for eligible dependents. Eligible dependents must reside in the United States and include:

- The employee's spouse, including a same-sex spouse.
- The employee's domestic partner. Call Insperity at the toll-free number above to learn about the special rules that apply in determining whether a person is a domestic partner.
- The employee's eligible child who is under the age of 26 at the time of enrollment (or any higher limiting age required under a state insurance law that applies to the employee's coverage). Eligible children include a child born to, legally adopted by, placed for adoption, with or under the legal guardianship of the employee, or the employee's spouse or domestic partner. Employees should call Insperity at the toll-free number above for information about age limitation rules and other limitations on coverage for children.
- Any eligible child for whom an employee must provide health care coverage by reason of a qualified medical child support order.
- The employee's eligible child (of any age) who is covered under the Insperity Group Health Plan and who is physically or mentally incapacitated and whose coverage otherwise would end because of age. Employees should call Insperity at the toll-free number above to learn about the special rules that apply in determining whether a child is eligible for coverage under this provision.

Insperity conducts quarterly dependent eligibility audits to verify the eligibility of dependents covered under the Insperity Group Health Plan. Each quarterly audit will select a small, random sampling of dependents enrolled in the Plan and a request for documentation verifying the dependent's eligibility will be mailed to the home address of the employee. The verification request will identify the documentation that must be provided and employees will have 60 days to provide the required documentation. If acceptable documentation is not received within 60 days of the request, coverage will be terminated for the dependent in question.

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Enrollment Periods

Group Health Plan

This is the 30-day period (or any longer period that may be required by a state law that applies to the employee's coverage) starting on the date an employee first becomes eligible for coverage following any applicable waiting period.

IMPORTANT: In order to participate in the Insperity Group Health Plan, an individual must enroll ***within 30 days*** (or any longer period that may be required by a state law that applies to the employee's coverage) of the date he or she first becomes eligible for coverage. If an eligible employee does not enroll during the initial enrollment period, he or she will only be able to enroll during the next annual open enrollment period, or as the result of a qualified mid-year change event. **Note:** Special rules and specific time frames apply to qualified mid-year changes. Please refer to the **"Changes to Group Health Plan Benefits Coverage"** section under **Benefits** in this guide for more information.

Health Care Flexible Spending Account (Health Care FSA) Plan

Eligible employees must be actively at work to enroll in the Health Care FSA Plan. Employees have 30 days from their hire date or the date they are eligible for coverage, whichever is greater, to enroll. There is no waiting period for Health Care FSA enrollment. If an eligible employee does not enroll during the initial enrollment period, he or she will only be able to enroll during the next annual open enrollment period, or as the result of a qualified mid-year change event. **Note:** Special rules and specific time frames apply to qualified mid-year changes. Please refer to the **"Changes to Group Health Plan Benefits Coverage"** section under **Benefits** in this guide for more information.

Refer to the **"Employee Enrollments**" section for information on how to enroll online in the Health Care FSA.

IMPORTANT: Employees must complete their enrollment by 11:59 p.m. Central time on the 30th day of their enrollment period.

Cigna® Voluntary Life, PAI and Disability Benefits

Eligible employees who apply for Cigna voluntary *(employee-paid)* life or disability coverage within the 30-day period following the end of any applicable waiting period will be able to receive certain levels of coverage without having to undergo medical underwriting prior to approval. Medical underwriting will be required if the application for voluntary life or disability coverage is received after the 30-day enrollment period has ended, or if the employee is requesting coverage amounts in excess of the guaranteed issue levels. Applications for voluntary personal accident insurance (PAI) can be made at any time without having to satisfy medical underwriting. Employees may apply for voluntary coverage online through **Cigna Trusted Advisor®**.

Information on how to enroll online for Cigna voluntary benefits is located on Insperity Premier™ under **My Account>Benefits>Additional Benefits>Voluntary Benefits**.

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When Coverage Begins

Group Health Plan

If an eligible employee enrolls in the Insperity Group Health Plan during his or her **initial enrollment period,** the employee will generally become covered under the Plan as of his Insperity **eligibility date** (the date an employee first becomes eligible for coverage). If a waiting period applies, the employee's initial enrollment period will begin **the day after the waiting period ends**, which will also be the employee's eligibility date.

Example: If the employee has a waiting period requirement that ends on Aug. 31, the employee's **eligibility date** is Sept. 1, and the **initial enrollment period** is Sept. 1 through Sept. 30. If an employee enrolls at any time during his initial enrollment period, medical coverage will begin as of the eligibility date (Sept. 1 in this example).

Once an employee's benefits enrollment request is processed, his or her Plan coverage is **retroactively** effective as of the employee's eligibility date. The employee will be responsible for paying any employee contributions for retroactive coverage. Any contribution amounts the employee may owe for retroactive coverage will be deducted from future Insperity paycheck(s). Group health plan coverage for any enrolled dependents generally begins on the same date as the employee's coverage.

Health Care Flexible Spending Account (Health Care FSA) Plan

If an eligible employee enrolls in the Health Care FSA Plan during his or her initial enrollment period, coverage will usually begin on the employee's eligibility date (the date the employee first becomes eligible for coverage), providing that all new hire paperwork **and** the Health Care FSA enrollment request have been submitted and processed into the system prior to the first day of the first full pay period that contains the eligibility date.

Note: In order for a new Health Care FSA enrollment to be effective on the employee's eligibility date, all new hire paperwork and the Health Care FSA enrollment request must be submitted, approved and keyed into the systems prior to the first day of the pay period that contains the employee's eligibility date. Otherwise, the employee's eligibility date will be the first day of the first full pay period following the date the enrollment form is processed by the Plan Administrator and corresponding salary deductions will begin on the pay date that applies to that pay period.

Cigna® Voluntary Life, PAI and Disability Benefits

For voluntary life and disability applications received by Cigna during the initial 30-day enrollment period, the effective date of coverage (for guaranteed issue levels of coverage only) will be **the date the form is received by Cigna or the employee's eligibility date, whichever date is later**, as long as the employee is actively at work on the effective date.

For voluntary life or disability applications received by Cigna outside of the 30-day enrollment period, or for coverage levels above the guaranteed issue amounts, the effective date of coverage is the date Cigna approves the employee's application, as long as the employee is **actively at work** on the effective date.

Applications for voluntary *(employee-paid)* personal accident insurance (PAI) may be submitted at any time and are not subject to medical underwriting. The effective date of coverage is **the date Cigna receives the application or the employee's eligibility date, whichever date is later**, as long as the employee is actively at work on the effective date. If the employee is not actively at work on the date coverage would otherwise become effective, the coverage effective date will be delayed until the employee is actively at work.

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Health Insurance ID Cards

Once the elected insurance carrier has received and processed a participant's enrollment file from Insperity, the participant will be sent an appropriate number of ID cards for his health coverage. It can take up to four weeks for the participant to receive his ID card(s) after receipt of enrollment in the insurance carrier's system.

- **Medical ID cards:** Carrier specific and reflect the specific coverage option for which the participant is enrolled.
- **Dental ID cards** *(if applicable)*: Issued separately from medical ID cards by UnitedHealthcare Dental.
- **Vision coverage** *(if applicable)*: No ID cards are issued or needed for this coverage.
- **Health Care FSA Spending Cards** (if applicable): Issued separately from medical and dental ID cards by UnitedHealthcare within approximately two weeks after enrollments are transmitted to the carrier. Upon receiving the card, the employee must call the toll-free number on the card and complete the entire activation process. Once the card is activated, the funds will load onto the card within 24 hours.

Participants may order additional or replacement cards by contacting their insurance carrier's member service department or by accessing their carrier's website.

Any changes to a participant's coverage will generate a new ID card.

Temporary ID Cards

Currently, only UnitedHealthcare makes it possible to obtain a temporary ID card online via **www.myuhc.com** for its Choice Plus and Out-of-Area (Indemnity) coverage options.

Obtaining Services Prior to Receiving ID Cards

If services are required prior to receiving member ID cards and temporary ID cards cannot be accessed from the carrier's website, employees can ask the provider to call the carrier to verify benefits. If the need for services is urgent and benefits cannot be verified, the employee should call Insperity toll free at 866-715-3552, 7 a.m. – 7 p.m., CT, Monday-Friday to request an urgent enrollment.

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Employee Information Changes

Employee Personal Information

Employees can access and/or make changes to the following information on Insperity Premier™. Use the drop-down arrow to the right of the Employee Name in the site header:

- My Profile
  - Personal Information
    - address, phone, email and Insperity Employee ID
  - Work
    - address, phone, email, hire date, job title, department and supervisor
  - Emergency Contact
    - name, address and phone
- Manage Password
  - Change Password
  - Password Recovery Options

My Account

- **Paycheck** includes: Paycheck Details, Salary, Pay History and Stub Search, W-4 Elections & W-2 Tax Statement, Enroll in/Change Direct Deposit & ePayStub, Payroll Specialist, Helpful Links
- **Benefits** includes: Health Plan, Health Care Accounts, Group Life & PAI, Disability, Benefits Specialist, Additional Benefits, Helpful Links
- **401(k)** includes: Balance, Investment Summary, Helpful Links, Resources
- **Time and Attendance** includes: TimeStar®
- **Training** includes: Access Training, Helpful Links
- **Performance** includes: HRpower1, Insperity123, Last Word

Employee Payroll Information

Access **Company>Manage Employees** when one of the following changes occurs for an employee.

The Employee Administration role is required in order to access the Manage Employees section.

- Job function or title change
- Transfer to another department, location, billing group or client number
- Change in job classification (full/part time)
- Pay rate increase
- Change in worksite location or check delivery location
- New Workers' Compensation Code

The changes below will also require the paper form to be submitted along with the online change.

- Pay rate decrease – employee signature required
- Change in exemption status – employee signature required
- Pay change for payroll contact, owner and/or onsite supervisor – client owner signature required (Owners cannot sign their own pay decrease form.)

The onsite supervisor must complete and submit changes to the Insperity payroll specialist on or before the effective date of the change.

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Employment Verification Requests

Insperity's employment verification team responds to the following types of employment verification and salary requests for active and terminated worksite employees whose client records have been maintained by Insperity.

Verbal Request

Contact the Insperity Contact Center at 866-715-3552, ext. 5. Verbal verifications include:

- dates of employment, most recent job title or last position held by the employee

Written Request

Insperity processes written verification requests in any of the following formats:

- Employee written authorization
- Government form (child support, Social Security, etc.)
- **Verification of Employment Request** (mortgages, apartment, auto loans, etc.)

Submit the request via:

- **FAX:** Employment Verification at 866-390-4248
- **EMAIL:** **employment_verifications@insperity.com**
- **MAIL:**
  EMPLOYMENT VERIFICATION MC 4-6320
  INSPERITY, INC.
  19001 CRESCENT SPRINGS DRIVE
  KINGWOOD TX 77339

Letter of Verification

Letters of verification are provided upon request to explain the relationship between Insperity and the client company or to assist with immigration documentation. Requests for a verification letter require an original employee signature.

Fax or mail the **Verification of Employment Request** to the contact information above.

For more information about Insperity's employment verification services, contact your Human Resources Administrative Compliance Department representative at 281-312-7843.

IMPORTANT! Send the employment verification immediately. Time is of the essence when responding to an employment verification.

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Benefits

Changes to Group Health Plan and Health Care FSA Coverage

Because group health and health care FSA plan contributions are paid for on a tax-advantaged basis (i.e., with pretax dollars), the IRS limits the changes an employee can make to his elected coverage (including coverage for eligible dependents) during a coverage period. Generally, changes are allowed only under these circumstances:

- **Annual open enrollment period:** Eligible employees may make changes to their elections, enroll in coverage or drop coverage during the annual open enrollment period. Insperity will notify employees in advance of the annual open enrollment period. The annual open enrollment period for the Insperity Group Health Plan will coincide with your Insperity contract renewal. The annual open enrollment period for the Insperity Health Care FSA Plan occurs every fall, typically beginning in November. Enrollment changes for both the Group Health Plan and the Health Care FSA Plan may be made by employees on Insperity Premier™ through **My Account>Benefits.** For paper forms, refer to form instructions to submit. Please do not accept forms from employees; employees should send paper forms directly to Insperity.
- **A qualifying mid-year change event:** Only certain events permit an employee to make mid-year changes to previous elections. See below for examples of the types of events that would qualify. Mid-year changes must generally be on account of and consistent with a qualifying change event that affects eligibility for this plan, another employer-sponsored group health plan or individual coverage in the Health Insurance Marketplace. In addition, **a request for a mid-year change must generally be made within <u>30 days</u> of the date of the event.**

Examples of Qualified Mid-Year Change Events

- Change in legal marital status (including marriage, death of a spouse, divorce, legal separation or annulment)
- Change in number of dependents (due to birth, death, adoption or placement for adoption)
- Change in employment status of an eligible employee, his spouse or any of his dependents
- Change in dependent eligibility requirements (e.g., due to divorce or attainment of a specified age)
- Change in place of residence of an eligible employee, his spouse or any of his dependents

More information, including a complete list of the qualifying mid-year change events, can be found on Insperity Premier under **My Account>Benefits>Mid-Year Change**.

How an Employee can make a Mid-Year Election Change

- The easiest method to make a mid-year election change is online. Employees can make an online mid-year election change on Insperity Premier by selecting **My Account>Benefits>Mid-Year Change>Access Now**. The site will walk employees through a mid-year election, based on their current situation and will guide employees through the change they would like to make by choosing **"Submit Change"** from the **Mid-Year Change** module. With the exception of mid-year election changes based on court orders, supporting documentation is not required as long as the mid-year election is considered an eligible qualified mid-year change event.
- If the employee prefers to complete a paper form, he or she should complete the **Mid-Year Change Designation** form in its entirety. It can be found on Insperity Premier under **Company>Forms and Policies>Benefits Forms>Enrollment or Change**. If adding dependent(s), the employee should provide complete information, including the dependent's date of birth.
- The **Mid-Year Change Designation** form should be submitted directly to the Insperity Document Management Team via fax at 877-413-8012 or email at **document.management@insperity.com**. **Please do not accept forms from employees. Employees should send forms directly to Insperity.**
- The employee should keep a copy of the documents and fax confirmation sheet for future reference, if needed.

Benefits Claims Assistance

Employees should contact the Member Services number for their insurance carrier *(on the back of their ID card)* and/or visit their carrier's website for the most current claim filing procedures and forms. The employee is responsible for filing all non-network claims and must initiate *(and follow through with)* the appropriate claim-filing process for his carrier himself. Some carrier claim forms can be found on Insperity Premier under **Company>Forms and Policies>Benefits Forms**.

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If an employee needs further assistance to follow up on a claim, direct the employee to call Insperity toll free at 866-715-3552, 7 a.m. – 7 p.m., CT, Monday-Friday (Hearing/speech-impaired: TRS-dial 711). The Insperity Contact Center representative can coordinate a conference call with the carrier if necessary.

An employee will need to sign and return an authorization form in order for you to inquire and/or assist with claim(s) on their behalf.

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Leave of Absence Requests

When a supervisor has been notified that an employee needs to be away from work for an extended period of time *(three or more days)*, for one of the qualifying events listed below, the authorized client representative must complete the **Leave of Absence Request**. Please refer to the **Insperity Leave and Disability Manual**** for an explanation of the Insperity leave of absence program and the client's responsibilities during an employee's leave of absence.

Time is of the Essence!

By law, under the Family and Medical Leave Act (FMLA) and regulations, the following are required:

- Insperity has five business days, absent extenuating circumstances, to notify the employee whether the leave will be designated and counted as FMLA leave.
- The leave of absence begins on the first day the employee misses work due to an approved reason under FMLA.
- Delayed notification to Insperity may result in delayed notification to the employee regarding the leave and the employee's responsibilities with respect to maintenance of benefits.

Types of Leave

FAMILY AND MEDICAL LEAVE (FMLA)

The Family and Medical Leave Act is federal law. Refer to Insperity's Family Medical Leave Policy for details.

FMLA Eligibility

An active full-time or part-time employee is eligible for FMLA leave under any of the below leave categories, provided:

- The client is a covered employer subject to the FMLA;
- The employee works at or reports to a client company worksite where 50 or more employees (including full-time, part-time, remote and temporary staff) are employed by client company within a 75-mile radius of that worksite when the employee gave notice of the need for leave. **Note**: Remote employees should be factored into the head count as well. If there are remote employees that report to the same worksite as the employee going on leave, the remote employees must be included in the employee count. Remote employees are employees who work from a location other than a fixed worksite.
- The employee has been employed by client company for at least twelve months in the preceding seven years (limited exceptions apply to the seven-year requirement); and
- The employee has worked 1,250 hours during the 12-month period immediately preceding the commencement of leave.

In determining FMLA eligibility, an employee re-employed following military service will be given credit for (i) the period of uniformed service towards the months-of-employment eligibility requirement, and (ii) the hours of service that would have been performed but for the period of uniformed service.

Allowable leave reasons under FMLA:

- Birth of an employee's child or to care for the newborn child
- Placement of a child for adoption or state-approved foster care
- Care of an employee's spouse, child or parent who has a serious health condition*
- Employee's serious health condition which prevents the performance of any essential function of the job*
- **Qualified Exigency Leave****
- **Covered Service Member Leave****

* Medical certification may be required. Insperity Leave and Disability Group will send a certification form to the employee.

** Full explanation can be found in the **Insperity Leave and Disability Manual**, located on Insperity Premier™ under **My Account>Benefits>Additional Benefits>Leave of Absence>Quick Links**.

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STATE-MANDATED LEAVE OF ABSENCE

Various states have leave laws that provide greater rights to eligible employees who work in those states than the federal FMLA provides. Insperity checks employee eligibility and tracks an employee's state leave, where applicable.

PERSONAL NON-FMLA LEAVE OF ABSENCE (EMPLOYEE NOT ELIGIBLE FOR FMLA)

Before granting a non-FMLA leave, please contact your Insperity HR specialist to discuss policies and options.

A personal leave of absence may be granted if the reason for the leave is not medical in nature and does not otherwise qualify under FMLA conditions.

TEMPORARY LAYOFF (AUTHORIZED BY CLIENT REPRESENTATIVE)

The purpose of a temporary layoff is for non-owner/non-officer employees for whom you have no work, but anticipate bringing back to work within 12 weeks. If the layoff exceeds 12 weeks, the employee should be terminated at the end of 12 weeks. Contact your Insperity HR specialist for assistance.

MILITARY LEAVE (MILITARY LEAVE IS FOR EMPLOYEES WHO INVOLUNTARILY OR VOLUNTARILY PERFORM SERVICE IN THE MILITARY.)

Attach a copy of the employee's military orders when you complete the **Leave of Absence Request**, if available. If orders are not immediately available, documentation must be provided by the time the employee returns to work. Documentation may include military orders or separation/dismissal documentation.

WORKERS' COMPENSATION

An absence related to a workers' compensation illness or injury is counted against an employee's family and medical leave entitlement (FMLA), where the workers' compensation injury meets the definition of a "serious health condition" and the employee satisfies the FMLA eligibility requirements. To determine if FMLA will apply to a leave for the reason of workers' compensation, it is necessary for you to complete and submit a Leave of Absence Request form to the Leave and Disability Group.

Important

Complete the **Leave of Absence Request** on any employee away from work for three or more days. The online version is the preferred method for notifying Insperity of a request for leave. The **Leave of Absence Request** can be found on Insperity Premier™ under **Company>Forms and Policies>Benefits>Benefits Forms**. After completing the form, immediately send any available supporting documentation to the Insperity Leave and Disability Group at **Leave_and_Disability@Insperity.com**. Documentation may also be faxed to 800-233-1469.

Questions

Contact Insperity toll free at 877-236-7331, 8 a.m. – 4 p.m., CT, Monday-Friday.

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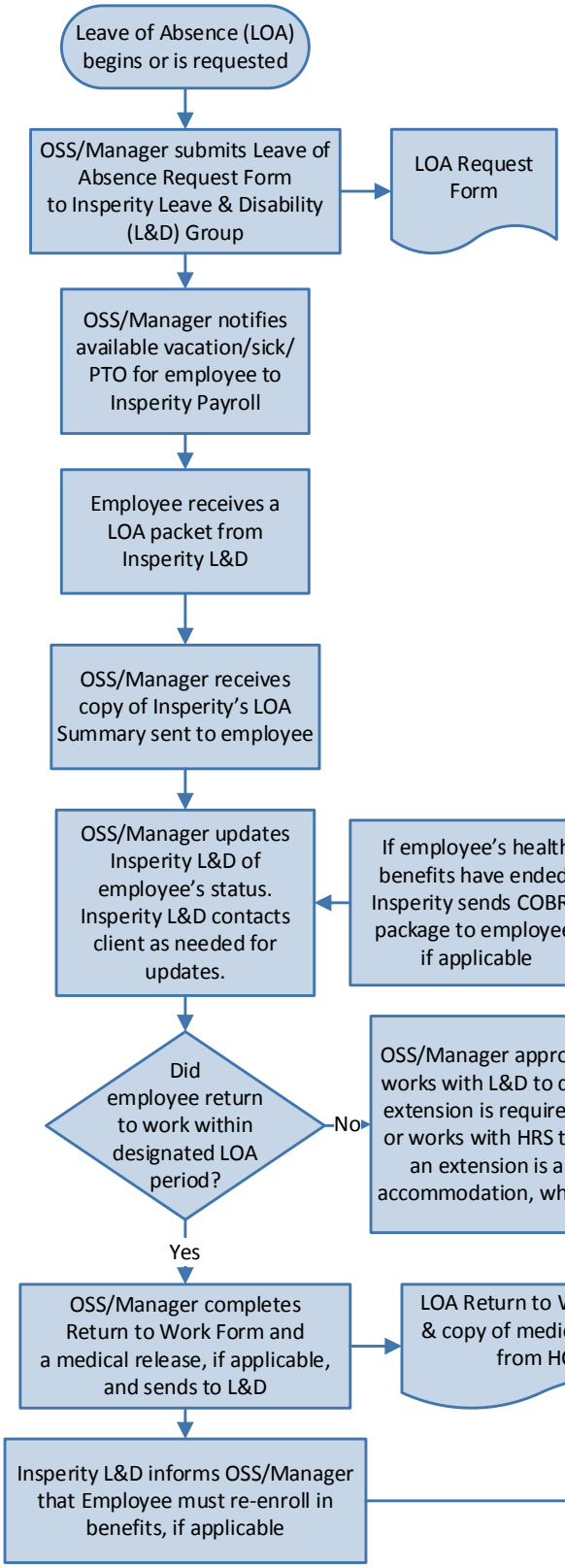
Leave of Absence Process Map

Insperity
Inspiring Business Performance®



Roles Involved

- **Client:** OSS/Manager
- **Insperity:** Leave & Disability Specialist (L&D), HR Specialist (HRS), Payroll Specialist/Team

Related Documents

- LOA Request Form (located on Insperity Premier™)
- LOA Return to Work Form (located on Insperity Premier™)
- Substitution of Paid Leave Policy (if applicable, located in Employee Handbook)
- Medical Release from HCP (provided on the HCP letterhead)

Behind the Scenes

Insperity Leave & Disability Specialist (L&D):

- Tracks employee's leave based on information provided by Clients
- Notifies Insperity HRS & Payroll of LOA
- Tracks and collects employee contributions for benefits, as applicable
- Answers requests from state agencies and insurers, regarding employee's leave, to be used for determining eligibility for state paid leave benefits or disability benefits
- Assists with disability claim issues, as requested by employee

Insperity developed the Leave of Absence Process Map to provide general process information related to an employee's leave of absence from the Client Company and Insperity. Each leave is unique and the actual process used may differ. This Process Map is subject to our confidentiality agreement. If you have any specific questions concerning the Leave of Absence Process Map, you should contact your HRS.

EMPLOYEE MAINTENANCE

Rev. 08-08-17

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Payroll

Report a Payroll

Depending on the arrangement made between you and your Insperity payroll specialist, you can report your payroll by:

- WebPayroll or XML upload *(preferred method)*
- Phone
- Email *(when sending confidential information, be sure to use secure email)*
- Fax

Insperity WebPayroll

With Insperity's WebPayroll, you can submit, process and review your payroll data anytime, from any internet connection. Located on Insperity Premier™, WebPayroll provides convenient, automated payroll processing with robust technical support and security. You can also approve your payroll invoice by opting into Insperity's mobile app *(must have specific security roles)*.

WebPayroll Streamlines Your Payroll Process

As a web-based service, WebPayroll allows you to process and store your payroll data in one central location without compromising the privacy of your business or employees. By consolidating and automating your payroll process, WebPayroll offers many advantages including:

EFFICIENCY

- Payroll input is pre-populated with each employee's default pay data, allowing you to edit only those employees who vary from their default pay.
- Bonus and additional payrolls can be created at any time.
- Payroll dollars and hours can be assigned to your labor allocations and job cost centers.
- Quick links at the top of each screen instantly apply actions to the entire payroll.
- All necessary company information is clearly displayed for easy reference.
- Easily print employee paystubs.

CONVENIENCE

- Online access provides 60 days of current pay date data and the freedom to input your payroll when it is most convenient.
- Submit and approve your payroll online. No more timesheets to fax or paper reports to approve.
- Reports can be saved to your network electronically.

SECURITY

- Online payroll is restricted to client-assigned authorized users, ensuring security and control in payroll processing.
- Once submitted, payroll is approved in a simple three-step process that allows you to correct any mistakes or discrepancies quickly and cleanly.
- Send a completed **Security Change Request** electronically and securely via the internet.
  - The request form is available on the Insperity Premier website at **portal.insperity.com** under **Company>Forms and Policies>Payroll>Company Administration.**
  - Select the Payroll Entry and Payroll Approval role to obtain WebPayroll access for the selection client company.

SUPPORT

- Step-by-step instructions are on each screen.
- Links to a quick reference guide and to WebPayroll Support ensure a quick and accurate process.

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System Requirements for WebPayroll

Because WebPayroll is completely web-based, there is no need to purchase specialized hardware or software. To access your account you need:

- Internet access
- One of the following internet browsers:
  - Microsoft® Internet Explorer 9.0 or higher
  - Mozilla Firefox 3.0 or higher
  - Apple Safari 4.0 or higher
  - Chrome
  - Windows 10 - Edge
- For optimal viewing, set your computer screen resolution to 1024 x 768 or higher.

The Secure Exchange of Your Payroll Data Is a Priority for Insperity

The security of your personal information is important to us. All data submitted in WebPayroll is processed through Insperity Premier™, which uses 128-bit Secure Sockets Layer (SSL) encryption technology. This security measure encrypts your personal information to protect any data exchange from interception and tampering, providing for its safe transfer over the internet. Additionally, before any data is received by Insperity's web servers, it must pass through two firewalls.

Insperity is Here to Help

Your Insperity payroll specialist will assist you with the setup and understanding of WebPayroll, as early as your first Insperity payroll. For additional information or assistance regarding WebPayroll, please call the Insperity WebSupport team at 866-715-3552, 7 a.m. – 7 p.m., CT, Monday-Friday or visit Insperity Premier at **portal.insperity.com**.

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Timesheets

Every active employee should submit a timesheet to you every pay period by using Insperity's pre-printed timesheet or your own. You should maintain copies of timesheets submitted by employees. (Federal labor law requires these be maintained for at least two years, the state(s) in which you operate may require a longer retention, and because of the potential for claims, it is recommended these be kept for at least six years.)

Always require hourly employees to complete and submit a timesheet to verify the regular and overtime hours worked in a pay period. Supervisors should then review and approve each employee's hours.

Note: If an employee files a claim of improper payment of wages, the timesheets will verify the hours that were reported.

Insperity timesheets can be found on Insperity Premier ™ under **Company>Forms and Policies>Payroll Forms>Timesheets**:

Biweekly Exempt
Biweekly Nonexempt
California Nonexempt
Monthly Exempt
Semimonthly Exempt
Semimonthly Nonexempt
Weekly Exempt
Weekly Nonexempt

How should wages/salaries be reported?

If employee is/has:	Then
Nonexempt *(whether hourly, piece-rate, daily, salaried or paid on some other basis)*	Report regular and overtime hours.
Non-Full-Time Salaried Exempt	Report non-full-time salaried exempt.
Full-Time Salaried Exempt	Have notations of payment approval. There are very limited circumstances under which an exempt employee's salary may be reduced. Note any reductions including the reason for the reduction.
Nonsalaried Exempt	Have notations of payment approval with pay amounts indicated. Very few employees can be paid on a non-salary basis and still be exempt from overtime.
Commissions	Have these noted on the timesheet including the basis for each. **Note:** Non-full-time commission employees report regular hours.

Reporting and Funding Payroll Deadlines

Employees with Direct Deposit	Employees who don't use Direct Deposit
Payroll must be reported 3 business days prior to payday, with funds occurring 2 business days prior to payday. *Example*: A Friday payday that includes direct deposit must be reported on Tuesday.	Payroll must be reported 2 days prior to payday, with funding occurring one day prior to payday. *Example*: A Friday payday that does not include direct deposit will be reported on Wednesday.
Additional days must be included for each bank holiday. If you require that your payroll be delivered before payday, reporting will need to be adjusted accordingly.	

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Deductions

Basic deductions from paycheck are:

- Taxes
- Insurance
- Court-ordered deductions

SUBMITTING DEDUCTIONS TO INSPERITY

Employee needs to complete a **Deduction Authorization** form *(available in English and Spanish)* and submit it to your Insperity payroll specialist.

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Insperity and Bank Holidays

2017 Bank Holidays		2017 Insperity Holidays	
New Year's Day	January 2, 2017	New Year's Day	January 2, 2017
Martin Luther King's Birthday	January 16		
Washington's Birthday	February 20		
		Good Friday	April 14
Memorial Day	May 29	Memorial Day	May 29
Independence Day	July 4	Independence Day	July 4
Labor Day	September 4	Labor Day	September 4
Columbus Day	October 9		
Veterans Day	November 11		
Thanksgiving Day	November 23	Thanksgiving Day	November 23
		Day after Thanksgiving	November 24
Christmas Day	December 25	Christmas Day	December 25
New Year's Day	January 1, 2018	New Year's Day	January 1, 2018
The pay date of a direct deposit check cannot be a bank holiday. In addition, direct debits cannot occur on a bank holiday. Please contact your Insperity payroll specialist for more information on how to adjust the reporting of payroll to accommodate bank holidays.		The above are holidays observed by Insperity corporate offices and are the dates when these offices will be closed. Holidays that occur on a Saturday will be observed on the preceding Friday and Sunday holidays will be observed on the following Monday. This does not govern holidays observed by Insperity client companies or their offices.	

Dates for the current year can always be found on Insperity Premier™ in the footer under **About Insperity>Insperity and Bank Holidays**.

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Insperity Reporting

Insperity Reporting gives you control over your company's HR records. Our intuitive, self-service application gives you direct access to your data and the user-friendly tools you need to compile customized reports quickly, when you need them.

Personalized Navigation

Insperity's intuitive reporting dashboard is anchored by a navigation bar that remains visible throughout your reporting session. It displays a list of data categories available to each unique user in your organization and provides default report options. The dashboard itself is designed to deliver the metrics you use most often in a user-friendly graphic format.

Currently available dashboard content includes:

- Graph 1: Gross Pay vs. Overhead vs. Employee Count
- Graph 2: Status of Group Health Plan Enrollment
- Graph 3: Additional Services Usage
- Graph 4: Employee Status Change
- Graph 5: Gross Pay by Pay Type

Ad Hoc Reporting

In addition to a comprehensive list of customizable templates, Insperity Reporting allows you to build your own reports from scratch. By selecting and sorting specific data, adding sorts, formatting the output and specifying filters, you can create top-quality reports in a matter of minutes. Additionally, once you have designed a report, it can be saved as a template for future use.

SECTION 1: REPORT TITLE

This section allows you to give each report a unique title. The "Select Clients" option is pre-populated with client companies for which you've been granted a reporting role. You can select which company or combination of companies will be included in each report, as well as date and employee status ranges to limit the scope of the report.

SECTION 2: REPORT FIELD OPTIONS

In this section, you can choose and order the fields you would like to display in your report. Choices include Employee Personal Data, Tax Elections, Emergency Contact Information and many more. You can also apply sorting, group your data and add subtotals to your report.

SECTION 3: REPORT OUTPUT OPTIONS

The ad hoc report output options allow you to make choices that determine the appearance of your reports. You can select from HTML, Excel or PDF formats. Page breaks, font size, orientation and alternating row colors can be set up in this section as well.

SECTION 4: ADVANCED FILTER OPTIONS

The filter tool can be used to set limits around your reports with up to four different criteria. It is dynamic depending on the type of data presented within your report.

Insperity's industry-leading reporting model is just one of the many top-tier services we offer to help your business run more efficiently. You can access the Reporting features from Insperity Premier™ under **Company>Reporting**.

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Performance Management

Handbook & Policy Development

An employee handbook is a key document in improving the communication process and reducing liability. To work towards compliance with various federal and state laws, Insperity can provide you with an employee handbook template that contains policies that minimize the risk of litigation and employee relations issues.

Some of the benefits of a standardized employee handbook include:

- Provides clear-cut procedures for handling employee complaints and grievances
- Outlines the company's expectations of employees
- Explains employee rights under certain laws

Your Insperity HR specialist can also help you to customize this template by developing policies specific to your company.

Job Descriptions

Having well-written, accurate job descriptions in place for every position is a recommended best practice for several reasons. They help:

- Give employees clear definitions of what is required of them to succeed
- Establish performance goals
- Determine compensation parameters
- Facilitate return-to-work programs
- Address compliance concerns of the Americans with Disabilities Act (ADA)

Your Insperity HR specialist can help you create customized job descriptions that identify the knowledge and abilities required to be successful in each job role.

Performance Appraisals

Supervisors are responsible for giving employees adequate feedback to ensure there is a clear understanding of performance expectations. The verbiage used in an employee's performance appraisal is critical. Your Insperity HR specialist is available to review these documents to ensure they effectively communicate constructive feedback and use proper terminology to reduce liability from potential charges of discrimination.

We can provide you with a performance appraisal form for various job functions, such as administrative support, production, managerial, sales, professional, customer service, technical and executive. If you want us to modify the form you are currently using, your Insperity HR specialist can assist you with that as well.

Insperity offers *Fair and Consistent Performance Appraisal* training for supervisors on the process of appraising an employee's performance in an equitable and risk-mitigating manner.

Insperity offers other options for automated web-based performance management solutions that enable managers and employees to track goals and performance events throughout the year, identify growth and development opportunities, and complete performance appraisals. Contact your Insperity HR specialist for details.

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Coaching, Counseling and Discipline

Good communication is important for employee development, maintaining a good relationship with employees and retaining talent. How you handle disciplinary issues can have a significant impact on you, your employees and your organization. If performance or conduct issues arise, you will want to be prepared to mitigate your risks through appropriate documentation, coaching, counseling and disciplinary actions, if any.

- **Coaching** – consists of informal, day-to-day guidance, ongoing feedback and direction.
- **Counseling** – provides focused guidance to correct problem performance and/or behavior and inform employees of actions to correct the problem.
- **Progressive Discipline** – Keep in mind that the progressive discipline process may not follow or include all the steps in the process (verbal counseling, written counseling, suspension, termination), depending upon the severity and nature of the offense.

The keys to successful handling include treating every employee in similar situations in the same manner, documenting coaching conversations and events as they occur, and addressing infractions properly and timely. Don't let them grow into bigger issues.

Insperity offers *Effective Employee Counseling* training for supervisors on effective documentation and how to prepare a counseling statement. Contact your Insperity HR specialist for more information.

Learn More

Find out more about improving employee performance from Insperity Premier™ under **Company>Manage Performance** or contact your Insperity HR specialist for details.

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Insperity Training and Development

Whether you have individual, group or other business learning needs, Insperity has a variety of solutions to address your training and development opportunities with as little disruption to your workplace as possible.

Performance Solutions

Accelerate your business results through the performance of your people. Insperity specialists help you identify and analyze performance improvement opportunities. They work with you to determine the best approach and to implement solutions based on your needs.

Self-Paced Online Training

Insperity online training is a powerful tool with resources that go beyond traditional courseware. Insperity offers an extensive library to meet a wide range of learning needs from formal training programs to "just-in-time" training to address issues that arise during the workday. Insperity's comprehensive online content resources are the building blocks of an effective learning program and topics includes business skills, desktop skills, advanced IT, environmental safety and health, and legal compliance.

Online Learning Resources

As a growing business, you need a learning solution for your employees. Insperity online training resources, powered by Skillsoft, offer a vast array of learning options with instant access to thousands of learning assets. Insperity offers learning solutions that meet the needs of all parts of your organization, blends in with your learning initiatives tied to corporate strategy and objectives, and effectively works with your corporate IT infrastructure.

Online digital books offers digital access to the full text more than 20,000 professional books from industry's top authors and publishers in business, technology, finance and a multitude of other subjects. New titles are added every week, ensuring breadth, depth and currency of subject coverage. Up to 15 chapters can be downloaded in a 90-day period.

KnowledgeCenters® learning portals offer targeted learning resources in project management, management skills, finance and accounting, MS Office, professional foundations skills, Six Sigma and DoD 8570. Relevant articles and books are refreshed regularly to encourage ongoing development. Sample learning roadmaps for each topic are included for learners at different levels.

Leadership and Sales Advantage Series provides learning tracks covering key competencies in concise, two-hour learning paths. Learning assets include concept overviews, quick-talk videos from leading industry thought leaders, brief scenario-based learning exercises, executive summaries of today's popular business books, best practice articles, links to tools, self-assessments and more.

Education credits - Many self-paced online and instructor-led courses receive Continuing Professional Education (CPE) and Professional Development Unit (PDU) credits. Learners may apply credits toward licensing or to maintain certification in many professions.

Optional fee-based services - When you need space to store your own self-paced content or to provide access to the online training portal for your contingent or international employees, Insperity offers a cost-effective solution. Contact your service team for more information.

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The Virtual Learning Center

Do you face any of these challenges?

- employees in multiple locations
- not all employees are able to attend training at the same time
- new employees need compliance training in a timely manner.

The right solution is Insperity's Virtual Learning Center at no additional fee for employees on Insperity payroll. Sessions covering business skills, leadership development and liability management are scheduled monthly. Employees join from their own computer and dial into a teleconference number to interact with both other participants and the instructor.

Rest assured, just because it's virtual doesn't mean learner engagement has to suffer. Our virtual courses are designed by certified experts that specialize in live virtual delivery. Each training session has been designed to maximize engagement, motivate and inspire learners. Our approach includes:

- A highly-trained virtual delivery team that includes multiple "on-air" presenters engaging in dialogue rather than monologue
- Facilitated collaboration among the learning group, including interactive exercises using virtual tools, open discussion between learners and presenters, as well as hands-on practice in select training sessions
- Tools for monitoring individual participation and ensuring learner accountability

HOW TO REGISTER

Follow these steps to register for a virtual training session.

Note: *The individual attending the session must personally register. Registering on another's behalf is not available.*

1. Log in to Insperity Premier™.
2. Select **My Account>Training.**
3. From the **Training** page **Available Instructor-Led Training** section, then select the desired course.
4. Complete the enrollment by selecting the date and time you would like to attend.

TRAINING ADMINISTRATION ACCESS

Administration access provides the ability to assign, schedule and monitor learning in your organization. Administrators can complete tasks in an on-demand, cloud-based system. A form to request access is located on Insperity Premier at **My Account>Training>Helpful Links>Training Administration Support>Training Administration Tools, Guides and Resources>Administrator Access**.

QUESTIONS?

For more information about the Virtual Learning Center, speak to your service team or email **VLC@insperity.com**.

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Liability Management Training

Insperity can help you manage your employer obligations and minimize your risk by educating your employees on topics that can lead to liability in the workplace. With Insperity, your employees and managers have access to a variety of training that can lead to the right behaviors desired in the workplace.

Your Insperity HR specialist is available to provide instructor-led training to your supervisors on the following topics.

Managers and Supervisors Only

- Effective Employee Counseling
- Fair and Consistent Performance Appraisals
- HR Fundamentals for Supervisors
- Interviewing and Selection Skills
- Supervisor's Introduction to Insperity

All employees, including supervisors will benefit from training on:

- Discrimination and Harassment Prevention
- Harassment Is … Refresher
- Substance Abuse and the Drug-Free Workplace
- The Value of Diversity in the Workplace
- Workplace Violence Awareness and Prevention
- Your Role in Managing Performance

To view the most current course list and descriptions, see the **Liability Management Training Product Information Sheet.** The Liability Management Training page, located on Insperity Premier™ under **My Account>Training>Helpful Links>Training Administration Support>Liability Management Training Resources** has a link to this document.

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Using the Employee Assistance Program (Optum®)

How to Contact Optum

All employees may voluntarily contact the Employee Assistance Program for help with confidential support, counseling and customized resources and referrals on home life topics, stress, domestic violence, health education and legal referrals at 866-402-0003.

Critical Incident Response Service (CIRS)

The Employee Assistance Program provides intervention and support related to crisis and critical incidents through their CIRS Employee Assistance Specialists. The CIRS Specialists provide immediate consultation, information and onsite counseling for any situation which produces strong emotional responses or events or situations that involve a serious or shocking threat to safety or well-being of self or someone close.

INSPERITY CIRS WORKFLOW

1. Call 866-402-0003, say "Intake" and then request to speak to a CIRS Coordinator.
2. CIRS Coordinator gathers details of the incident. (If unavailable, an EAP Specialist will collect pertinent information and CIRS Coordinator will call back within 30 minutes.)
3. CIRS Coordinator confirms responder and calls Point of Contact (Insperity HR specialist or client contact, as determined) with information.
4. CIRS Coordinator follows up with Point of Contact within 24 hours of scheduled service.

Manager Resources

In addition to resources for employees, Optum also provides services and resources for managers to assist with employee management issues:

- Management Support Services
- Managers Resource Guide
- Onsite Training Programs
- Leadership Certificate Training Program

Contact Shelly Drake in the Insperity Health and Welfare group at 281-312-3309 or 800-242-8893, ext. 3309 for details.

Employee Referral

Contact your Insperity HR specialist for guidance and assistance on employee referrals for unacceptable workplace behavior or substance abuse.

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Employee Terminations

The way you handle an employee separation may mean the difference between a costly lawsuit and a smooth transition. Your Insperity HR specialist will help you treat employees with fairness, dignity and respect throughout the process, all the while protecting your best interests.

Important Information

Keep this information in mind in the event of an employee termination.

- Terminations are time sensitive – Contact your Insperity HR specialist and payroll specialist immediately when you are considering the termination of an employee.
- Employee demand letters, lawsuits or EEO charges should be sent to your Insperity HR specialist promptly.
- Employee benefits terminate as of midnight on the last date of employment. In certain situations, employers who live in Texas may be eligible to have their medical coverage continued through the end of the month in which they terminate. See the "Employee Termination and Benefits" section for more information.
- Employees may not be kept on payroll beyond their last day of work as a means to extend their medical benefits or pay.
- Contact your Insperity HR specialist to explore using a separation and release agreement in connection with an involuntary termination.

Onsite Supervisor/Manager Resources

The following resources are available to the Onsite Supervisor and/or the former employee's supervising manager.

Resource	Description
Insperity HR Specialist	• Assists the Onsite Supervisor or supervising manager with employee relations issues • Provides assistance if a separation and release agreement is considered, including an Insperity-prepared agreement • Assists with employee layoffs • Assists with completion of **Employee Termination** form
Insperity Payroll Specialist	• Guides the Onsite Supervisor or supervising manager through the completion of the **Employee Termination** form. The form should be submitted as soon as termination date is known, so that enough time is allowed to generate final pay in accordance with state laws. • Provides assistance on state payday laws that impact the timing of last check delivery • Provides PTO balances when tracked by Insperity
Insperity Premier™	• **Employee Termination** form

Employee Resources

The following resources are available to the former employee.

Resource	Description
Insperity Premier	• Limited information is available for 18 months • Provides access to previous paystubs • Former employee is responsible for changing home address, if necessary, to ensure proper delivery of W-2.
Insperity COBRA Group	• Sends COBRA package to the terminated employee and any covered dependents, usually within two weeks of effective termination date, if applicable • COBRA hotline: 866-715-3552

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Resource	Description
Employee Questions	Benefits • Direct all benefits questions to the Contact Center at 866-715-3552. Unemployment Claims • All claims and questions handled by the Insperity Unemployment Department at • **Phone:** 800-242-8893, ext. 4203 • **Fax:** 800-878-2582 • Employees should indicate Insperity as their last employer when filing for unemployment unless your employees work in one of the states which require the employees to list the client's name instead of Insperity. Contact your Insperity HR specialist for a list of states. Employment Verification Calls • Calls from future employers, credit applications, etc. should be directed to Insperity at 866-715-3552, ext. 5. • Written requests may be faxed to Employment Verification at 866-390-4248. Other Helpful Documents (provided by your Insperity HR specialist) • After You Leave FAQs for Employees • Important Contact Numbers to Worksite Employees

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Termination Paperwork

When an employment relationship ends, an Insperity **Employee Termination** form must be completed and submitted to your Insperity payroll specialist. It is imperative that this report be submitted no later than the day of termination in order to comply with various state laws regarding certain notices and payment of final wages, termination of benefits and other Insperity services. **Note:** Some state laws require final wages to be paid on date of termination.

The **Employee Termination** form requests you indicate the reason for termination (see "Types of Termination" below). If you are unsure which reason is appropriate, consult with your Insperity HR specialist. It is important that the reason you indicate on the form be the same reason you give to the departing employee.

Types of Termination

There are different circumstances under which employment can terminate. For involuntary terminations, contact your Insperity HR specialist to discuss prior to termination. Commonly used termination reasons include:

- **Resignation -** When an employee voluntarily chooses to leave the company, the best practice is to request that the employee provide notice of resignation. Two weeks is the most common notification standard.
- **Retirement -** Considered voluntary. Mandatory retirement is typically prohibited under the amendments to the Age Discrimination in Employment Act (ADEA).
- **Job abandonment -** Unless your company policy states otherwise, a best practice is three days of "no call/no show" designates job abandonment and is considered a resignation. Your Insperity HR specialist can also notify the employee in writing of the termination.
- **Misconduct -** Sometimes called "for cause" terminations, these may result from excessive, unexcused absenteeism, insubordination, intentional failure to perform job duties, negligence and violations of company policies and procedures or due to background check discrepancy.
- **Unsatisfactory job performance -** Occurs when an employee does not perform the job in a manner satisfactory to the job standards. This means that while the employee may be performing to the best of her/his ability, he or she either does not have the necessary skills or experience for success in the position, or simply is not able to meet the necessary performance standards.
- **Layoff -** Occurs when the employment relationship is terminated due to lack of available work, position elimination or company restructuring either because of a change to the company's business or some other circumstance unrelated to the employee's conduct or performance.

See the **Employee Termination** form for additional termination reasons used by Insperity.

Involuntary Termination Guidance

Your Insperity HR specialist can give you guidance when terminating an employee.

Termination of an employee may be appropriate when efforts at improving performance through progressive discipline have failed or very serious violations have occurred. The way you handle an employee separation may mean the difference between a costly lawsuit and a smooth transition with an exiting employee. It is important to treat employees with fairness, dignity and respect throughout the termination process.

A few factors to consider:

- Are your actions consistent with similar situations you have encountered in the past?
- Will your treatment of this employee seem fair, reasonable and nondiscriminatory?
- Are you aware of all the pertinent facts surrounding the situation?
- Are you basing all decisions to terminate on facts that are free from discrimination?
- Did you follow a consistent termination process?
- Did you properly document all actions and issues?

Contact your Insperity HR specialist for assistance with involuntary terminations.

Insperity offers *Human Resource Fundamentals for Supervisors* training to increase your supervisors' knowledge of effective HR practices and provide them with the fundamental skills to guide and manage employees on a daily basis.

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Employee Termination Process

Email or complete online the Employee Termination form immediately!

Immediately complete the Employee Termination form. If completing the paper form, then mail the original to your Insperity payroll specialist. Insperity will send COBRA notification to the employee within the time required. Federal law assigns severe penalties for failure to notify terminated employees of their COBRA rights within a strict timetable following termination of employment. Immediate receipt of the Employee Termination form by Insperity is imperative!

Terminating an Employee Not Working in California

1. **If employee resigns:** The onsite supervisor should request the employee to provide a signed and dated written statement of his/her intent to resign.
   OR
   If employee is terminated: The onsite supervisor should document the employee's personnel file by completing the Employee Termination form, which will be placed in Insperity's personnel file for the employee. It is particularly important that the reason for discharge be documented as this form is generally used to determine whether to contest an unemployment claim. Questions about the reason for discharge and/or documentation may be directed to your Insperity HR specialist.
2. Complete either the **online Employee Termination** form or the **paper Employee Termination** form.
3. Verify that you have included the termination date, reason for termination and any special information relating to the employee's separation.

If the paper form was completed:

Email the **Employee Termination** form to your Insperity payroll specialist on or before the day of termination. The employee's signature is desirable, but not required.

Terminating an Employee that Works in California

1. **If employee resigns**: The onsite supervisor should request the employee to provide a signed and dated written statement of his/her intent to resign.
   OR
2. **If employee is terminated:** The onsite supervisor should document the employee's personnel file by completing the **Employee Termination** form, which will be placed in Insperity's personnel file for the employee. It is particularly important that the reason for discharge be documented as this form is generally used to determine whether to contest an unemployment claim. Questions about the reason for discharge and/or documentation may be directed to your Insperity HR specialist.
3. Complete the **paper Employee Termination** form. **Note:** Terminating employees working in California wanting their final wages to be by direct deposit, must complete and sign the paper form marking they want their final check to be a direct deposit.
4. Verify that you have included the termination date, reason for termination and any special information relating to the employee's separation.
5. Email the **Employee Termination** form to your Insperity payroll specialist on the day of termination. The employee's signature is desirable, but not required.

Final Paychecks

Final paychecks represent wages earned by the employee and they must be paid according to state and federal laws, providing guidelines for payment of wages due. Every state has its own laws and regulations regarding when a company must provide an employee's final check**. Some states require that an employee's final paycheck be issued immediately upon termination.** Penalties for violating applicable wage laws may be assessed against your company.

Final paychecks should never be withheld by the company or a supervisor. It is unlawful to hold paychecks in exchange for benefits cards, equipment or other items. If the employee owes the company additional monies or the return of property, discuss this with your Insperity HR specialist prior to termination to identify what options may be available for recovery.

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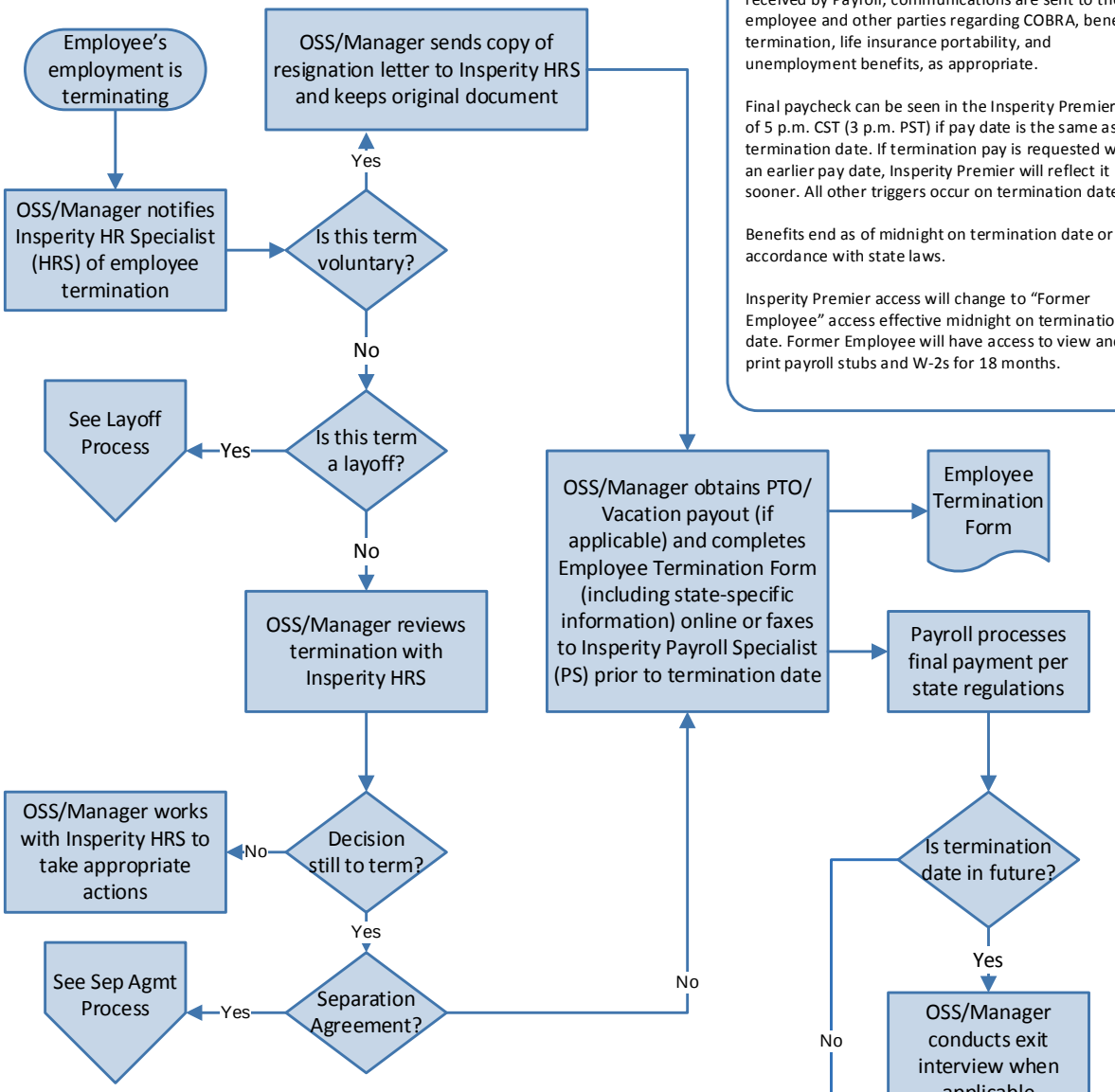
Employee Termination Process Map

Insperity
Inspiring Business Performance®



Behind the Scenes: After termination notification is received by Payroll, communications are sent to the employee and other parties regarding COBRA, benefits termination, life insurance portability, and unemployment benefits, as appropriate.

Final paycheck can be seen in the Insperity Premier™ as of 5 p.m. CST (3 p.m. PST) if pay date is the same as termination date. If termination pay is requested with an earlier pay date, Insperity Premier will reflect it sooner. All other triggers occur on termination date.

Benefits end as of midnight on termination date or in accordance with state laws.

Insperity Premier access will change to "Former Employee" access effective midnight on termination date. Former Employee will have access to view and print payroll stubs and W-2s for 18 months.

Roles Involved:

- **Client:** OSS; Supervising Manager
- **Insperity:** HR Specialist (HRS); Payroll Specialist (PS)

Related Documents:

- Employee Termination Form (available on Insperity Premier)
- Separation Agreement (contact HRS)

Note: Insperity must receive termination form with sufficient time to either send a live check to Client, or to make direct deposit in affected employee's account, in accordance with state laws. In certain states, employees must receive final pay on last day worked. Follow all instructions on the termination form.

Insperity developed the Employee Termination Process Map to provide general process information related to an employee's termination from the Client Company and Insperity. Each termination is unique and the actual process used may differ. Various state laws may also require changes to these processes. This Process Map is confidential, for Insperity clients only, and is subject to any applicable confidentiality agreements. If you have any specific questions concerning the Employee Termination Process Map or the termination of an employee, you should contact your HRS.

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Separation and Release Agreements

Important Information

Keep this information in mind in the event of a Separation and Release Agreement:

- Please discuss the separation with your Insperity HR specialist prior to any discussions with the employee.
- Use a separation and release agreement to provide protection for your company when paying severance or separation pay. The consideration must be something to which the employee is not otherwise entitled.
- Employees should be given a reasonable amount of time, (e.g., 7 to 14 days) or time required in accordance with applicable state or federal law, to consider the separation and release agreement. The employee should not be asked to sign immediately.
- All requirements of the Older Workers Benefit Protection Act (OWBPA) must be met for employees 40 years of age or older. This includes the requirement to provide at least 21 days (or 45 days in the case of a layoff affecting two or more employees) to consider the separation and release agreement and 7 days to revoke the agreement.
- A former employee cannot be paid via direct deposit more than 30 days after the employee's termination date. A live check will be issued and mailed to the employee's home for any payments processed after 30 days. This requirement includes severance checks.
- A former employee cannot receive salary continuation provisions in any separation and release agreement processed by Insperity.
- In accordance with the Insperity Client Service Agreement, the client is responsible for any separation payments under a separation and release agreement. As a reminder, Insperity does not provide legal advice to clients.
- Client-prepared separation and release agreements should be sent to the HR specialist prior to employee presentation and/or execution.

See your Insperity HR specialist for assistance with state-specific separation forms and other requirements under the OWBPA.

OSS/Manager Resources

The following resources are available to the Onsite Supervisor (OSS) and/or the terminating employee's supervising manager.

Resource	Description
Insperity HR Specialist	• Provides assistance on the separation and release agreement process • Provides Insperity separation and release agreements, including cover letters • Seeks internal Insperity approval for processing of client-prepared separation and release agreements
Insperity Payroll Specialist	• Processes severance/separation payment • Works with the Insperity HR specialist prior to processing these types of payments

Employee Resources

The following resources are available to the terminating employee.

Resource	Description
Insperity Premier™	• Former employee is responsible for changing home address, if necessary, to ensure proper delivery of payment(s).

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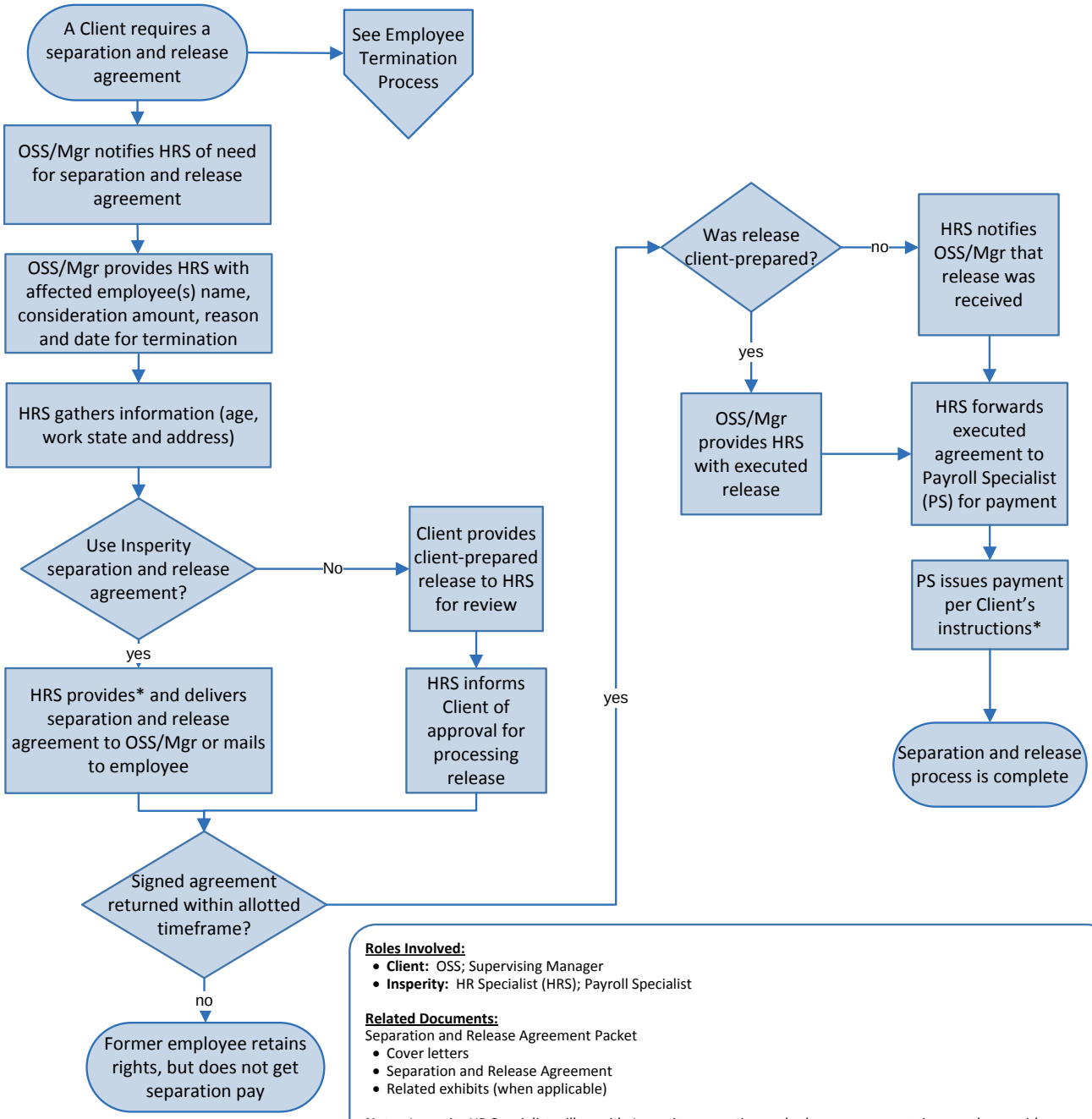
Employee Separation and Release Agreement Process Map



Roles Involved:

- **Client:** OSS; Supervising Manager
- **Insperity:** HR Specialist (HRS); Payroll Specialist

Related Documents:

Separation and Release Agreement Packet

- Cover letters
- Separation and Release Agreement
- Related exhibits (when applicable)

Note: Insperity HR Specialist will provide Insperity separation and release agreements in accordance with applicable guidelines. Anticipate 3 – 5 business days for processing. For employees over 40, or in states that require a revocation period, the Insperity HRS will hold the executed release for the required number of days until the period has expired before submitting for payment.

* In accordance with the Insperity Client Service Agreement, the Client is responsible for any separation payments under a separation and release agreement. Additionally, Insperity does not provide legal advice to Clients.

Insperity developed the Employee Separation and Release Agreement Process Map to provide general process information related to a separation and release agreement document from the Client Company and Insperity. Each situation is unique and the actual process used may differ. This Process Map is confidential, for Insperity clients only, and is subject to any applicable confidentiality agreements. If you have any specific questions concerning the Employee Separation and Release Agreement Process Map, you should contact your HRS.

Rev. 10-17-16

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Layoffs

Important Information

Keep this information in mind in the event of a layoff:

- Be sure to use objective and measurable criteria in identifying individuals for the layoff.
- Determine if separation and release agreements are needed.
- Any employee demand letters, lawsuits or EEO charges should be sent to the Insperity HR specialist promptly.
- Employee benefits terminate as of midnight on the last date of employment or in accordance with state laws.

OSS/Manager Resources

The following resources are available to the Onsite Supervisor (OSS) and/or the terminating employee's supervising manager.

Resource	Description
Insperity HR specialist	• Provides selection criteria guidance • Supplies separation and release agreements and informational documents • Assistance with layoff alternatives • Provides communication templates to employees • Provides training for managers - *HR Fundamentals for Supervisors* • Provides onsite support to managers, departing employees and remaining employees
Optum® Employee Assistance Program	• Provides brochures, onsite support or other necessary employee assistance

Employee Resources

The following resources are available to the terminating employee.

Resource	Description
Insperity Premier™	• Former Employee information is available for 18 months • Lee Hecht Harrison outplacement service information • Skillsoft training available to laid off employees for 90 days
Layoff Packet	• Layoff Letter • After You Leave: Frequently Asked Questions and Answers document • Customized Important Contact Numbers document
Optum Employee Assistance Program	• Live nurse chat, financial planning, counseling services

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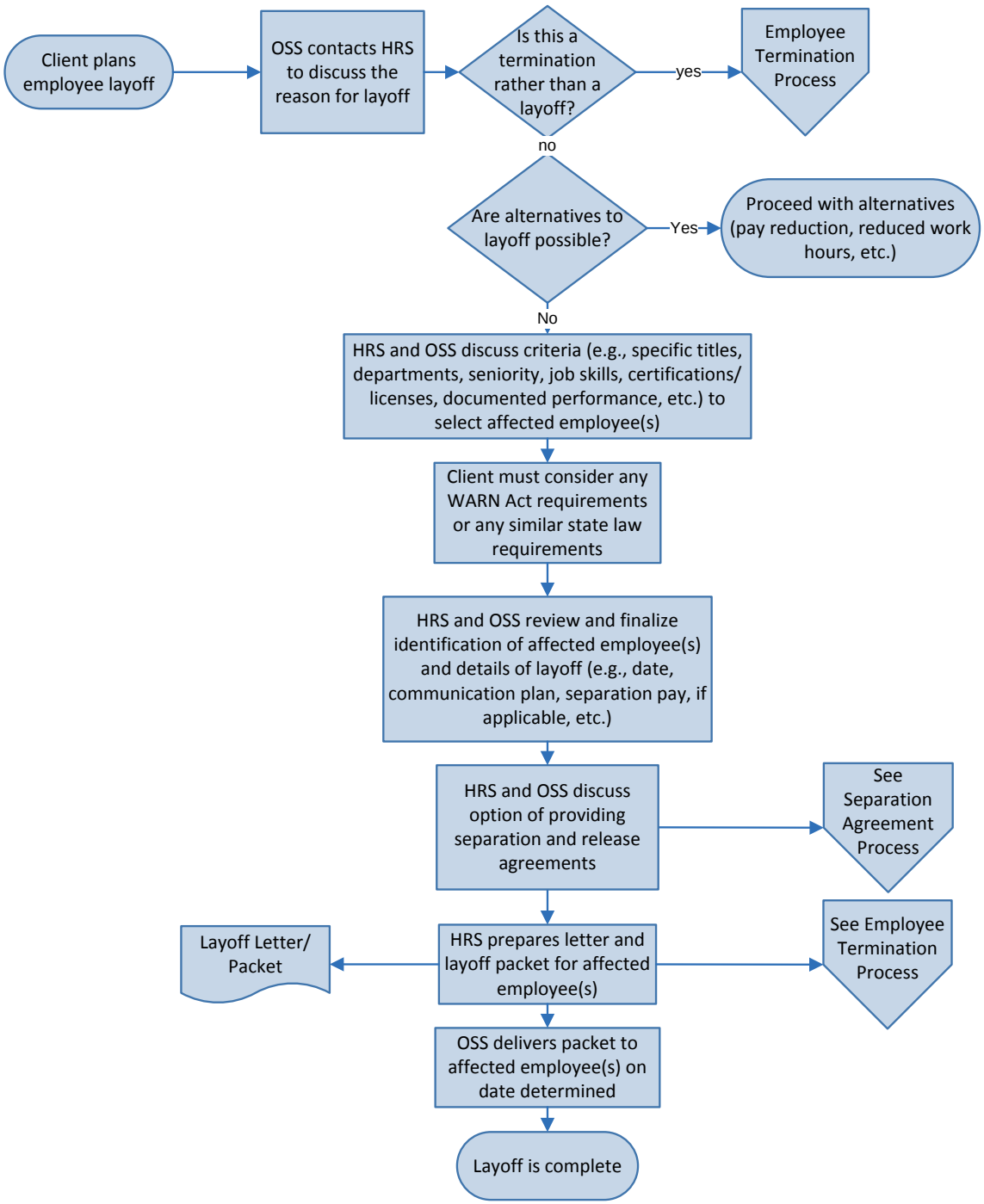
Employee Layoff Process Map



Roles Involved:

- **Client:** Onsite Supervisor (OSS)
- **Insperity:** HR Specialist (HRS); Payroll Specialist

Related Documents:

- Layoff Packet (Layoff Letter, After You Leave: Frequently Asked Questions, Important Contact Numbers)

Insperity developed the Employee Layoff Process Map to provide general process information related to an employee's layoff from the Client Company and Insperity. Each situation is unique and the actual process used may differ. This Process Map is confidential, for Insperity clients only, and is subject to any applicable confidentiality agreements. If you have any specific questions concerning the Employee Layoff Process Map or the termination of an employee, you should contact your HRS.

Rev. 01-01-17

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Employee Termination and Benefits

Termination of Employee Benefits

Group health plan benefits, Health Care Flexible Spending Account benefits and all other employee benefits terminate at midnight on the date of termination, unless otherwise required by state law. **Note:** In certain situations, employees who are Texas residents may be eligible to have their medical coverage extended through the end of the month in which they terminate. UnitedHealthcare administers this extension and employees who are Texas residents should contact UnitedHealthcare to determine if this rule will apply to them. Insperity does not control this coverage extension or track the impacted employees.

COBRA – Continuation of Health Care Benefits

WHAT IS COBRA?

As provided by the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), an individual who is covered under an employer-sponsored group health plan (including a health care FSA) has the opportunity for the temporary extension of health coverage at group rates in certain instances where coverage under the plan would otherwise end.

COBRA-QUALIFIED BENEFICIARY

Any individual who is covered under the Insperity Group Health Plan or the Insperity Health Care FSA Plan the day before a COBRA qualifying event takes place.

Continuation of group health plan coverage. An employee may continue group health plan coverage for up to 18 months (29 months if disabled—as defined by the Social Security Act) if coverage is lost because of the following:

- Termination of employment for other than gross misconduct; or
- Reduction in hours to less than full-time status
- Leave of Absence exceeding 12 weeks (or longer if required by a state or federal law that applies to the coverage)

Dependents may be able to continue group health plan coverage for up to 36 months if coverage is lost because of the following:

- Death of the covered employee
- Divorce, legal separation or termination of domestic partnership from the covered employee
- A covered employee's becoming entitled to Medicare
- Dependent child who ceases to be qualified as a dependent under the Group Health Plan (i.e., reaches limiting age)

Continuation of Health Care FSA coverage. An employee may continue Insperity Health Care FSA coverage only for the remainder of the calendar year in which the event occurred that caused a loss of coverage. Dependents do not have the right to continue Health Care FSA coverage.

You Must Provide Notice of Some Events. If a covered employee terminates employment or changes from full-time to part-time status, you should notify Insperity of these changes as soon as possible following the normal process for updating an employee's employment status. Upon the death of a covered employee, please contact Insperity toll free at 866-715-3552, 7 a.m. – 7 p.m., CT, Monday-Friday.

The Employee Must Provide Notice of Some Events. The employee should contact Insperity toll free at 866-715-3552, 7 a.m. – 7 p.m., CT, Monday-Friday, to report a divorce, legal separation, termination of domestic partnership or loss of eligible status for a dependent child.

Insperity (the Plan Administrator) will contact the employee by letter and notify them of their rights under COBRA.

COBRA Administration Procedures

Insperity is the Plan Administrator for the Insperity Group Health Plan and the Insperity Health Care FSA Plan and handles all matters relating to COBRA. Contact Insperity's Contact Center, 866-715-3552, ext. 1.

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Unemployment Claims

Unemployment Claim Services

Act Immediately! Timely handling of all forms related to an unemployment claim is vitally important. Do not hold the notice of claim for any reason. All forms from the various employment commissions have date deadlines which must be met in order to retain employer appeal rights.

OSS/Manager Resources

The following resources are available to the Onsite Supervisor (OSS) and/or the former employee's supervising manager.

Resource	Description
Insperity Unemployment Claims Specialist	• Handles unemployment claims and related inquiries, including appeal hearings
Insperity HR Specialist	• Guides the OSS or supervising manager by providing general information on Insperity unemployment claim process • Notifies Insperity unemployment claims specialist if claim will not be protested • Sends claim form to unemployment claims team immediately upon receipt
Insperity Payroll Specialist	• Processes employee termination forms, which contain information used when responding to unemployment claim • Sends claim form to Insperity unemployment claims team

Employee Resources

The following resources are available to the former employee.

Resource	Description
Local Unemployment Office	• Contact local office of state unemployment agency to file an unemployment claim
Insperity Premier™	• Information related to filing for unemployment • Former employee information is available for 18 months. • Provides access to previous paystubs, PTO or other final pay information that may pertain to an unemployment claim
Client Questions	Refer claims and inquiries to Insperity unemployment team • Phone: 800-242-8893, ext. 4203 • Fax: 800 878-2582

Important Information

Keep this information in mind in the event a former employee files an unemployment claim:

- Timeliness in responding to unemployment claims is important. Failure to respond timely impacts the employer's appeal rights and affects potential charges.
- Proper documentation and sound HR practices are our best defense when protesting unemployment claims.
- Insperity does not determine a claimant's eligibility for unemployment benefits.
- In most states, the former employee should list Insperity as the last employer and provide the address of our corporate office: 19001 Crescent Springs Drive, Kingwood, TX 77339.
- Employees working in AK, CT, DE, IA, KS, KY, ME, MA, MI, MN, MS, NE, NV, OH, PA, RI, SC, SD, TN, VT and WA should list the client company as the last employer.

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Responding to an Unemployment Compensation Claim

1. DO NOT complete the requested information on the form sent by a local unemployment office. Instead, **immediately fax** all documentation for unemployment compensation claims to Insperity at:

   Toll-free fax number: 800-878-2582

   Or if your company does not have a fax machine, send copies of all documentation by your preferred overnight carrier to:

   HR ADMINISTRATIVE COMPLIANCE DEPARTMENT
   ATTN: UNEMPLOYMENT TEAM - MC 4-6320
   INSPERITY, INC.
   19001 CRESCENT SPRINGS DRIVE
   KINGWOOD TX 77339
2. If a state employment agency should contact you, refer them to Insperity's Unemployment Compensation Department at 800-242-8893, ext. 4203.
3. Insperity will contact you for any additional information needed in order to respond to the unemployment compensation claim. You may be asked to provide:
   - A thorough description of the final incident which led to the termination;
   - The reason told to the claimant for his/her discharge; and
   - The company policy regarding this infraction

About Unemployment Programs/Claims

- The Federal-State Unemployment Program provides unemployment benefits to eligible workers who are unemployed through no fault of their own and meet the other eligibility requirements of state law.
- Eligibility for unemployment insurance benefits, weekly benefit amount and the length of time benefits are available is determined by the state law in which the initial unemployment claim is filed.
- Unemployment benefits can be paid for a maximum of 26 weeks in most states.

Contact your Human Resources Administrative Compliance Department at 800-242-8893, ext. 4203 to learn more about our unemployment compensation services.

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Unemployment Claims Process Map

Insperity
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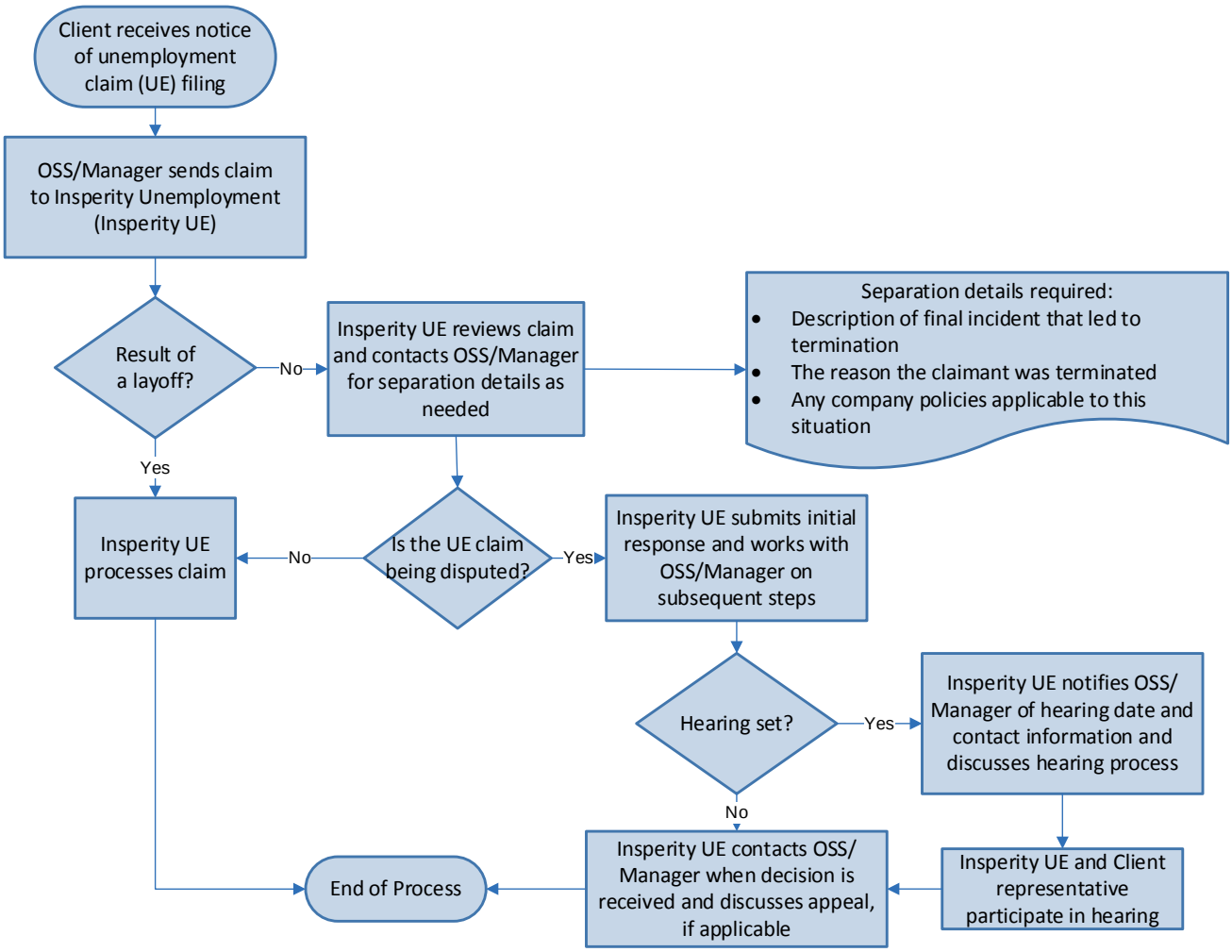

Roles Involved:
- Client: Onsite Supervisor (OSS)/Manager
- Insperity: Unemployment (UE)
- Insperity HR Specialist (HRS)

Insperity Unemployment (UE) Contact Information:
- Phone: 800-242-8893, ext. 4203
- Email: unemployment_specialists@insperity.com
- Fax: 800-878-2582
- Address
  Insperity HR Administrative Compliance Department
  ATTN: Unemployment Team – MC 4-6320
  19001 Crescent Springs Dr.
  Kingwood, TX 77339

Behind the Scenes: Insperity UE reviews Insperity records, obtains information from Insperity HRS as applicable, and processes claim with unemployment agency. UE claims may be submitted directly to Insperity; however, this process map covers the process when the client receives the claim directly.

Notes:
- The unemployment agency (not Insperity) makes all determinations of claims.
- In MD, VA, and DC, UE Tax Service, rather than Insperity UE, processes UE claims and attends hearings.
- For appeals of initial determination, Insperity UE prepares and submits the appeal.
- A Client representative is needed at hearings to provide first-hand testimony
- Insperity will not appeal final agency decision to court.

Insperity developed the Unemployment Claims Process Map to provide general process information related to an employee's unemployment claim. Each situation is unique and the actual process used may differ. Various state laws may also require changes to these processes. This Process Map is confidential, for Insperity clients only, and is subject to any applicable confidentiality agreements. If you have any specific questions concerning the Unemployment Claims Process Map, you should contact your HRS.

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Safety Services from Insperity

Safety Services

The Safety Services team at Insperity® provides extensive safety consultation at your request to help you minimize unnecessary fines and provide a safe working environment for employees. With Insperity, your company can receive, at no additional cost, the kind of comprehensive safety services often available only to big companies with large safety budgets. Our field safety consultants are professionals with qualified experience who offer practical solutions to your safety and risk management problems.

Safety Evaluation

HAZARD IDENTIFICATION

Insperity works closely with you to determine your company's needs for safety improvement. Our safety consultants will come to your workplace and/or jobsite and conduct safety inspections to identify any potential hazards. We will analyze your industry exposures, hazards and controls. Then we will consult with your management to develop measures to correct hazards, reduce exposure and minimize your potential for loss.

SAFETY PROGRAM AUDIT

Our safety consultants will review the content of your current safety program and how it is implemented. We also will analyze your loss experience and compare it to the industry average. Finally, we will review and analyze your losses by type, cause and frequency and suggest recommendations to control them.

Safety Program Implementation

BASIC SAFETY PROGRAM

Insperity provides the resources to develop a customized safety program. Our basic program outlines:

- Management commitments and assignments of responsibilities
- Safety communication systems (i.e., resources to develop a safety committee)
- Hazard assessment and controls
- Accident investigations
- Safety planning, rules and work procedures
- Safety and health training guidelines

HAZARD CONTROL PROGRAMS

Insperity offers different hazard control programs that are industry specific, as well as OSHA-required training programs. Here are just a few of the industries we serve:

- Construction services
- Health care/Medical providers
- Transportation
- General industry

SAFETY TRAINING

A successful safety program begins with your company's top management. Enthusiasm and commitment should be filtered through every level of the company. Management's dedication to loss control is instrumental in improving loss experience and complying with government regulations. Our management training modules include:

- Reviewing safety responsibilities
- Reviewing accident investigation techniques
- Training management and supervisors in the role of safety and accident prevention
- Reviewing self-inspection and hazard recognition activities
- Reviewing and implementing modified duty/return-to-work programs and open case management
- Validating safety performance through auditing
- Conducting effective safety meetings
- Office safety and ergonomics
- OSHA inspection, citation and appeals process
- OSHA outreach programs (construction and/or general industry)

To learn more about Safety Services from Insperity, call 800-242-8893, ext. 3922.

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Federal OSHA Overview

The following is an overview of Occupational Safety and Health Administration (OSHA), your rights and responsibilities, what to expect from an OSHA inspection and the future of OSHA regulations. Clients are responsible for complying with OSHA under the client service agreement but Insperity provides resources to assist clients.

In 1971, Congress created OSHA under the Department of Labor. The mission of OSHA is to provide a safe and healthful workplace for employees in the United States. This law affects almost all employees in the United States. Exceptions are made for operations under other governmental compliance, self-employed and family-operated farms.

Standards

OSHA is responsible for promulgating legally-enforceable standards. OSHA may require conditions or adoption of practices to protect workers on the job. It is the responsibility of all clients to become familiar with applicable standards and be in compliance.

There are three sets of standards that apply to the workplace. The General Industry Standard or CFR 1910 applies to a wide range of industrial work, including machine and fabrication shops. The Construction Standard or CFR 1926 applies to the construction industry specifically and ranges from homebuilding to petrochemical complex construction. The last standard, CFR 1917, applies only to the shipbuilding industry.

Recordkeeping

All clients of Insperity must maintain records of occupational injuries and illnesses as they occur. You may also be selected by the Bureau of Labor Statistics to participate in the Annual Survey of Occupational Injuries and Illnesses, which requires submission of these records to OSHA.

Recordkeeping guidelines published by OSHA are available through Insperity.

OSHA also requires certain materials to be posted at a prominent location in the workplace. These include: Job Safety and Health Protection (OSHA) poster, summaries of variance petitions, copies of OSHA citations and a Log of Injuries (OSHA-300A). The client is responsible to assure these postings meet OSHA requirements.

Reporting

OSHA Standard, 29 CFR Subpart 1904.39, "Reporting Fatality, Injury and Illness Information to the Government," requires all employers to report:

- All work-related fatalities within 8 hours.
- All work-related inpatient hospitalizations, all amputations and all losses of an eye within 24 hours.

Only fatalities occurring within 30 days of the work-related incident must be reported to OSHA. Further, for an in-patient hospitalization, amputation or loss of an eye, these incidents must be reported to OSHA only if they occur within 24 hours of the work-related incident. **Note:** Anyone needing to report an emergency, fatality or imminent life-threatening situation, please contact OSHA's toll-free number, 800-321-OSHA (6742) immediately.

Inspections

OSHA has the right to inspect, without prior notification during regular hours, any workplace and may privately question any employee or employer.

OSHA will inspect, on a priority of imminent danger, catastrophes and fatalities, employee complaints, programmed high-hazard inspections and follow-up inspections.

A company owner has the right to deny initial access for inspection by OSHA. The OSHA compliance officer may obtain a federal warrant to inspect the workplace. Insperity does not advise denial of access to OSHA compliance officers. Cooperation and working professionally with the compliance officer is very important in the inspection process. The compliance officer has the primary objective of ensuring a safe workplace.

The inspection will begin with the presentation of the compliance officer credentials. The compliance officer will hold an opening conference to discuss the scope and purpose of the inspection. Should the inspection be a result of an employee complaint, the compliance officer cannot reveal the name of the complaining employee.

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The inspection will be made to the specific areas of complaint unless a general inspection is being performed. During the inspection, the compliance officer may make notes and take pictures of any deficient conditions. We highly recommend you do the same. Make note of any conversations and take pictures of conditions noted by the compliance officer. When possible, correct any noted hazards immediately. Cooperation can make a significant difference should it be necessary to contest a violation.

After the inspection, the officer will have a closing conference to discuss possible citations and needed corrections. Conditions noted during the inspection may or may not result in citations.

At times, a follow-up visit within the next few days may be needed to complete the inspection.

Citations

It is important to remember the compliance officer does not decide which violations will be cited and the amount of the fines. This is the decision of the OSHA area director after receiving an inspection report from the compliance officer. As noted above, compliance with OSHA requirements is a client responsibility, which includes responding to an OSHA citation.

Normally, a few weeks after the inspection, you should receive any citations and the amount of fines, if any. However, a citation may be issued up to six months after the inspection date. Citations will be classed as:

- **Other Than Serious violation:** Considered to have a relationship to safety and health but probably would not cause a death or serious injury
- **Serious violation:** Considered to have a substantial probability of death or injury
- **Willful violation:** Repeat of a serious violation on a subsequent inspection. OSHA may offer a reduced fine along with a finding of a "serious" violation. You should consider speaking to legal counsel before agreeing to those terms because, while the fine may be small, the finding of a "serious" violation may lead to a willful violation the next time OSHA visits (and they often conduct follow-up investigations).
- **Repeat or failure to correct violation:** A result of an inspection made to assure compliance within the citation period. Monetary penalties associated with the fines can go up to $125,000 and possibly incur criminal penalties for more serious and willful violations.

You will have three days, or within the period noted on the citation, to post the cited violations. The posting must remain in place until the violations have been abated. If you choose to contest the violations you must file a written request within 15 days.

Appeals

There is an appeal process available through the Occupational Safety and Health Review Commission (OSHRC). You should speak to your counsel when considering whether to appeal a citation.

Summary

Clearly OSHA is a major concern for companies. OSHA has increased compliance inspections considerably. In the event of an OSHA inspection and or citation, it is recommended that you speak with counsel. **Be sure to contact Insperity Safety Services any time you receive an OSHA inspection or citation.**

Insperity will provide you with assistance and guidance to help you comply with your OSHA responsibilities. Insperity is committed to providing quality consultative assistance and will work with you to reduce the potential for OSHA compliance fines.

Resource

U.S. Department of Labor – Occupational Safety and Health Administration
http://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=OSHACT&p_id=2743

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Workers' Compensation Claims

OSS/Manager Resources

The following resources are available to the Onsite Supervisor (OSS) and/or the injured employee's supervising manager.

Resource	Description
Sedgwick Welcome Kit	This kit contains claim reporting instructions, a list of medical providers unique to each location, a list of Sedgwick claim offices and phone numbers, the information on where to send medical bills, Pharmacy First Fill Letter/Form and a Treatment Authorization form. Sedgwick emails the kit to the OSS when the client company first joins Insperity. Each year thereafter, Sedgwick emails the kit to the contact person for each client location, as designated by the client.
"First Report of Injury Workers' Compensation Notification" Form	The **First Report of Injury Workers' Compensation Notification** form documents information such as employee name, accident date, mechanism of accident and other details pertinent to the claim. Sedgwick sends a copy of the form, along with Sedgwick contact information, to the state, Insperity Workers' Compensation Claim group and the reporting supervisor.
"Get Well" Program Letter	In the event of actual or anticipated "lost time," this letter is sent by the Insperity workers' compensation specialist to the reporting supervisor to provide instructions on: • How to communicate with Insperity, Sedgwick and the injured employee during the employee's leave of absence • How to properly return the employee to work
Insperity Workers' Compensation Team	Clients may contact the Insperity Workers' Compensation team for questions or assistance with workers' compensation claims: **Phone:** 800-242-8893, ext. 4244, or **Email: workerscompclaims@insperity.com**

Employee Resources

The following resources are available to the injured employee.

Resource	Description
"Get Well" Program Packet	Injured employees receive this packet from the Insperity Workers' Compensation Specialist. It contains the following information: • Claim number • Contact information of the Sedgwick Claims Representative • Information about workers' compensation benefits, time away from work, paying for medical treatment, providing a doctor's note and returning to work on restricted or limited duty
Leave of Absence Packet	If the injured employee incurs "lost time," Insperity sends employee a packet of information containing the following: • The employee's responsibilities while away from work • The continuation of a group health plan benefits, if applicable

Important Information

It is recommended that the reporting supervisor complete the information on the Telephonic Reporting form provided in the Sedgwick Welcome Kit prior to calling in the injury. Doing so ensures that all necessary information is collected in advance of reporting and provides the supervisor with documentation for files and future reference.

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Report a Job-Related Injury

Work-related injuries must be reported in a timely way; otherwise, employers are subject to state-assessed fines.

Important: If you have employees working in any of these monopolistic states — North Dakota, Ohio, Washington and Wyoming — see **Monopolistic States Claims Process**.

1. **In case of a severe injury** or one that requires immediate medical attention or causes death, please notify Insperity immediately after emergency services are contacted.
2. **Report the injury within 24 hours:**
   - Call the **Sedgwick Injury Hotline at 866-863-5622** to report the injury. This one call will notify a claim professional for proper claim handling. A **First Report of Injury Workers' Compensation Notification** form will also be sent to the state, as required, **or**…
   - Complete the **First Report of Injury Workers' Compensation Notification** form and email to **reportaclaim@insperity.com** or fax it directly to Sedgwick at 501-221-5991.

   Note: For Minnesota Employees Only - Workers' compensation law requires employers to give an employee the Minnesota Workers' Comp Employee Information Sheet. This document is provided along with a copy of the **First Report of Injury Workers' Compensation Notification** form, which is filed after a workplace accident occurs.
3. **Locate a clinic and seek treatment, if needed.**
   For injuries that occur Monday through Friday, refer to the listing for clinics/physicians found on the Workers' Compensation Physician Panel. This panel is sent to the onsite supervisor of each client location as part of the Sedgwick Welcome Kit.

   Note: If you did not receive a physician panel or would like to request changes to your panel, you can obtain an updated panel or a network referral by calling the **Injury Hotline** at **866-863-5622**. For injuries that occur after hours or on weekends, obtain treatment at the nearest hospital.

   Sedgwick also offers Insperity and its clients an online tool that is designed to help users identify and locate medical providers for workers' compensation claims.
   - Go to **www.harborsys.com/insperity**.
   - Complete location fields in the Provider Search section and choose the Search button.
4. **The onsite supervisor** should complete a **Treatment Authorization** form to send along with the injured worker as proof of insurance coverage.
5. **When medication is prescribed** for an injured employee, Insperity has established a prescription-fill authorization program. Supervisors should print out the **Optum First Fill Prescription** form and provide it to the injured employee. This form can then be used by the injured worker, in order to fill an initial prescription and avoid out-of-pocket expenses. This form includes instructions in both English and Spanish and may be submitted directly to a pharmacy.

Clients with Employees in Nebraska

We want to be sure you are aware of the workers' compensation carrier name and policy number for your Nebraska employees.

Workers' compensation carrier: **Indemnity Insurance Company of North America**

Nebraska policy number: C49188870, **Effective 10/1/16 – 9/30/17**

If you have any questions, please contact Amanda Brown at 281-348-3714 or via email at **amanda.brown@insperity.com**.

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Telephone Reporting Workers' Compensation Questions

Call Sedgwick Injury Hotline at 866-863-5622.

General Information

- Account name, full address and telephone number
- Telephone Reporting four-digit account number (4039)
- Date of loss
- State in which loss should be filed

Employee Demographic and Wage Information

- Employee's full name
- Employee's Social Security Number
- Mailing and/or street address (street, city, state, ZIP Code, county)
- Employee's home telephone number
- Date of birth or age
- Gender (male/female)
- Marital status
- Spouse's name (AR, TX, WA and WY)
- Regular occupation and department (be specific)
- Occupation at time of injury (NH)
- Department at time of injury (AL, AR, CA, DE, MD, MI, MN, NM, TX and VT)
- Was employee injured while on the job?
- Number of dependents (excluding the employee)
- State in which employee was hired
- Employment status (full time, seasonal, temporary, etc.)
- Job end date if employee is seasonal or temporary
- Name of group health care provider (OR)
- Number of hours worked per day and number of days per week
- Specify the days of the week that employee is scheduled off
- Overtime hours worked per week and overtime wage per hour

Accident/Incident Information

- Time of accident
- Date and time reported to employer
- Who the accident was reported to
- Employee's supervisor
- Shift beginning and end times
- Date employee was given employee claim form
- Address where accident/incident occurred (street, city, state, ZIP Code, county). Is this the employer's premises?
- Provide full description of accident/incident. Include what employee was doing, work process, cause, injury and body part.
- Is the accident/incident questionable to the employer?
- Does the employer suspect drug and/or alcohol use at the time of accident/incident?
- Date of death, if accident resulted in a fatality
- Number of days employee is expected to miss, if applicable
- Last date worked and time employee left work
- First day missed
- Was the employee's salary continued?
- Has employee returned to work? If yes, what date? If no, is there an expected return to work date?
- Does the employee have a previous claim? If yes, status (open/closed), body part affected and date of loss.

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Accident Investigation Information

- Was any safety equipment provided? If yes, was it used?
- Was an unsafe act being performed? If yes, describe.
- Is there an active safety committee? (NH)
- Was a machine part involved? If yes, describe.
- Was the machine part defective? If yes, in what way?
- Was a third party responsible for the accident/incident? If yes, name, address and telephone number.
- Was the accident/incident witnessed? If yes, name, address and telephone number.
- Provide name of person to contact regarding additional loss information to include address and telephone.

Provider Information

- Was first aid given on site? (GA, ME, MT, NH, SD and D.C.)
- What medical treatment was received?
- Clinic/Doctor - name of clinic doctor, specialty (e.g., family practice, chiropractor, etc.) address, city, state, ZIP Code and telephone number
- Hospital - name, address, city, state, ZIP Code and telephone number
- Was employee hospitalized? If yes, on what date?
- Did employee receive outpatient services, emergency treatment or ambulance service?
- Name of person reporting this claim, including title and telephone number

Custom Question

- Insperity client name

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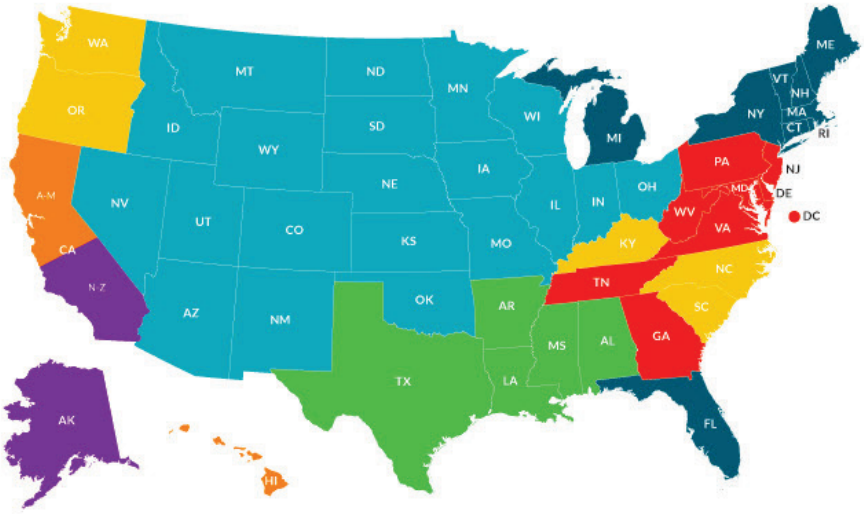
Return to Work/Contacts

After you have reported a job-related injury that qualifies as a Workers' Compensation claim, use these tips for handling claims issues that arise.

Issue	How to Handle
Claim Status or Legal/Process Information	Contact your Sedgwick claims adjuster. Supplemental information provided after the injury, which has any bearing on the injury, should also be forwarded to the Sedgwick claims adjuster assigned to the claim.
Employee Returns to Work	As soon as the employee has returned to work, fax the **Workers' Compensation Employee Return to Work** form to Insperity's Workers' Compensation Department at 800-430-4738, giving the date the employee returned. This should be done on the day the employee returns, so no unearned compensation payments are made.
Medical/Prescription Bills and Billing Inquiries	Refer all medical bills, prescription bills and inquiries for billing information to the claims handling facility. Please do not authorize treatment. • For Texas, California, Florida and New Jersey, fax to 859-258-2097 • All other states fax to 859-258-2193.
Treatment Authorization/Approval	For treatment authorization/approval, please refer to the **Sedgwick Claims Office Directory.** Choose the Sedgwick office in the state where the injured worker filed their workers' compensation claim.

Questions?

Insperity's Workers' Compensation Department is here to assist you should you encounter any difficulties with the management of your company's workers' compensation claim(s). Find your Insperity Workers' Compensation contacts below (based on geographic location of your company's main office).



Workers' Compensation Territories / Insperity Specialists:

- **Texas, Louisiana, Mississippi, Alabama, Arkansas**
  * Exception: Advantage OPCO. Contact information listed above.
  Theresa Whorton – 281.348.2995
- **Central / West**
  Marylin Tanner – 281.348.3821
- **Northeast Region, Michigan, Florida**
  Chris Saldivar – 281.348.3835
- **Hawaii / California A-M** (by client name)
  * Exception: Classic Party Rentals. Contact information listed above.
  Stephanie Klecka – 281.312-7740
- **Alaska/California N-Z** (by client name)
  * Exception: RW Selby, Quantimetrix. Contact information listed above.
  Sandra Herman – 281.348.3820
- **Kentucky, North Carolina, South Carolina, Washington State, Oregon**
  Kimberly Dillard – 281.348.7310
- **Georgia, Tennessee, West Virginia, Virginia, D.C., Delaware, Maryland, New Jersey, Pennsylvania**
  Lisa Adams – 281.312.7318

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Workers' Compensation Claims Process Map

Insperity
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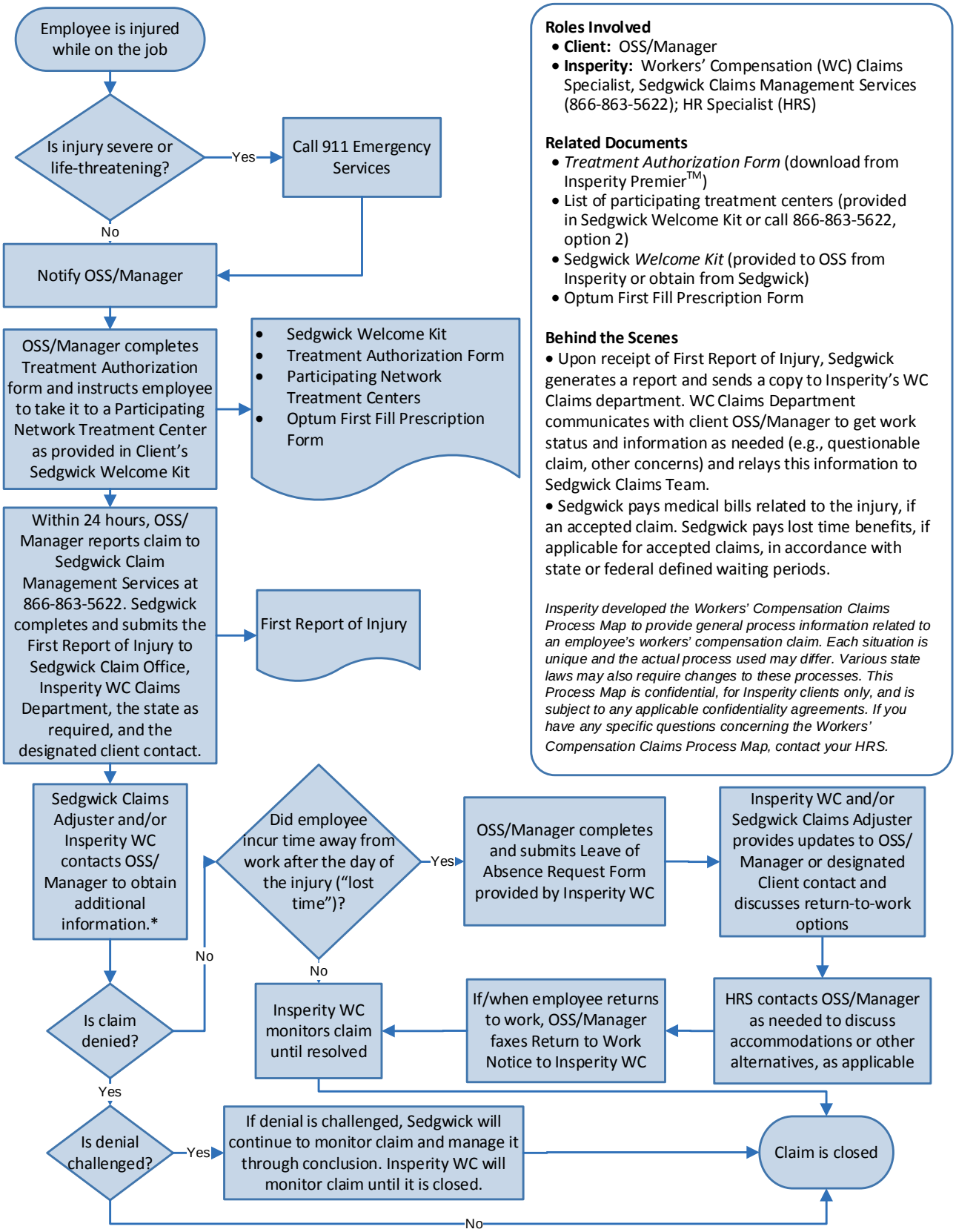
WORKERS' COMPENSATION



Roles Involved

- **Client:** OSS/Manager
- **Insperity:** Workers' Compensation (WC) Claims Specialist, Sedgwick Claims Management Services (866-863-5622); HR Specialist (HRS)

Related Documents

- *Treatment Authorization Form* (download from Insperity Premier™)
- List of participating treatment centers (provided in Sedgwick Welcome Kit or call 866-863-5622, option 2)
- Sedgwick *Welcome Kit* (provided to OSS from Insperity or obtain from Sedgwick)
- Optum First Fill Prescription Form

Behind the Scenes

- Upon receipt of First Report of Injury, Sedgwick generates a report and sends a copy to Insperity's WC Claims department. WC Claims Department communicates with client OSS/Manager to get work status and information as needed (e.g., questionable claim, other concerns) and relays this information to Sedgwick Claims Team.
- Sedgwick pays medical bills related to the injury, if an accepted claim. Sedgwick pays lost time benefits, if applicable for accepted claims, in accordance with state or federal defined waiting periods.

Insperity developed the Workers' Compensation Claims Process Map to provide general process information related to an employee's workers' compensation claim. Each situation is unique and the actual process used may differ. Various state laws may also require changes to these processes. This Process Map is confidential, for Insperity clients only, and is subject to any applicable confidentiality agreements. If you have any specific questions concerning the Workers' Compensation Claims Process Map, contact your HRS.

Rev. 08-08-17

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Requesting a Workers' Compensation Certificate

You may have an immediate or future need for Workers' Compensation Certificates. Insperity provides you with certificates through Insperity Premier™ under **Company>Regulatory and Compliance>Workers' Compensation>Certificate of Insurance** and choose **"Request Now."** From there you will be redirected to Lockton Affinity's certificate portal, where you can request any certificates you need, including special requirements such as a waiver of subrogation or other endorsements. After you reach the Lockton Affinity certificate portal and enter the Company, you can access the *Lockton Instructions* for creating and printing a certificate. Please read through these instructions carefully. Certificates are available to print immediately.

If you are unable to create a certificate, please contact Insperity at 800-242-8893, ext. 3930 or email request to **insperitycerts@locktonaffinity.com** and attach insurance requirements if necessary.

From the main Workers' Compensation page you can access information regarding coverages, requirements and your area's claims specialist.

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Federal and State-Mandated Posters

A new client will receive a set of compliance posters that meet the state and federal posting requirements, within 45 days of its start date with Insperity. The set of posters will include one state, one federal and one harassment poster. Clients will receive updated posters when there is a mandatory regulatory change (state or federal), which requires a new poster. Compliance posters (the initial set and updated posters) are provided to clients as a part of the Insperity fee-inclusive service.

Posting and Updating

Compliance posters must be displayed in a conspicuous place accessible to all employees. Updated posters should be posted immediately to assure continued compliance with state and federal regulations.

Multiple Locations

Report additional worksite addresses to your payroll specialist. View the **Contact Us** page on the Insperity Premier™ for service team contact information.

County, City and Local Posters

County, city and local posters are not provided to clients. Insperity clients are encouraged to check local laws regarding any such posters and post those as regulations require.

E-Verify Posters

If your company is located in one of the states that adopted the E-Verify program, you are required to print and display notices of E-Verify program participation in a prominent place that is clearly visible to prospective employees. E-Verify is a web-based program into which new-hire information is entered and checked against federal databases to determine whether an employee is eligible to work in the United States.

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How to Handle an EEO Complaint

Despite the best efforts to ensure a positive and respectful work environment for all employees, thousands of employers find themselves facing discrimination and harassment allegations each year. If your company receives a complaint, charge or letter alleging violations of federal, state and/or local anti-discrimination laws, it can be a time-consuming and resource-draining experience. Treat the complaint seriously and partner with the Insperity EEO Services team to assist you with a prompt and thorough response to employee equal employment opportunity complaints under various situations.

Complaint from a Current or Former Employee

Insperity can help respond to a verbal or written complaint that alleges violation of employment rights because of race, color, sex, religion, national origin, age, disability, genetic information, retaliation or similar protected categories under federal, state or local laws. If you receive such a complaint, notify your Insperity HR specialist or contact the EEO services team at **EEOTeam@Insperity.com**.

- An EEO team member will discuss the matter with you and develop a plan to investigate the complaint, which typically involves interviewing all relevant witnesses and reviewing applicable documentation.
- The EEO team member will then review the findings and potential solutions with you.

Your Insperity HR specialist will work with you to address any training or disciplinary issues.

Charge of Discrimination from the EEOC or Other Regulatory Agency

Insperity maintains Employer Practices Liability Insurance (EPLI) in accordance with your Insperity Client Service Agreement (CSA). If you receive a regulatory charge:

- Send a copy to **EEOTeam@Insperity.com** or fax to 800-507-8194.
- Insperity will then notify the EPLI carrier about the charge and the carrier makes all coverage decisions.
- If the carrier identifies that EPLI coverage will be in place for the charge, the EEO team will work with you to investigate the complaint and respond to the regulatory agency. At times, or if you prefer, the EPLI carrier may assign an attorney to assist you with the matter. In this case, you are responsible for legal fees up to the amount of your deductible.
- Options for responding to the EEOC and other agencies typically include either mediation or submitting a written response called a position statement. Insperity finds that mediation has been the most time efficient and cost effective response for most of our clients to resolve matters quickly and confidentially. An EEO team member will discuss with you these options in detail.

Demand Letter from an Attorney Representing a Current/Former Employee Alleging Discrimination or Harassment

- Send a copy to **EEOTeam@Insperity.com** or fax to 800-507-8194.
- Insperity will notify the EPLI carrier about the letter and the carrier will make a coverage decision.
- If the carrier identifies that EPLI coverage will be in place for the demand letter, the Insperity EEO team may work with you to investigate the complaint and respond to the attorney's demand.
- As with a regulatory charge, the carrier may assign an attorney or you may choose to ask the EPLI carrier to assign an attorney to assist you, in which case you are responsible for legal fees up to the amount of your deductible.

Important Things to Know about Handling Employee Complaints

- Employers are required to treat all complaints seriously, even if the complaint is made internally or informally.
- Insperity maintains an Anti-Discrimination and Harassment Hotline for employees to report concerns at 844-677-3030.
- The best defense to any charge of discrimination/harassment is to show that once your company was aware of the concern, you undertook a prompt and thorough investigation and addressed any issues.
- Ensuring that your employees have completed Anti-Discrimination and Harassment training and that supervisors are trained on effective employee coaching and counseling are important prevention steps to reduce liability.

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Frequently Asked Questions

- **What are the requirements for filing a charge of discrimination? Doesn't an employee need to show proof of his or her allegations to the EEOC or other regulatory agency?**
  Any employee can file a charge of discrimination if he/she believes that his/her employment rights have been violated. The employer is responsible for showing that any employment actions they made had a legitimate, non-discriminatory basis. When an agency accepts a charge and requests a response from an employer, it does not mean the agency is accusing your company of wrongdoing.

- **How long does it take to resolve a regulatory charge?**
  Depending on the complexity of the allegations and the timeline provided by the regulatory agency for mediation, regulatory charges can take many weeks, sometimes months, to resolve.

- **What happens if a regulatory charge is not resolved during mediation**?
  If a regulatory charge is not resolved at mediation, a position statement is submitted to the regulatory agency as a response. The regulatory agency can choose to accept the information provided or to request additional information, including employee names and contact information and company documents. The regulatory agency may also choose to do an onsite investigation.

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Employment Practices Liability Insurance

Insperity helps manage the employment-related liabilities of running a business by providing an Employment Practices Liability Insurance (EPLI) program. The policy is underwritten by CHUBB Insurance Company.

This policy covers employment-related wrongful termination, discrimination, sexual harassment, workplace torts and retaliation liability, all subject to the terms, definitions, conditions, limitations, exclusions and other provisions set forth in the policy or in any endorsement to it. Coverage applies only for acts or incidents that occur during the effective period of the Client Service Agreement (CSA), not for any acts that happened or commenced prior to the inception date of the CSA. Claims, which include administrative actions such as EEOC complaints, must be made against you while the CSA is in effect and during the policy period and reported as soon as possible.

For a complete coverage summary, visit Insperity Premier™ and select **Company>Regulatory and Compliance>Managing Disputes>EPLI Policy.**

Claim Notification

Pursuant to the CSA, you must provide Insperity with notice immediately but in no event more than five days of your becoming aware of any charge, litigation, request for arbitration or demand letter involving staff, former staff or an applicant that could give rise to a claim under EPLI.

Notice must be sent to Insperity by facsimile transmission at telephone number 281-348-3118, Attn: EEO Compliance, with the original document following via overnight courier to:

INSPERITY
19001 CRESCENT SPRINGS DRIVE
KINGWOOD, TEXAS 77339-3802
ATTN: DANIEL D. HERINK, SENIOR VP OF LEGAL, GENERAL COUNSEL AND SECRETARY

Certificates or Questions

To request an Employment Practices Liability Certificate of Insurance or if you have questions, call 281-312-2771 or email us at **EPLI.info@insperity.com**.

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Wage Claims/DOL Wage and Hour Audits

Onsite Supervisors (OSS) and supervising managers may refer to this document to understand the key resources available during the wage claim and/or DOL wage and hour audit process. Because compliance with wage and hour laws is a client responsibility, in the event of a wage claim or audit, Insperity recommends consulting with your legal counsel.

Note: Fax the agency notices to 800-547-6783 or email **FLSA_Specialists@insperity.com.**

OSS/Manager Resources

The following resources are available to the client company for handling administrative wage claims or DOL wage and hour audits.

Resource	Description
Insperity Premier™	• Wage Claims or DOL Audit Notices
Insperity Administrative Compliance Manager	• Provides administrative support in preparing responses to wage claims and DOL wage and hour audits until resolved • Provides guidance on ways to document and respond with employer's defense • Gathers certain payroll reports and other employee information • Assists with preparation of administrative hearings for administrative wage claims appeal hearings • Coordinates preparation of special payrolls with payroll specialists
Insperity HR Specialist	• Assists by addressing questions related to payment of wages, demands or complaints before an official claim is filed • Forwards paperwork to administrative compliance manager if received from clients • California: May assist and attend DLSE conferences or hearings with client as needed
Insperity Payroll Specialist	• Assists by addressing questions related to payment of wages, demands or complaints before an official claim is filed • Forwards paperwork to Administrative Compliance Manager if received from clients • Prepares special payrolls resulting when needed

Important Information

Keep this information in mind when responding to a wage claim notice or notice of a DOL wage and hour audit.

- Complaints by employees about pay amounts or pay practices should be addressed as soon as possible to avoid wage claims, complaints to the DOL or lawsuits.
- Forward a copy of the state agency wage claim or DOL wage and hour audit notice to Insperity Administrative Compliance immediately upon receipt.
- Timeliness in responding to wage complaints is important. Please pay attention to response and appeal deadlines.
- Failure to comply with a state agency wage determination order can result in a penalty and a lien could possibly be attached to the employer's bank account and property.
- DOL wage and hour audits should be taken seriously. The DOL has authority to broaden an individual wage and hour complaint to a complete employer audit of all employees.
- The United States DOL has the right to review two years of records and may require the employer to pay back-wages and overtime for every employee (current or terminated) for the entire two-year period for wage and hour violations. Some states may have longer periods.
- In cases of willful violation, three years of records may be used.
- The DOL can assess civil monetary penalties as well as liquidated damages (twice the amount of back pay owed).
- It is unlawful for employers to retaliate against employees who make wage and hour complaints.

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Notes

"Wage Claims" refers to state administrative claims seeking alleged compensation due. If a claim seeking compensation is filed in a court, client company is responsible for responding, and Insperity cannot provide legal advice or representation.

"DOL Wage and Hour Audits" refers to state or federal audits for compliance with the Fair Labor Standards Act and any state equivalent. Responding to prevailing wage audits is solely the client company's responsibility, since the client company is the entity contracting with the government; however, Insperity can assist by providing related reports.

As stated in the Client Service Agreement (CSA), compliance with the FLSA and any similar state law is the client's responsibility. Insperity does not assume any liability or responsibility for compliance with wage and hour laws and is not intending to amend or alter in any way the terms of the CSA. You may wish to consult with legal counsel experienced in wage and hour law to assist you in fulfilling your responsibilities under wage and hour laws and the CSA. While Insperity does not make insurance coverage determinations for particular situations, the employment practices liability insurance (EPLI) provided under the CSA does not cover wage and hour claims against client companies.

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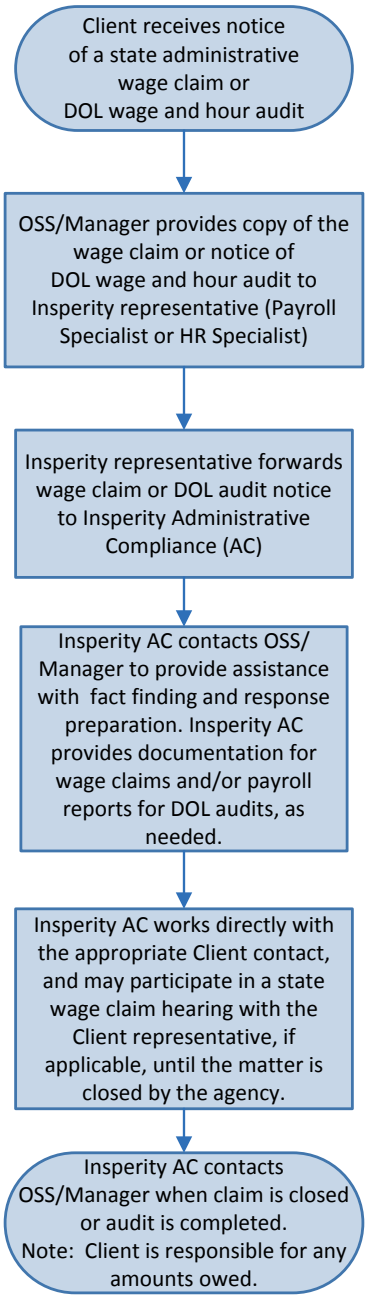
Wage Claims and DOL Wage & Hour Audits Process Map



Roles Involved:
- Client: Onsite Supervisor (OSS), Manager or designated contact
- Insperity: HR Specialist (HRS); Payroll Specialist, Administrative Compliance (AC)

Related Documents:
- Notice of Wage Claim (filed with a state agency)
- Notice of DOL Wage and Hour Audit
- Supporting documentation depending on the nature of the claim or audit

Behind the Scenes:
Insperity AC maintains a file and provides assistance until state agency or DOL notifies parties that matter is closed. When closed, AC scans the file for retention according to Insperity guidelines.

Notes:
Insperity AC must receive copies of claims or notice of wage and hour audits in sufficient time to assist Client in gathering documentation, preparing responses and providing necessary payroll reports.

"Wage Claims" refers to state administrative claims seeking alleged compensation due. If a claim seeking compensation is filed in a court, Client Company is responsible for responding and Insperity cannot provide legal advice or representation.

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Insperity developed the Wage Claims and DOL Wage & Hour Audits Process Map to provide general process information related to handling wage claims or DOL audits involving a Client Company. Each situation is unique and the actual process used may differ. This Process Map is confidential, for Insperity clients only, and is subject to any applicable confidentiality agreements. If you have any specific questions concerning the Wage Claims and DOL Wage & Hour Audits Process, you should contact your HRS.

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