

# Neighborhood Outreach Access to Health Employee Orientation





# Icebreaker

# Agenda

## Morning

-  **NOAH Overview**  
History and Services
-  **Community Resources**  
Health Related Social Needs
-  **Patient Experience**  
Training and Expectations
-  **Quality and Compliance**  
Program Overview
-  **Lunch**

## Afternoon

-  **Employee Benefits**  
Benefits Overview and Options
-  **Human Resources**  
Overview of Policies
-  **Payroll**  
Paycom Training and Tips
-  **Information Technology**  
Equipment Set up
-  **Employee Health**  
Mask Fittings

# NOAH Overview





***Now that I can  
smile, I am ready  
to go back to  
school!***

# What is NOAH

Neighborhood Outreach Access to Health (NOAH) is a non-profit organization dedicated to improving health and the quality of life through a wide range of disease prevention programs and services addressing the medical, dental and behavioral health of our communities.

## Neighborhood

Seven neighborhood centers located where they are needed most.

## Outreach

Tailor services to fit the special needs and priorities of our communities.

## Access

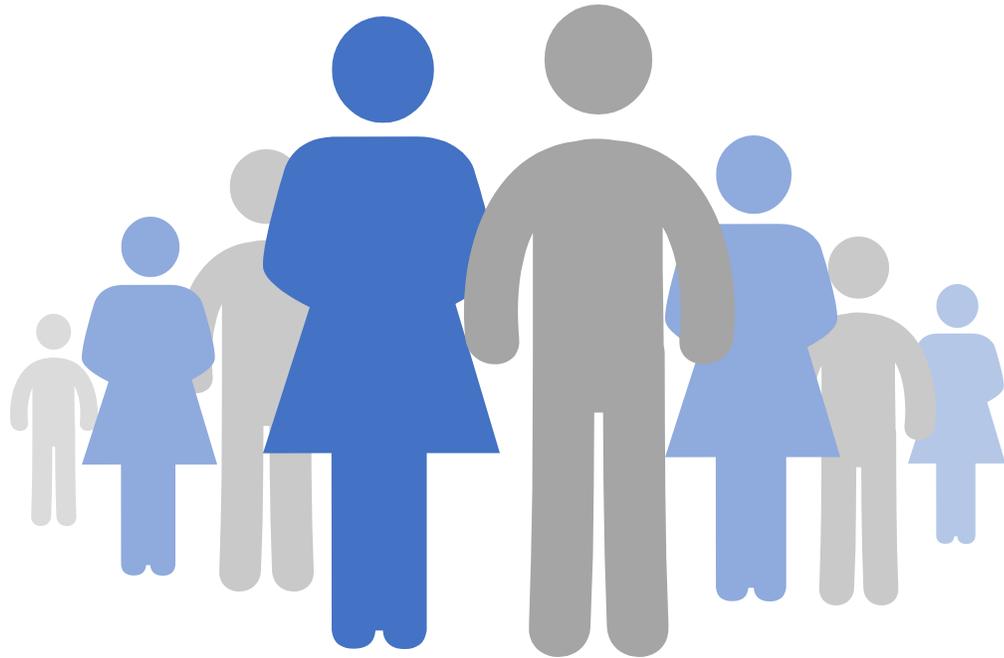
Bi-lingual staff and open to all community members, regardless of insurance status or ability to pay. Walk in access and after hours care based off community needs assessments.

## Health

Caring for the person as a whole. Providing medical, dental, behavioral health, psychiatric and nutrition services.

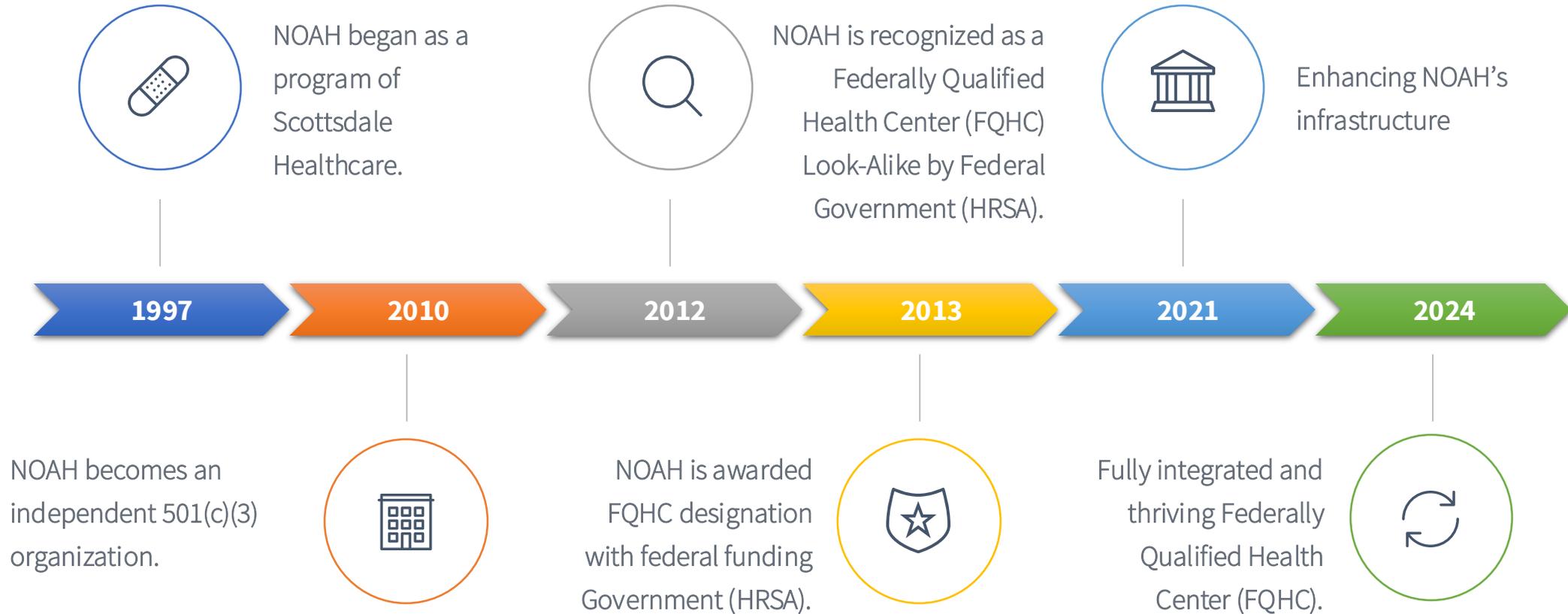


# Who Do We Serve



- NOAH provides services to all people, including AHCCCS, private insurance and uninsured individuals.
- A Sliding Fee Discount Program is available to uninsured / underserved patients that reside within Maricopa County.

# Our Journey



# NOAH Services



# Services and Programs

-  **Medical**
-  **Dental**
-  **Pharmacy**
-  **Counseling**
-  **Community Resources**
-  **Pediatric**
-  **Nutrition**
-  **Lab Services**
-  **Psychiatry**



**Cholla Health Center**  
8705 E. McDowell Road  
Scottsdale, AZ 85257



**Copperwood Health Center I and II**

I. 11851 N. 51st Avenue, Ste B-110  
Glendale, AZ 85304



II. 11851 N. 51st Avenue, Ste F-140  
Glendale, AZ 85304



**Desert Mission Health Center**  
9015 N. Third Street  
Phoenix, AZ 85020



**Midtown Health Center**  
4131 N. 24th Street, Ste B-102  
Phoenix, AZ 85016



**Palomino Health Center**  
16251 N. Cave Creek Road  
Phoenix, AZ 85032



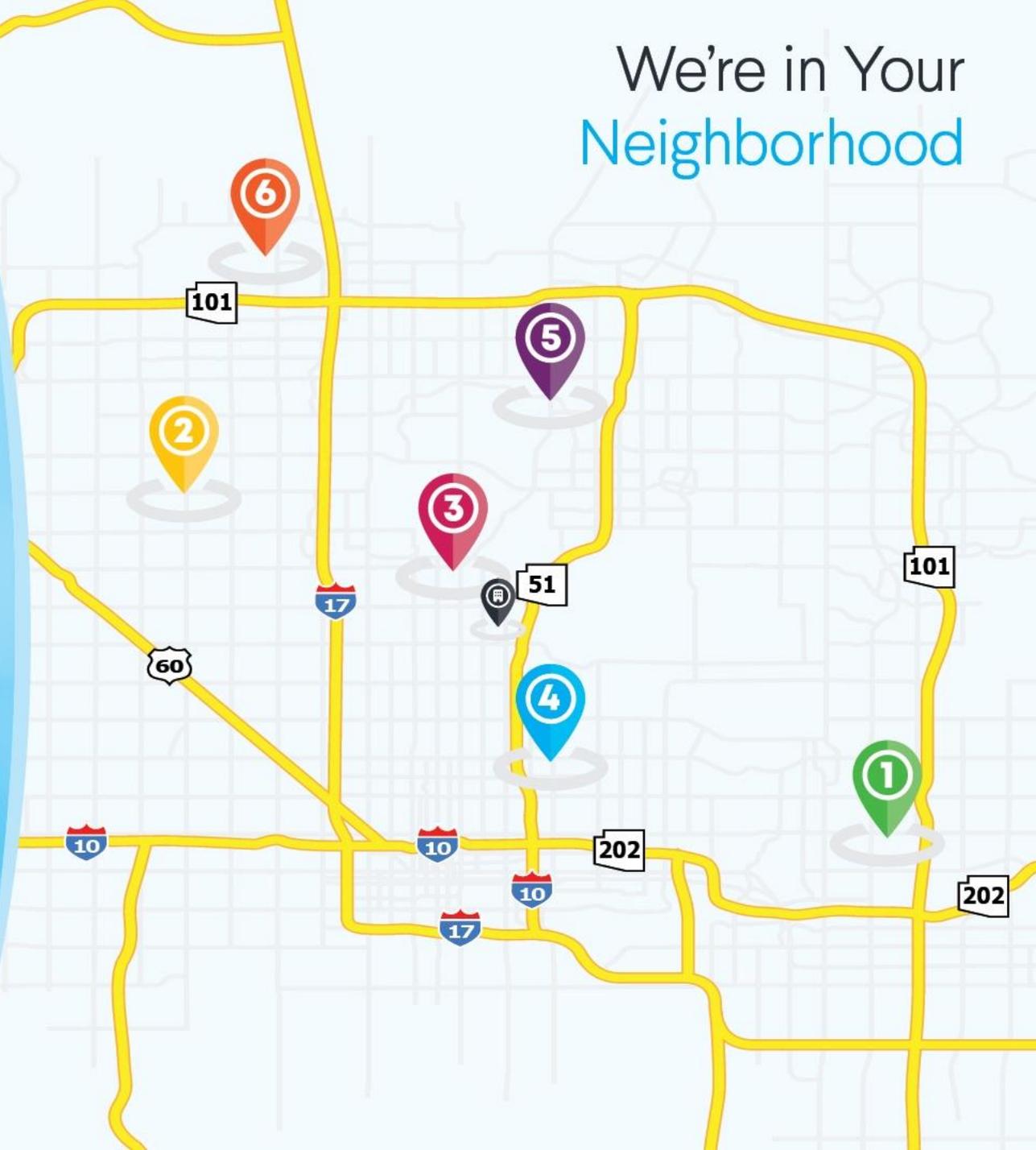
**Venado Valley Health Center**  
20440 N. 27th Avenue  
Phoenix, AZ 85027



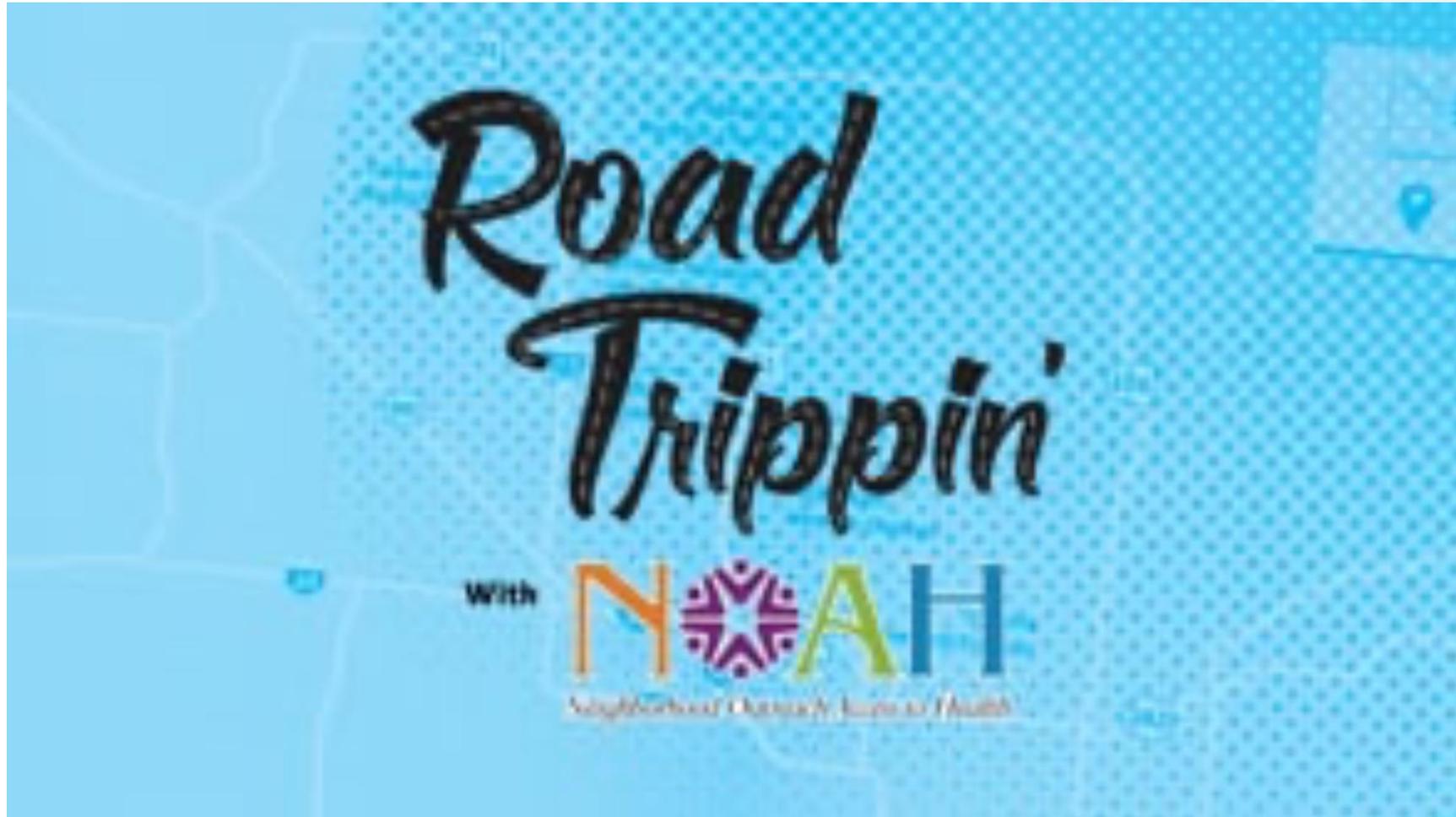
**NOAH Administration**  
7500 N. Dreamy Draw Drive Ste-145  
Phoenix, AZ 85020



## We're in Your Neighborhood



# Welcome to NOAH



# NOAH Leadership



Wendy Armendariz  
Chief Executive Officer



Tera Brulotte-Maki  
Chief People Officer



Lance Monahan  
Chief Financial Officer



Katrina Morgan  
Chief Operations Officer



Michael Pearson  
Chief Marketing & Community  
Engagement Officer



Dr. Jennifer Rosas  
Chief Clinical Officer



Brian Turico  
IT Director

# Cultural Beliefs



# BE THE CHANGE

“ I am empowered to  
achieve our Key Results to  
move our mission forward.”



# STRONGER TOGETHER



**I collaborate and  
celebrate  
to serve our  
patients.**

**STRONGER  
TOGETHER**

**BE THE  
CHANGE**

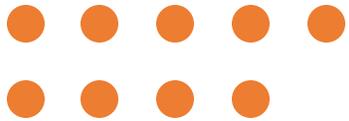
**NOAH**  
Neighborhood Outreach Access to Health

# NOAH

*Neighborhood Outreach Access to Health*

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# JEDI





*Neighborhood Outreach Access to Health*

## **JEDI DIVERSITY STATEMENT**

INCLUSION

DIVERSITY

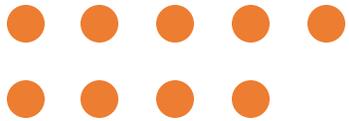
EQUALITY

**NOAH**

*Neighborhood Outreach Access to Health*

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# Culture Club



[NOAHHELPS.ORG](#)[ARTICLE CATEGORIES ▾](#)[CALENDAR](#)[EMPLOYEE RESOURCES](#)[QUICK LINKS ▾](#)[SUBMISSIONS ▾](#)

## Employee Resources

### Welcome!

This is your one-stop destination for all the information and resources you need as a valued member of our team! Whether you have questions about benefits, need assistance with HR processes, or simply want to explore our company culture, you'll find everything you need right here. This page is designed to make your employee experience as seamless and enjoyable as possible. Explore, discover, and make the most of your journey with us!

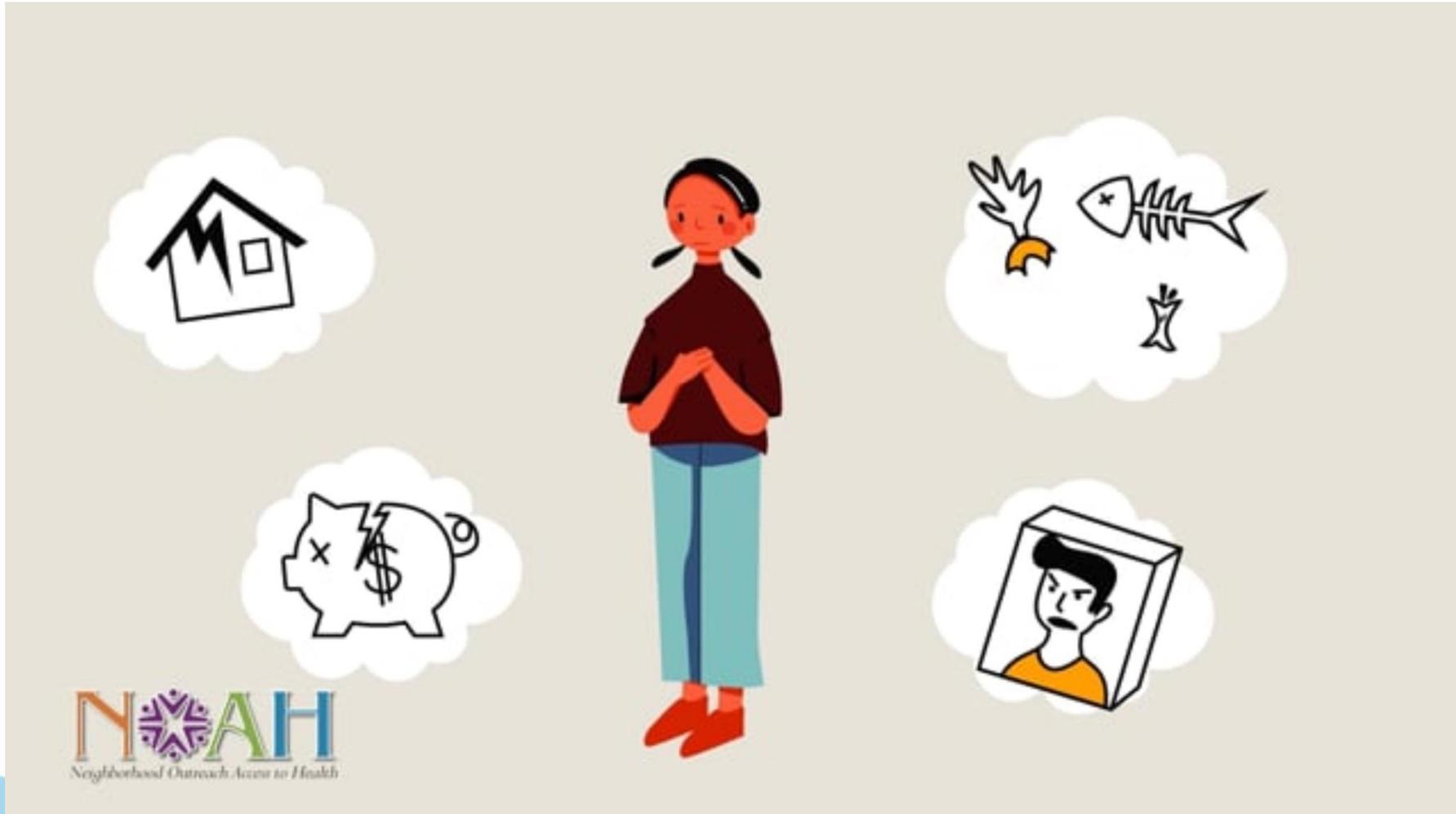
[New Employee Orientation Presentation ▶](#)

# Community Resources



# Health Related Social Needs

*Also known as SDOH*



# Community Resource Team

21 staff members located throughout all 7 clinics and the business office

## Community Resource II

*Assist individuals in applying and enrolling in various affordability programs such as AZ AHCCCS (Medicaid), SNAP (nutrition), Slide Fee Scale and much more...*

## Community Resource I

*Answer high volume of calls to ensure patients and the community at large is scheduled or is assisted with addressing social needs in real time*

## Community Health Workers

*Focus on SDOH at a clinic level addressing needs as they arise, working alongside the medical team*

## Supervisors

Griselda Castillo: Desert Mission, Copperwood, and Venado  
Evelin Pulido: Cholla, Midtown, and Palomino

# Resources for the Community



AHCCCS Medical Assistance



Medicare Savings Program



Health Insurance Literacy



Supplemental Nutrition Assistance Program - SNAP



DES Rental and Utility Assistance



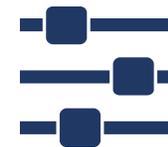
Community Links



Temporary Cash Assistance For Needy Families - TANF



Health Insurance Marketplace  
*Obamacare*



Sliding Fee Scale

## Sliding Fee Scale (SFS)

A discount program for services within NOAH

We never deny service based on inability to pay: SFS, Fee Waiver, Grants

Patients above 200% Federal Poverty Level are not eligible for discounts

# Slide Fee Scale Services



Labs completed at Sonora Quest are included as part of the visit



Imaging offered a discounted rate at with our partners at SMIL



Fee Waivers are available for those facing financial hardship



Payment plans available



Medications offered at our in-house Pharmacy at Cholla (340b)

# Community Focused Initiatives



## Refrigerated Food Lockers:

- Only refrigerated locker program west of the Mississippi
- Allows us to address real-time positive screenings for food insecurities as part of our efforts in integrated care
- Located at our Cholla location

## Saint Mary's Food Bank:

- Emergency food boxes with non-perishable food items
- Offered at our Cholla, Copperwood, and Palomino locations

## Diabetes Empowerment Education Program (DEEP) :

- 8-week educational program for people with diabetes, pre-diabetes, and/or their relatives and caregivers.

## Additional Partnerships:

- Mobile Mammogram Bus
- Department of Economic Security
- Local Partnerships and Outreach
- Unite Us

# Referring to Community Resources

Steps:

- CREATE ORDER TYPE → Select *Community Services (9000212)*
- Select: **Internal referral** for class under *General section (Very important as this is defaults to incoming)*

General

Referral # 10239213 Type [red error icon] Priority Routine Class Incoming

Referral Reasons

Referral Status Status New Request Reason [checkbox] Auto Assign

Will auto-update on Accept

Title	Number
Incoming	2
Internal	1
Outgoing	3

- In the **referred to and by**: Please select the referring clinic as the referred *by*, Referred to as ordering clinic (Location) and the *to* location as the patient's home clinic. This allows appropriate referral routing and allows site representatives to contact.
  - Here is a list of appropriate *to* examples for community resources:

## Department Finder

Search by name Near City, State, ZIP, or Keyword Search

Filter by Favorite My favorites Department Specialty Add Location Add Center Add

Showing results. Filtered by: Favorite Most relevant matches on top

★ NC	NOAH CHOLLA CRD	8705 E. McDowell Road Scottsdale AZ 85257-3909
★ NC	NOAH COPPERWOOD CRD	11851 N 51st Ave Ste B110 Glendale AZ 85304-2823
★ ND	NOAH DM CRD	9015 N Third Street Phoenix AZ 85020-2444
★ NM	NOAH MIDTOWN CRD	4131 N 24th St Ste B102 Phoenix AZ 85016-6231
★ NP	NOAH PALOMINO CRD	16251 N Cave Creek Rd Phoenix AZ 85032-2976

# Referring to Community Resources

- Under Services- a procedure code will be required to route the referral appropriately. Referral code is 9645 as shown below:

The screenshot shows a web interface for entering service information. The 'Services' tab is active. In the 'Edit' section, the 'Procedure' field is populated with '9645 - REFERRAL TO COMMUNITY RESOURCES'. Below this is a table with the following data:

ID	Name	Group	Type	Code	Code Type
9645	REFERRAL TO COMMUNITY RESOURCES	REFERRALS	Referral	9645	Custom

- Under the **Diagnosis** section, enter the appropriate Dx code (Z Code) that best describes the patient's need.

The screenshot shows the 'Diagnoses' section of the form. A search bar is present with a red exclamation mark icon and the text 'No free text diagnoses'. Below the search bar is a 'Close' button and 'Previous' and 'Next' navigation buttons.

- Add as many Z codes/ Dx codes as the patient needs.
- **Avoid** using a general Dx code such as *limited access to community support services* or *inadequate community resources*.
  - for questions or options to be added please send a message to our pool: *NOAH Community Resource*.
- Click: Dx association and pick any of the codes below:
  - **Commonly Used Dx:**
    - Food Insecurity- **Z59.4**
    - Does not have health insurance- **Z59.89**
    - Homelessness- **Z59.0**
    - Housing Inadequate- **Z59.1**
    - Transportation- **z59.8**
    - Uninsured/social welfare- **Z59.7**
    - Unemployed- **Z56.0**
    - Violence in home- **Z60.8**
    - Education/literacy- **Z55.9**
    - Financial Difficulty-
    - Extreme poverty- **Z59.5**
    - Low income- **Z59.6**
    - Stress- **Z73.3**

# Patient Experience



# NOAH PATIENT EXPERIENCE PROGRAM

## THE “WHY”



# NOAH PATIENT EXPERIENCE PROGRAM

## THE “HOW”

### Analysis

Analysis of patient values and expectations from feedback to inform action plans, process changes, and trainings

### Reporting

Report on data, progress of action plans, and outcomes of changes to staff, service line leaders, executive team, and the Board of Directors

### Coaching

1:1 coaching on a randomized, rotating basis

### Training

New hire training, onsite clinic trainings, department focused trainings, ad hoc brainstorming discussions

## AIDET Observation Form

Team: Location: Observed By: Liana Brown, PX Coach

### Acknowledge

Smiled and made eye contact	Acknowledged family member(s)	Used patient preferred name
Gave warm welcome	Welcomed new patient to NOAH	Knocked before entering

### Introduce

Introduced self to patient	Shared role with patient	Shared skill set/qualifications
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### Duration

Gave time expectation	Proactively informed patient of delays	Checked back in with patient
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### Explanation

Verbalized next steps	Used simple language	Summarized back to patient
Provided additional resources	Answered patient questions thoroughly	Discussed pt expectations

### Thank You

Thanked patient for their patience	Thanked the patient for choosing NOAH	Asked if there's anything else
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### NOAH Service Standards

Presented choices for pt comfort	Managed up colleagues	Offered encouragement
Connected with the patient	Escorted patient to room, exit, etc.	Empathized with patient

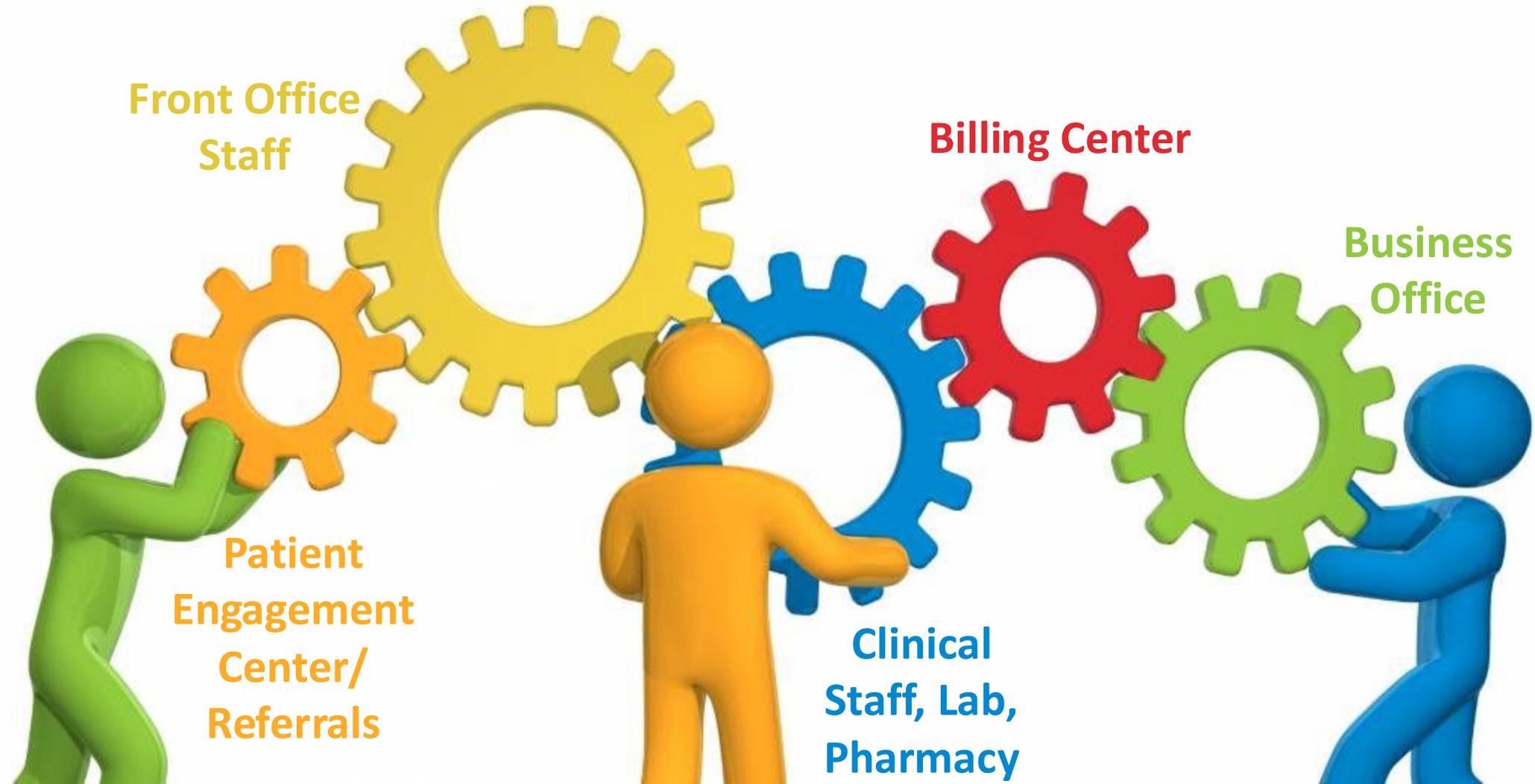
Comments:

Coaching & Feedback Given: [date]

# PATIENT EXPERIENCE COACHING



# WHO IMPACTS PATIENT EXPERIENCE?







# PATIENT EXPECTATIONS



- Know that their health is important to us
- That we are actively listening and treating them as a whole person
- That they are being taken care of by compassionate staff



# Improving Patient Experience

# WHAT IS AIDET?

Communication framework built for healthcare professionals

Guide for creating meaningful interactions with patients

Non-order specific, and not a script!

Efficacy proven through multiple studies and endorsed by healthcare organizations nationwide!





# ACKNOWLEDGE

- | Make eye contact and smile
- | Say “Hello” and “Welcome”
- | Use the patients preferred name
- | A warm acknowledgement goes a long way for a first impression!

# INTRODUCE

Introduce yourself with your name

Share your role, skill set, or other information that will help ease anxiety and build confidence

Introduce patients to NOAH culture by being empathetic and compassionate





# DURATION

- Establish time expectations for the appointment, paperwork, etc
- Communicate time expectations for next steps
- Proactively inform of delays or new changes

# EXPLANATION

Explain what will happen and what they should expect in simple language

Discuss patient expectations and answer their questions

Explain what you can do, rather than what you can't do

Summarize back to the patient





# THANK YOU

- Thank them for choosing our organization
- Thank them throughout the appointment for their patience and cooperation
- “Thank you” concludes the interaction with an act of gratitude

# BONUS: MANAGE UP!



- Speak positively to patients about clinic staff and their abilities
- Creates a positive impression of staff before patient meets them
- Gives patients confidence about their care and ease anxiety
- Can be used for coworkers as well!



# BENEFITS OF AIDET



**DECREASED ANXIETY**



**INCREASED  
COMPLIANCE**



**IMPROVED OUTCOMES  
AND  
PATIENT SATISFACTION**

# LET'S PRACTICE!

1. Team up in groups of two
2. Practice AIDET the way you will use it in your new role at NOAH. Challenge yourself to think of a few ways you can use this tool.
3. Then switch!

**Acknowledge** *eye contact, smile, hello*

**Introduce** *name, title*

**Duration** *set a time expectation*

**Explanation** *explain role in simple terms*

**Thank you** *end the interaction with gratitude*

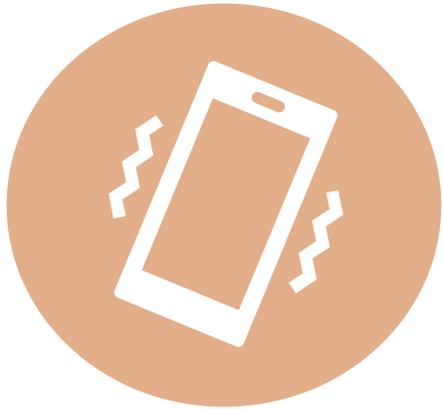
**Manage up** *practice introducing to the next person*





# Measuring Patient Experience

# HOW DO WE MEASURE PATIENT EXPERIENCE?



Spanish and English surveys available based on language preference



Literacy level for each question: 5<sup>th</sup> grade or less



Paper comment cards available in each clinic



Exploring more accessibility options for text survey (e.g., Audio)

# SURVEY QUESTIONS

How easy was it to schedule an appointment?

How polite/friendly were the front desk or registration staff?

How well did we keep you informed of your wait time?

How would you rate the staff's sensitivity to your needs?

How well did your clinician listen to you and answer your questions?

How well did we help you understand your care plan and next steps?

How likely are you to suggest us to a friend or family member?

# Reviews

<  74153 >

Text Message  
Today 10:01 AM

Thank you for visiting NOAH Cholla Health Center. Please share your feedback with us by clicking the link <https://qrev.ws/Xcxpht>

## Question 2 of 8

How polite/friendly were the front desk or registration staff?



## Last question

Please share any other comments that may help us improve our service.

Next





# Effective Service Recovery

# Handling complaints effectively

Identify issues

Feedback from surveys, comment cards, reviews, and Compliatric

Resolve complaints

Discuss issue with the patient, with an apology, questions, and next steps

Ensure resolution via chart, education for staff, or discussion with provider

Learn from it

Identify trends, discuss action plan or process change

# BENEFITS OF COMPLAINTS

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Opportunity to improve

Chance to retain our patients

Helps us raise the bar of our service

Forum to understand what our patients value from their care





# EFFECTIVE SERVICE RECOVERY

Proactively plan for patient complaints

Actively listen to the patient's complaint and empathize with their frustrations

Uncover the patient's expectations from the complaint

Respond timely and effectively, notify your supervisor

Submit to Compliatric as appropriate

# ACTIVE LISTENING

Face the patient

If you need to take notes, let them know

Use calm tone of voice

Empathize with their concerns

Summarize concerns back to the patient

Ask open-ended questions

Be genuine and sincere!





# HELPFUL PHRASES

“I’m so sorry to hear that”

“I completely understand”

“Thank you for letting me know about this”

“Let me look into that for you”

“I will definitely pass this feedback to the team”

I've learned that people will forget what you said,  
people will forget what you did, but people will never  
forget how you made them feel.

*-Maya Angelou*



# KNOW YOUR RESOURCES



**Your  
Supervisor**



**Patient Experience  
Coach**

**Liana Brown**



**Risk/Compliance  
Manager**

**Katiria Alvarez**



**Human  
Resources Director**

**Tera Brulotte-Maki**

# Compliance and Risk



# What Does Compliance Mean?





## Regulatory risks

Section 330 requirements (OSVs, FTCA, 340B)



## Federal grants management

Managing federal grants, subrecipients, vendors



## Legal liability

Reimbursement, fraud and abuse, tax status, privacy and security (HIPAA)



## Clinical risks

Credentialing, quality assurance programs



## Operational risks

OSHA, emergency planning, human resources, patient grievances

# Universe of Risk for Health Centers

# NOAH's Policy Library



Schedule an Appointment

CLINICAL, IT, NEWS

## MyChart Online Scheduling Begins Oct. 30

We are excited to announce MyChart Online Scheduling functionality will be available beginning Wednesday, October 30. This new feature gives ...

© OCTOBER 23, 2024

- 2024-2026 Strategic Plan
- Benefits Guide
- Employee Giving
- Employee Mileage Form
- Employee Reimbursement Form
- NOAH Policy Library**
- Patient Experience Dashboard
- Project Management

o The Beat!  
ings at the tip of

K

cket

SERVICES

# Why Have a Compliance Program?



Implementation of compliance programs has long been considered a best practice.



**An effective compliance program:**

- \* Provides direction to employees for performing duties in an ethical and compliant manner;
- \* Designed to prevent, detect and report unethical or illegal activity; and
- \* Promotes the integrity of the organization.



Our goal is to develop a culture of *proactive* adherence to healthcare laws and regulations and ethical behavior.



# Culture of Safety

**We need you!**

- ▶ **Culture of Learning, Not Blame and Shame**
- ▶ Help us make our systems and processes safer
- ▶ You're our eyes and ears
- ▶ Reach out when you see a risk to patient safety
  
- ▶ **Reporting- Compliatric**
- ▶ Adverse events and near miss reporting, violations of policies and procedures, employee injuries, etc.
- ▶ Link can be found on the NOAH Beat website

## Purpose and Important of Near Miss and Event Reporting

### **Why do event reporting rates matter?**

- Unreported medical errors allow for reoccurring errors to continue.
- Training opportunities/trends are easily identified.
- Policies and Procedures should be revised to prevent future recurrences.

### **Why are events not reported?**

Studies show that:

- 21% were not aware of an existing reporting tool
- 24% did not know how to report
- 31% did not know the importance of reporting

### **What are NOAH staff required to report?**

- **ANY PERSON/PLACE/THING THAT HARMS OR HAS THE POTENTIAL TO HARM**



EMPLOYEE WELLNESS, HR

## Register Now for NOAH's Employee Health Event

Registration is now open for our special employee health event sponsored by our benefits plan administrator, Ameriben. This free event will ...

[Submit Employee Compliance/Risk](#)[Submit Employee Spotlight](#)[Submit Event](#)[Submit Form Request](#)[Submit Employee Spotlight](#)

# 3 Steps to Submitting an Incident Report

**\*\*Everyone Has Access to Incident Reporting\*\***

## Select Category

Select the category that best describes your concern:

<b>Adverse Event Near Miss</b>	An event or situation that could have resulted in an accident, injury, or illness but did not, either by chance or through timely intervention
<b>Adverse Patient Event</b>	An undesired outcome or occurrence, not expected within the normal course of care or treatment, disease process, condition of the patient, or delivery of services.
<b>Employee/Workplace Injury or Illness</b>	Details involving any workplace injury to NOAH employees.
<b>Human Resources</b>	Conflicts and concerns involving managers, employees, and co-workers. Allegations of an employee who violates organizational policy, procedures, or the Code of Ethics.
<b>Other Incidents</b>	Any allegation or concern that does not fall under any of the other categories.
<b>Patient Complaint</b>	Verbal or written expression of dissatisfaction by the patient/ family regarding the care or services provided.
<b>Patient Grievance</b>	verbal concern, or written expression.
<b>Potential Breach of Confidential or Protected Health Information</b>	Potential impermissible use /disclosure of confidential information, including PHI. Either shared inappropriately or a result of unauthorized access to or collection of the information, that compromises the privacy of affected person / patient.
<b>Professional Conduct</b>	Conflicts and concerns regarding staff.

# Submitting a Report Anonymously



**New Incident: Adverse Event Near Miss**



Anonymous

Report

Submit Report

[<< Back to Select Category](#)

## Anonymous

Do you Wish to Remain Anonymous? 

[I Wish to Remain Anonymous](#)

[Do Not Submit Anonymously](#)

# Filling Out an Incident Report

## **1 & 2. Reporter Name or Alias and Reporter Email:**

Option 1: Use of real name and email: Katiria Alvarez, [kaalvarez@noahhelps.org](mailto:kaalvarez@noahhelps.org).

Confirmation email is sent to the reporter along with an incident number to track.

Option 2: Use of Alias and generic email: No Name, [noname@noahhelps.org](mailto:noname@noahhelps.org).

Reporter will **not** receive a confirmation email or an incident number to track.

## **3. Date Incident Occurred**

## **4. Time Incident Occurred**

## **5. Patient MRN**

- This can be bypassed using 0's if the incident is not related to a patient

## **6. Patient Name**

- Or another name as needed

## **7. Involved/Affected Parties**

## **8. Describe the Incident (Just the Details):**

- Please describe a clear and concise picture of the incident. Add color to the who, what, when where, and how. Consider contributing factors like equipment, products, processes and behaviors involved.

## **9. Facility/Location**

**Optional Fields:** Department, Event Type, Patient Contributing Factors, Files that can be attached to the report.

Click “Submit” and the report has been submitted.

# Reporting Concerns or Compliance Violations

Employees are required to report any suspected or actual compliance misconduct. Access to a confidential reporting method allows for anonymous reporting and no fear of retaliation.

## Ways to Report:

Compliance Officer: Katiria Alvarez, [kaalvarez@noahhelps.org](mailto:kaalvarez@noahhelps.org) or ext. 5050

Compliatric Incident Reporting Dashboard: [noahhelps.org/compliance](https://noahhelps.org/compliance)

Anonymous Reporting Hotline: (888) 692-6675



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"Oh, that's just a HIPAA compliant feature to remind you if you leave patient documents in the copier."

To be committed to honest, responsible, ethical and legal business conduct

To improve the quality of patient care

To develop a culture of reporting without retaliation

To follow compliance policies and procedures

# What Role Do You Play in Compliance?

**Thank you, and WELCOME TO NOAH!**

**Kat Alvarez, Compliance and Risk Manager**  
**[kaalvarez@noahhelps.org](mailto:kaalvarez@noahhelps.org)**



***Neighborhood Outreach Access to Health***

Lunch



# Benefits



# NOAH Benefits

You can enroll in benefits on the first of the month following 30 days of employment at NOAH.

## Eligibility

- Full-time and Part-time employees working at least 16 hours per week

## Who

- Employee
- Spouse or Domestic Partner
- Dependent children, step-children, and domestic partners children
  - Medical, dental, and vision to age 26.
  - Children of any age who are incapable of self-support due to a physical or mental disability may potentially be covered.

## What

- 1<sup>st</sup> of the Month Following 30 Days of Employment: Medical, Dental, Vision, FSA, HSA, Pet Insurance, Identify Theft
- 1<sup>st</sup> of the Month Following 90 Days of Employment: Life, Disability, Worksite
- 403(b) Matching begins after 90 days of employment

# iNGAGE: Mobile Benefits App



With iNGAGED, you can take your Employee Benefits information on the go!

- View our company's benefit plans and resources, 24/7.
- Access policy information and group numbers.
- Quickly contact a benefits carrier.
- Keep up with important benefit plan announcements.
- Store images of your ID cards directly in the app.

Company Code: NOAH

Or, login online at

[www.ingagedbenefits.com](http://www.ingagedbenefits.com)



# NOAH Benefits

## Medical Plans

*Base PPO Plan*  
NOAH, BCBSAZ

*Buy-Up PPO Plan*  
NOAH/BCBSAZ

*High Deductible Health Plan*  
(HSA) NOAH/BCBSAZ

## Pharmacy Benefits

MedOne

## Dental Plans

*Delta Dental*  
Base Plan  
Buy-Up  
Enhanced

## Vision Plans

*VSP*

## Behavioral Health

BCBS of AZ

# Medical Benefits

	Base PPO	Buy-Up PPO	High Deductible Health Plan w/HSA
<b>Per Paycheck Premium</b>	Lowest	Highest	Middle, but NOAH contributes to HSA Account
<b>Deductible</b>	Highest (\$6,000/\$12,000)	Lowest (\$1,000/\$2,000)	Middle (\$3,300/\$6,400), but you can use your HSA funds to help pay
<b>Max Out-of-pocket</b>	\$6,450/\$12,900	\$5,000/\$10,000	\$6,450/\$12,900

# Medical Premiums

Coverage Level	Semi-Monthly (24 Pay Period Deductions)	Semi-Monthly (24 Pay Period Deductions)
	Full-Time Employee	Part-Time Employee
<b>AmeriBen - Base PPO Plan</b>		
Employee Only	\$30.79	\$79.96
Employee and Spouse/Domestic Partner	\$103.28	\$258.20
Employee and Child(ren)	\$89.57	\$223.93
Employee and Family	\$193.70	\$435.81
<b>AmeriBen - Buy-Up PPO Plan</b>		
Employee Only	\$94.30	\$235.75
Employee and Spouse/Domestic Partner	\$270.97	\$677.43
Employee and Child(ren)	\$206.91	\$517.26
Employee and Family	\$449.05	\$1010.36
<b>AmeriBen - High Deductible Health Plan</b>		
Employee Only	\$50.74	\$126.85
Employee and Spouse/Domestic Partner	\$149.12	\$372.79
Employee and Child(ren)	\$110.53	\$276.33
Employee and Family	\$271.65	\$611.21

NOAH HSA Contribution: Employee/Employee and Spouse = \$40 pp Semi-Monthly  
 Employee and Child(ren)/Employee and Family = \$80 Semi-Monthly

# Employee Telehealth Services

Teladoc allows employees to access medical care through a U.S. board-certified doctors by phone or video for non-urgent medical issues 24/7/365.



## Cost:

- AmeriBen Coordinated Care Plan PPO:
  - Medical & Behavioral Health: \$20 copay
- AmeriBen Standard Plan PPO:
  - Medical & Behavioral Health : \$20 copay
- AmeriBen HDHP PPO:
  - Medical: \$49
  - Behavioral Health: Initial \$200, \$95 for ongoing visit, Psychologist will cost \$85 per visit

## To get started:

- Teladoc: 800-835-2362 or visit [www.teladoc.com](http://www.teladoc.com).
- Download Teladoc's mobile app



# Dental Benefits

	Base PPO	Buy-Up PPO	Enhanced PPO
<b>Deductible</b>	\$50/\$150	\$50/\$150	\$50/\$150
<b>Annual Maximum</b>	\$1,500	\$2,000	\$4,000
<b>Basic Services</b>	20%	20%	0%
<b>Major Services</b>	50%	50%	20%
<b>Ortho</b>	N/A	50% up to \$2,500	N/A

# Vision Benefits

## Plan Highlights

## VSP Vision PPO

	In-Network VSP Network	Out-of-Network
Exam – Every 12 months	\$10	Reimbursed up to \$45
Materials Copay	\$30	N/A
Lenses – Every 12 months		
Single	Covered in full after \$30 copay	Reimbursed up to \$30
Lined Bifocal	Covered in full after \$30 copay	Reimbursed up to \$50
Lined Trifocal	Covered in full after \$30 copay	Reimbursed up to \$65
Frames – Every 12 months		
Frames	\$150 frame allowance. If frames exceed \$150, an additional 20% of the excess amount will be covered. Extra \$20 frame allowance on featured brands.	Reimbursed up to \$70
Additional Pairs of Glasses	20% off unlimited additional pairs of prescription glasses and/or nonprescription sunglasses	N/A
Contacts – Every 12 months, in lieu of lenses & frames		
Medically Necessary	Covered in full after copay	Reimbursed up to \$105
Elective	Covered in full, up to contact lens allowance	Reimbursed up to \$210
VSP Laser VisionCare Program Discounted access for laser vision correction services	Average savings of 15-20% off retail price or 5% off promotional price	

The above information is a summary only. Please refer to your Evidence of Coverage for complete details of Plan benefits, limitations, and exclusions.

# Voluntary Coverage Options

Voluntary benefits are optional and 100% employee paid.



unum®



## Accident

- Pays cash to help offset the expenses associated with accidents or injuries:
  - Deductible/Copays.
  - Ambulance.
  - Surgery.
  - And much more!
- One rate based on your enrollment tier (employee, spouse, and/or child/ren)



unum®



## Critical Illness

- Pays a lump-sum \$10,000, \$20,000 or \$30,000 benefit directly to you upon diagnosis.
- Helps pay for out-of-pocket medical expenses associated with a serious illness (e.g. heart attack, stroke, coma, kidney failure, etc.).
- Guarantee issue amount is \$20,000, which means no health questions required.



unum®



## Hospital

- Pays you a fixed benefit for every day you are in the hospital up to a max.
- A cash benefit when you need it.
- Affordable group rates based on your age and if you want to cover a spouse/domestic partner and/or child(ren).

# Basic Term Life and AD&D



**100%**  
Employer Paid

**1x salary up to  
\$200,000**

**Update Your Beneficiaries!**

Underwritten by:



**IRS Regulation:** Employees can receive employer paid life insurance up to \$50,000 on a tax-free basis and do not have to report the payment as income. However, an amount in excess of \$50,000 will trigger taxable income for the “economic value” of the coverage provided to you.

# Disability Coverage

## Short Term Disability

- 100% Employer Paid
- 60% of pay up to \$2500 per week
- 14 day waiting period
- Eligible on the first of the month following 90<sup>th</sup> day of employment

## Long Term Disability

- 100% Employer Paid
- 60% of pay up to \$2500 per week
- 180 day waiting period
- Eligible on the first of the month following 90<sup>th</sup> day of employment

# Employee Assistance Program

**Connect with your Employee Assistance Program.**  
24/7. Confidential. No cost to you.

## **Call**

866-248-4096

**Visit [Liveandworkwell.com](https://www.liveandworkwell.com)**

Enter company access code: NOAH

- ▶ **Relationship problems**
- ▶ **Workplace conflicts**
- ▶ **Parenting and family issues**
- ▶ **Stress, anxiety and depression**
- ▶ **Elder care support**
- ▶ **Legal and financial concerns**



## Begin your journey now

Log on to: [empowermyretirement.com](https://empowermyretirement.com)

For first-time access:

- Log on and select *Register*.
- Choose the *I do not have a PIN* tab.
- Follow the prompts to create your username and password.



# NOAH Perks

1. To get started, visit [EmployeeNetwork.com](https://EmployeeNetwork.com).
2. Click “Login/Register” in the top right corner.
3. Begin creating an account with your information.
4. **Where asked, our NOAH Company code is: NOAH AZ** (case sensitive).
5. Employees will get a personalized membership card after creating a login.



1. To get started, visit [NOAH.benefithub.com](https://NOAH.benefithub.com).
2. Use referral code: **JDTEJL**
3. Complete registration
4. Start saving!



# Human Resources



# Dress, Grooming and Hygiene

- Employees will be provided a specific number of scrubs or NOAH polos depending on role.
- Employees may borrow surplus scrubs from clinic locations in accordance with the Uniform Loan Agreement.
- Administrative staff in clinics:
  - Top: scrub top or NOAH polo
  - Bottom: scrub bottoms or solid black, khaki or white professional pants

## INFECTION CONTROL

- All staff visiting clinics are required to wear business casual and closed toed shoes.
- Crocs with NO HOLES are acceptable.
- No fake nails allowed in clinic setting



# Telecommuting

- For certain and approved positions, NOAH may provide the option of telecommuting.
- Your at-home work environment should be private and free of distractions.
- Deliverables at-home, are the same as in office.
- You will be asked to sign a Telecommuting agreement. The agreement can be terminated at any time for various reasons.



# Paid Holidays

- New Year's Day
- Juneteenth Day
- Caesar Chavez Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving (Thu & Fri)
- Christmas
- **8 Hours Floating Holiday** (Auto-Dropped in after NEO)
  - Available for immediate use

# Performance Reviews

- Annually, every Summer
- Self-Review
- Leader Review
- Merit increase allocated based on performance



# Escalating Concerns



**NOAH**  
Neighborhood Outreach Access to Health

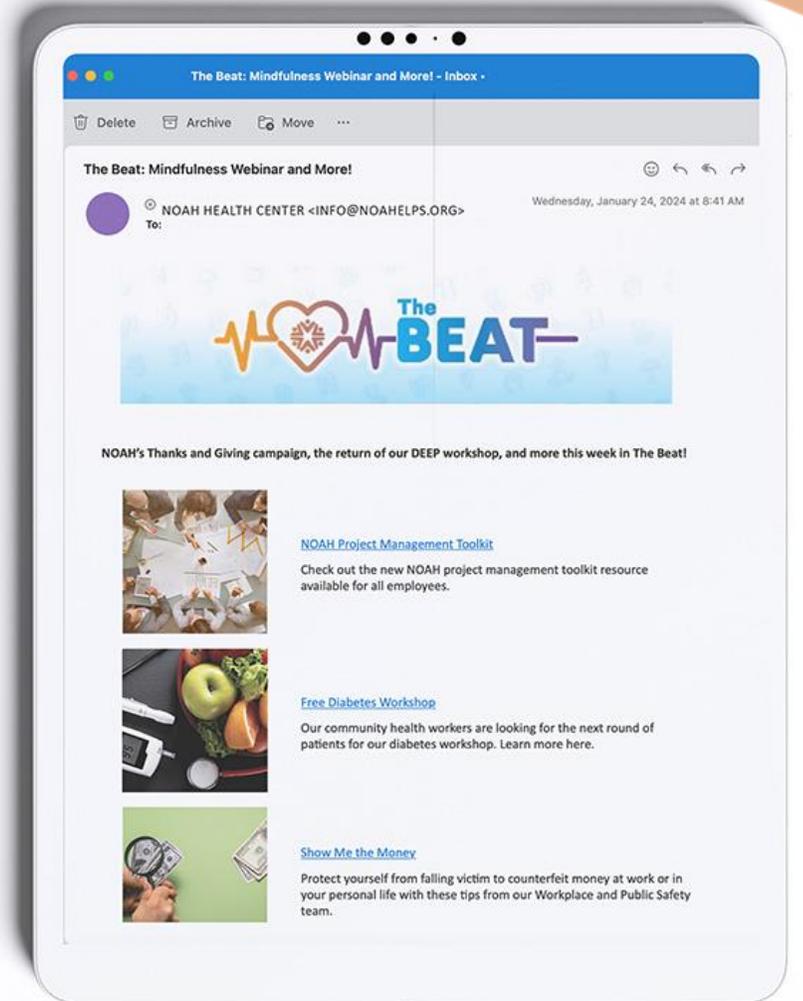
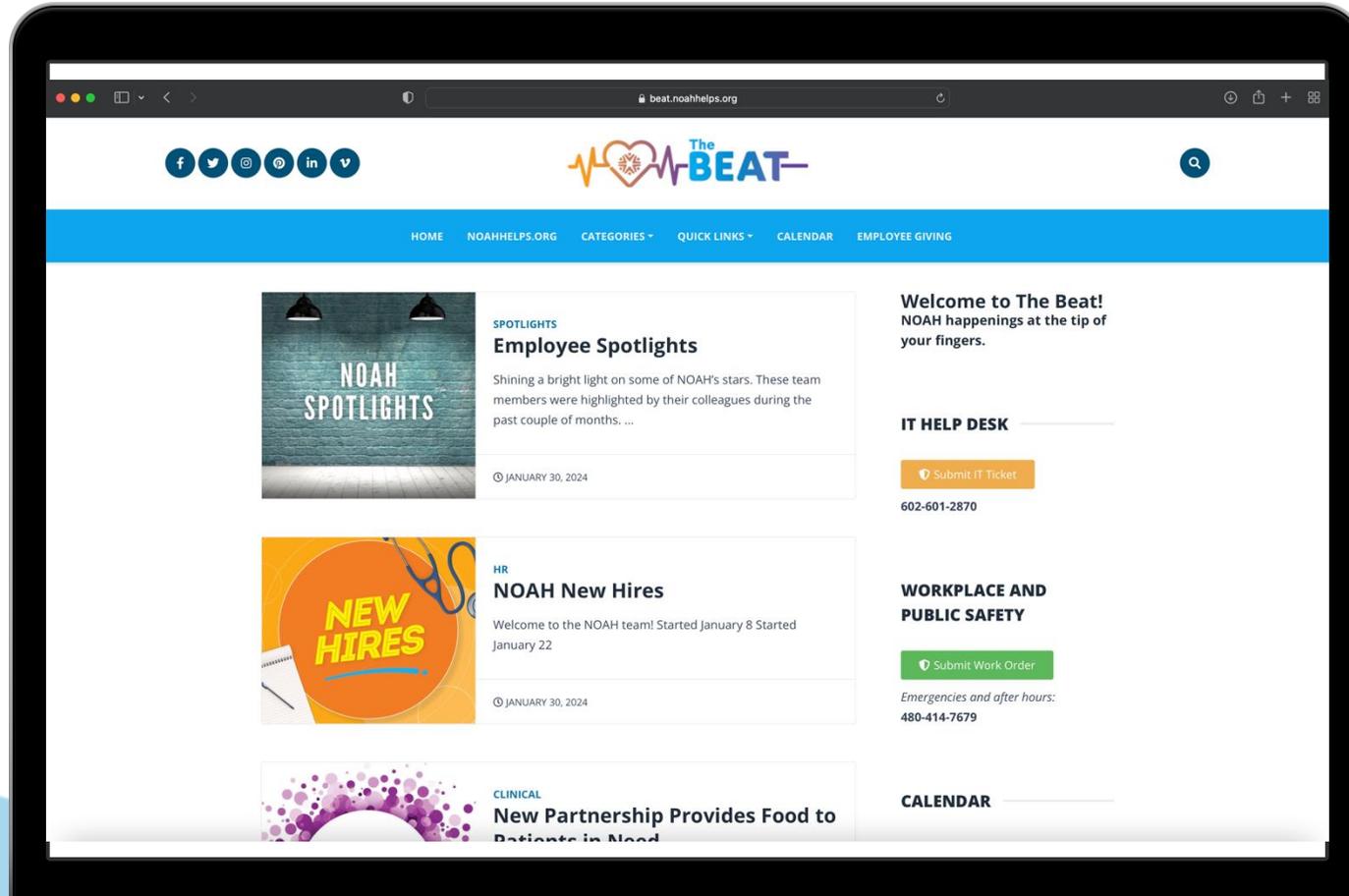
**REPORT POTENTIAL COMPLIANCE VIOLATIONS -OR- SUSPECTED MISCONDUCT**

To report by telephone  
☎ **1-888-MYCOMPLY (888-692-6675)**

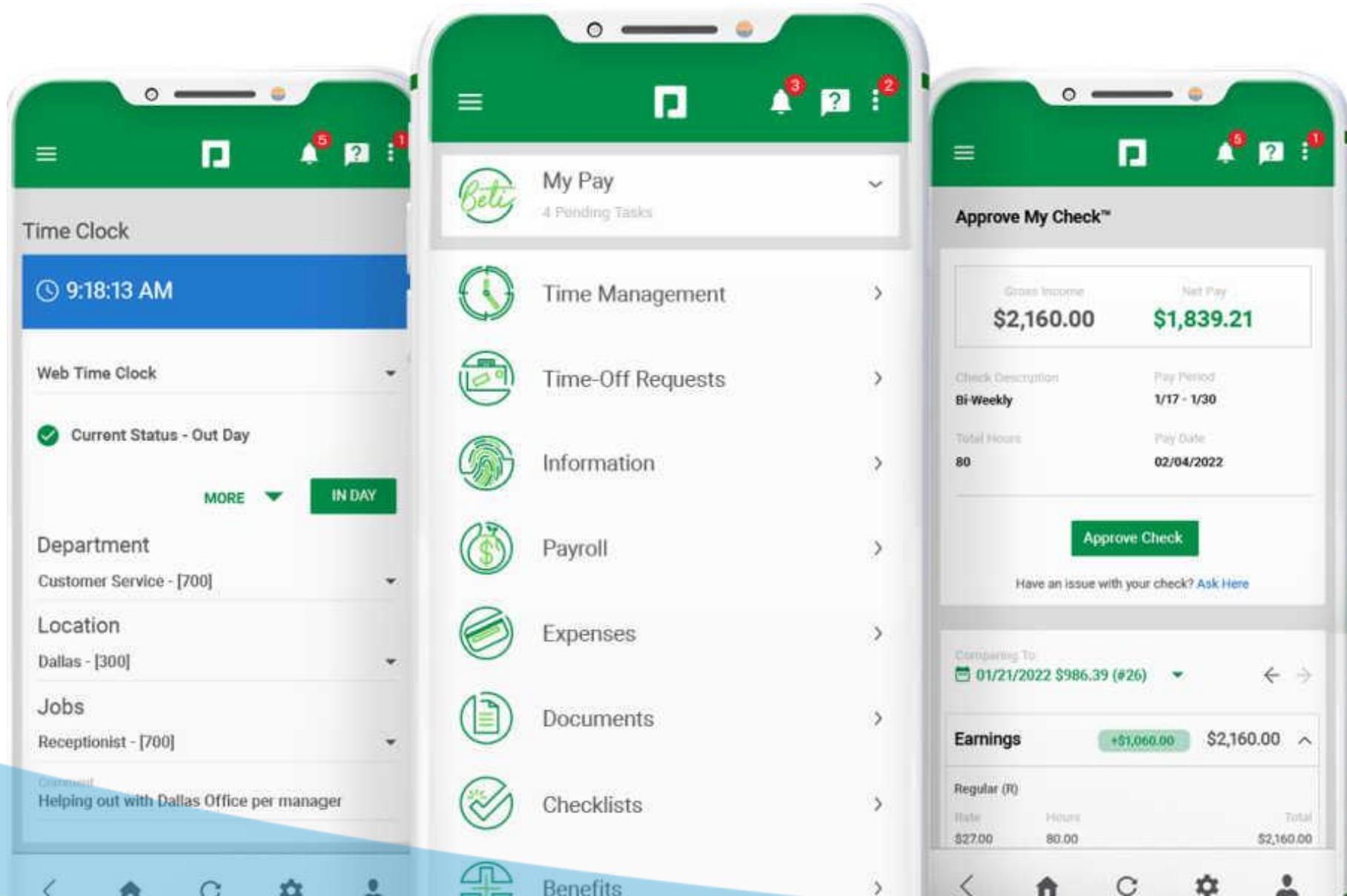
or go to  
🖱 [noahhelps.org/employee-compliance](https://noahhelps.org/employee-compliance).

- **We aspire to being an environment of trust.**
- You should never be intimidated from highlighting an issue, suggestion, or bringing a compliance or other concern to the forefront.
- **We encourage you to speak with your supervisor first.**
- If you are not comfortable with these options, you can report the issue to your supervisor's direct leader.
- Compliance line: (888) 692-6675

# NOAH BEAT



# Download Paycom



# Payroll



# 2x2 Things to Remember

## Where to find this info later

- The Beat Quick Links
- Paycom Show Me How

## How you get paid for today

- Punch Change Request
- Verify Your Bank Details



HR  
**Juneteenth Holiday Pay**

We will be closed on Wednesday, June 19, in observance of Juneteenth. This is a PAID holiday for NOAH employees. Full-time 1.0 FTE ...

© JUNE 5, 2024



NEWS, WORKPLACE AND PUBLIC SAFETY  
**NOAH's Heat Relief Program Update**

During the month of May, NOAH made a significant

- 2024-2026 Strategic Plan
- Benefits Guide
- Employee Giving
- Employee Mileage Form
- Employee Reimbursement Form
- New Employee Resources
- NOAH Policy Library
- Patient Experience Dashboard
- Project Management

Welcome to The Beat!  
happenings at the tip of  
fingers.

**HELP DESK**

Submit IT Ticket

1-2870

**WORKPLACE AND  
PUBLIC SAFETY**





Read the full article [here](#)



[NOAHHELPS.ORG](#)

[ARTICLE CATEGORIES](#) ▾

[CALENDAR](#)

[QUICK LINKS](#) ▾

[SUBMISSIONS](#) ▾

# Your Paycheck is Your Responsibility

[Home](#) > [Finance](#) > [Your Paycheck is Your Responsibility](#)

Every NOAH employee is responsible for ensuring the accuracy of their timecard. Failure to approve timecards often leads to payroll corrections. These corrections are not an efficient use of our resources and will no longer be permitted mid-cycle. Review the information below to understand your opportunity to verify the accuracy of your time and pay prior to payroll processing.

## Timecard Approvals

### Employee Approval

Every employee should review, verify, and approve their timecard at the end of each pay period.

### Manager Approval

Managers are also required to approve employee timecards for their direct reports at the end of each pay period.

**Approvals must be posted prior to 10am on Monday of the payroll week.** This process ensures employees, and their supervisors are in agreement of hours worked as well as any allocation of paid time off (PTO), paid sick time (PST), etc.

## Paycheck Approval

Once timecards have been approved, every employee has a second opportunity to verify and approve their hours by reviewing their paycheck.

If during either approval process an employee sees an error or has questions, they should discuss with their supervisor immediately to avoid any delay in payroll processing. Going forward, if timecards are not approved or approved with errors, any adjustments will be made the following pay period.

## Questions

Thank you for your cooperation to ensure efficient and accurate payroll processing. If you have questions about how to approve your timecard or your paycheck, check out the tutorial links below or reach out to your supervisor.

Welcome, Deanna Schantel (dschantel)

### Employees



Add New Employee

---

Make Employee Changes

▼

### Talent Acquisition



Applicant Tracking

---

*Candidate Tracker*

▼

### Human Resources



Documents and Checklists

---

E-Verify

▼

### Reports



Report Center

---

Analytics

▼

### Payroll



Process Payroll

---

Manual Corrections

▼

### Time Management



Time and Attendance

---

Timecard

▼

### Talent Management



Paycom Learning

---

*Performance Discussion Forms*

▼

### User Options



User Options

---

Notification Center

▼

- User Options >
- Notification Center >
- Help

### Notification Center Menu

Set up Messages

- Date Field Notifications
- Set Up Notification Schedules
- Set Up Email Templates
- News Ticker
- Set Up SMS Campaigns

Manage Messages

- Notification Dashboard
- Secure Uploader (0)

Home / Help

### Keyword Search

- 
- Show Me How: to Approve My Timecard (Video)
  - Show Me How: to Approve My Timecard (Video)
  - SMH: to Approve My Timecard on Desktop
  - Show Me How: to Add a Piece Rate to a Timecard
  - Approve My Timecard With Everyday
  - Add a Piece Rate to a Timecard
  - Approve My Timecard (Desktop)
  - (Spanish) Approve My Timecard (Desktop)

### Paycom Product Updates

Client-driven development is an ongoing Paycom priority. Use the following links for details on our most recent updates.

[Current Product Update](#)

[Previous Product Updates](#)

### Paycom Webinar Schedule

Get the most from your Paycom system with new user and advanced training webinars on a variety of topics.

[Webinar Calendar](#)

### Show Me How

Affordable Care Act

Applicant Tracking

Ask Here

Benefits Administration

Beti

Clue

Documents and Checklists

E-Verify

Employee Management

Employee Self-Service

Garnishments

### Contact Your Paycom Specialist



**CINDY RAMOS**

Secure Uploader (0)



Monday - Friday  
8 a.m. to 5 p.m. CDT

Toll Free Number 800-580-4505

Phone Number 405-722-6900

Fax Number 405-722-2312

To use [Paycom Screen Share](#), please make sure you are on a call with a Paycom specialist.

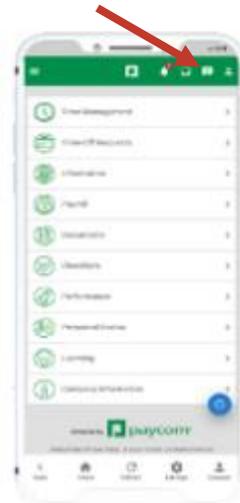
# Show Me How

to Submit an Ask Here Conversation

## ASK HERE

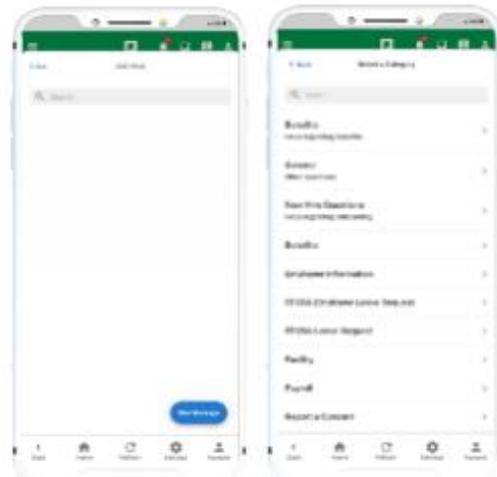
### STEP 1

Log in to the Paycom app and tap the question mark icon.



### STEP 2

Click "New Message" to open an inquiry. Select the appropriate category for your question and answer the questions on the prompt. When you are finished, submit your conversation.



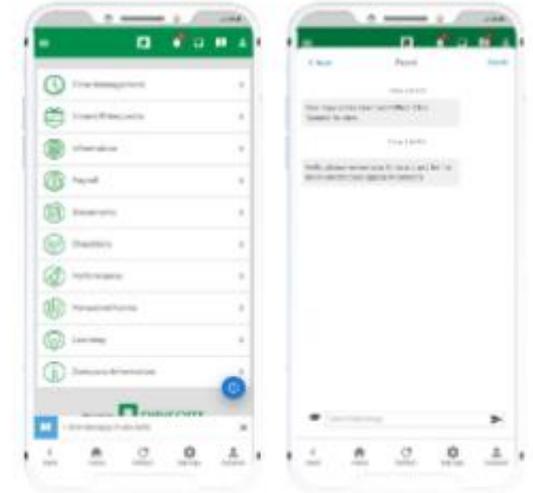
# Show Me How

to Submit an Ask Here Conversation

## ASK HERE

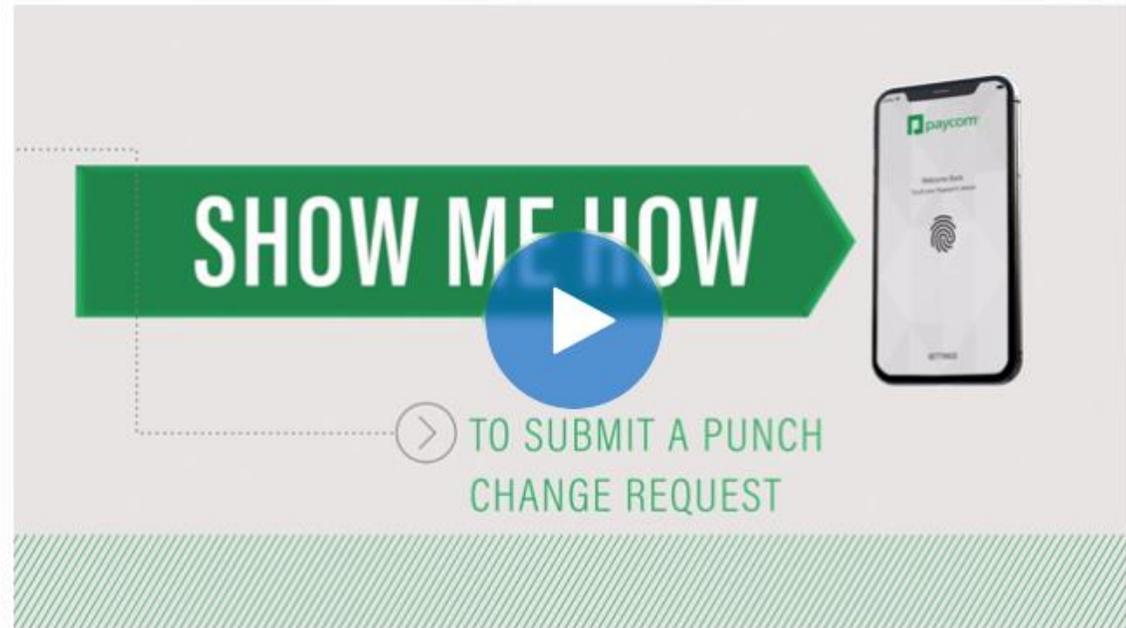
### STEP 3

A notification and banner message appear when a response is ready for review. Click the banner to view the response and reply, if needed.



Hourly  
Employees  
ONLY

## Show Me How to Submit a Punch Change Request



<https://videos.paycom.com/watch/HhWZLdTA5Y3ERb8TKps9ux>

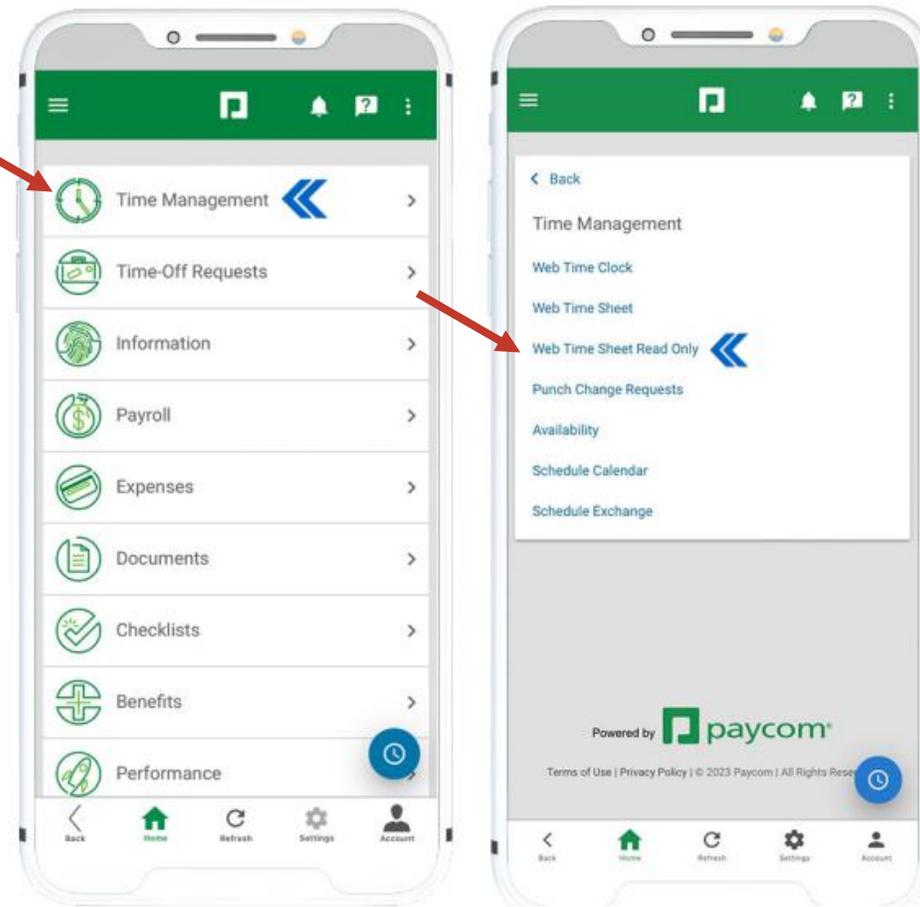
# Show Me How

to Request a Punch Change

## TIME AND ATTENDANCE

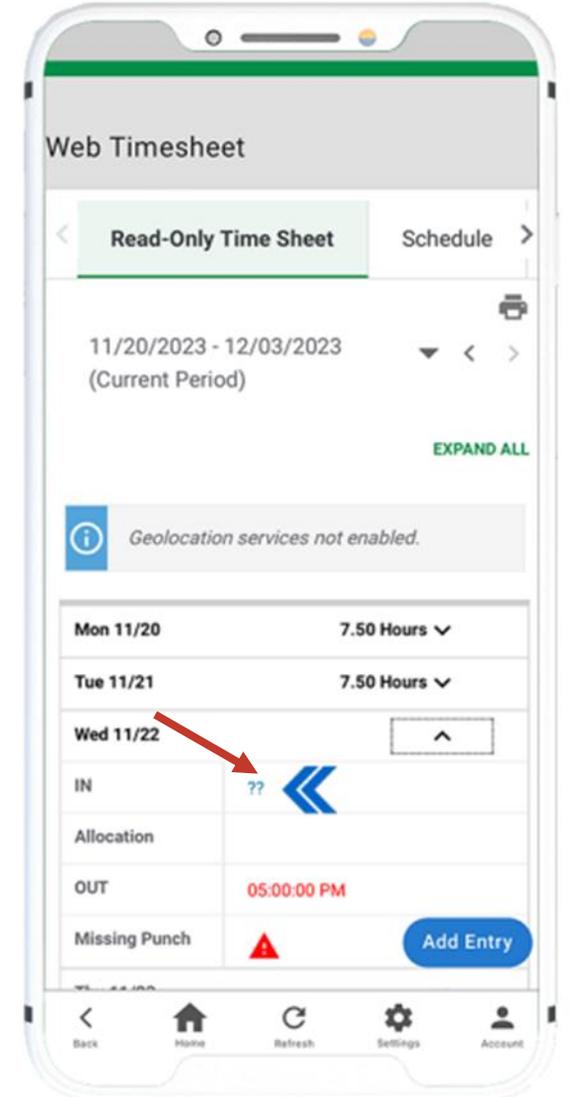
### STEP 1

Navigate to Time Management > Web Time Sheet Read Only.



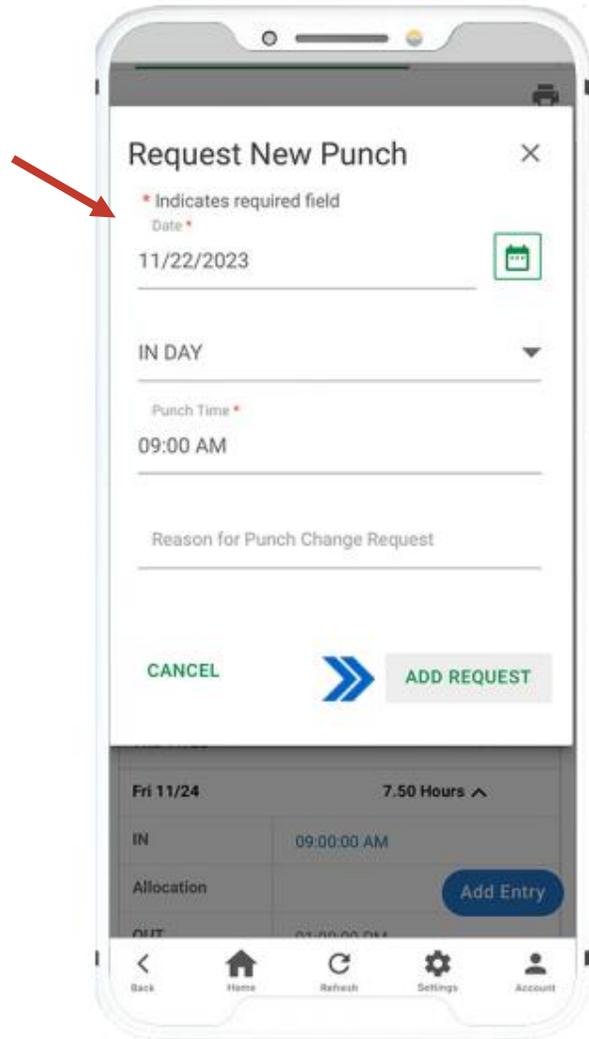
### STEP 2

Any missing punches are indicated with two question marks (??) and an exclamation point (!) within a triangle. To correct a missed punch, tap '??'.



## STEP 3

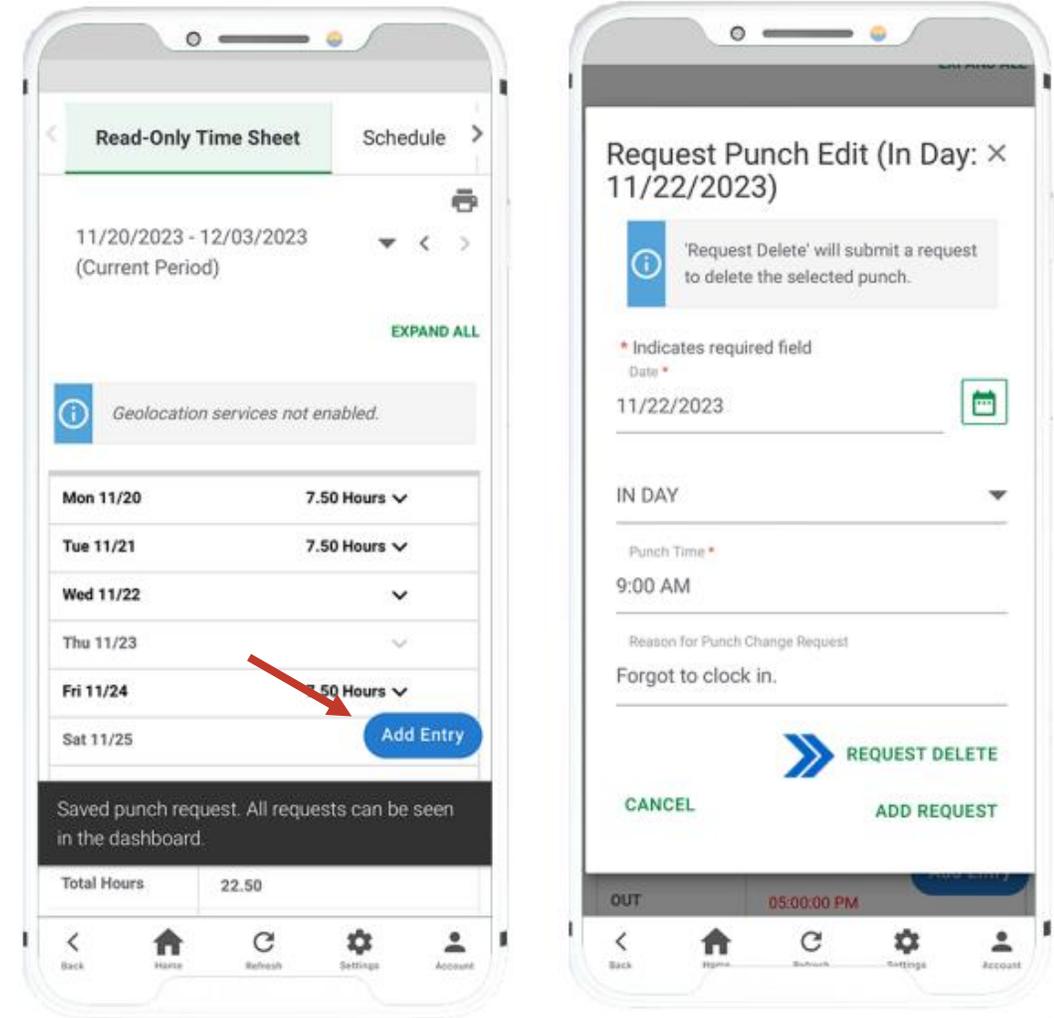
On the Request New Punch pop-up window, enter the date and time of your missed punch. If necessary, enter a reason for your request. Then, tap 'Add Request'.



## STEP 4

A confirmation message confirms the request.

Tap the requested punch again to remove. On the pop-up window, tap 'Request Delete' to cancel the request.



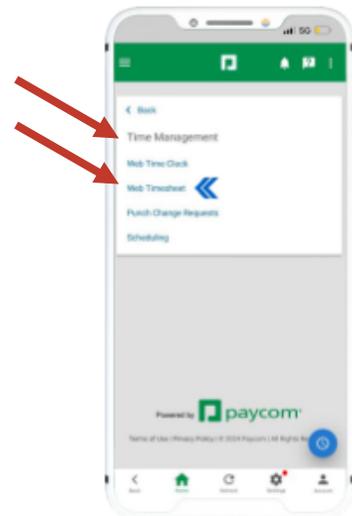
# Show Me How

to Add Punches With Web Timesheet

## TIME AND ATTENDANCE

### STEP 1

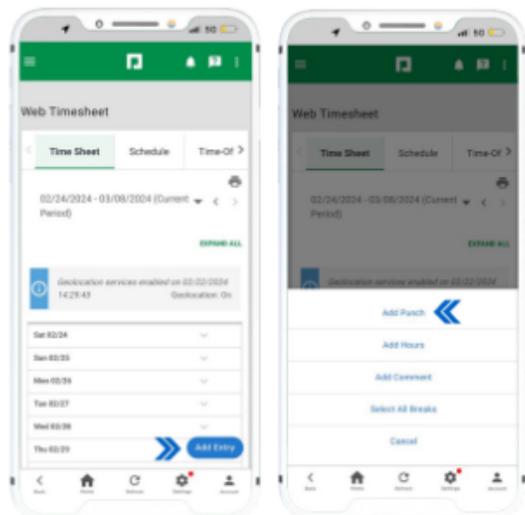
In Employee Self-Service®, navigate to Time Management > Web Timesheet.



### STEP 2

To add a punch, tap "Add Entry" then "Add Punch."

Depending on your employer's preferences, you may see different options on your Web Timesheet.



# Show Me How

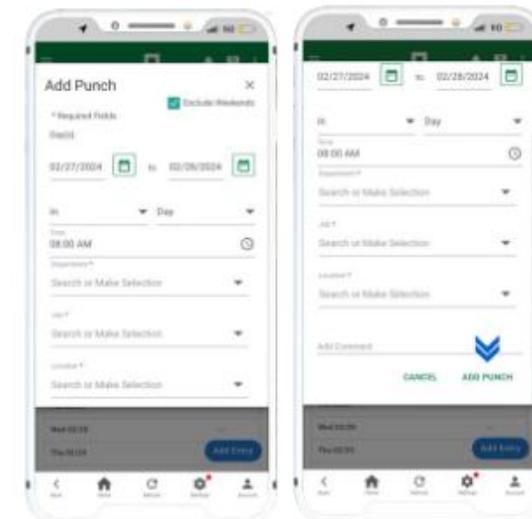
to Add Punches With Web Timesheet

## TIME AND ATTENDANCE

### STEP 3

Enter punch details such as the date, punch type and time. Then, scroll down and tap "Add Punch."

*If you need to update your allocation, such as the Department, Location or Job, you can make the change in the drop-down menus.*



## SALARY EMPLOYEES DO NOT PUNCH IN!

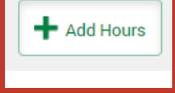
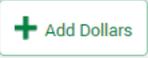
- Salary timecards do not show any hours except for time off
- Punches delete the salary and only pays the punch time
- Salary employees use an extra shift code under **Add Hours**

# How to Add Hours for Provider Extra Shifts

Pay-Period Summary | Calc Detail | Audit Detail | Accrual Information

*Legend*

### Actions

Day(s)  To   Exclude Weekends

Department

Location

Extra Shift

Comment

Tax Profile

Pay Code

New Hours

Date	Allocation (tax)	OUT	IN	Allocation (tax)	OUT	Hours	Total Hours	Dollars			
SUN (06/16)											
MON (06/17)											
TUE (06/18)											
WED (06/19)	[10]-Mi...					8.00	8.00				
THU (06/20)											
FRI (06/21)											
SAT (06/22)											
Weekly Totals						8.00		\$0.00			

# Show Me How

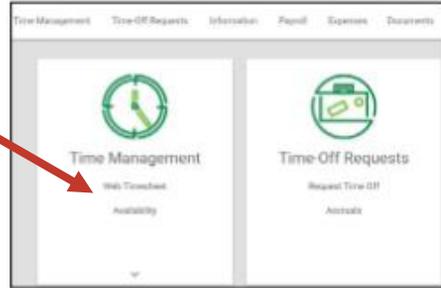
## to Add Punches with Web Timesheet

### TIME AND ATTENDANCE

#### STEP 1

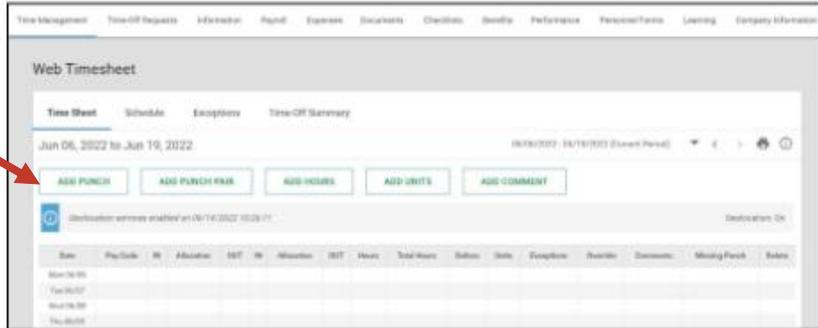
From the Time Management tile, click "Web Timesheet."

*Skip to Step 5 to add a punch pair to a timecard.*



#### STEP 2

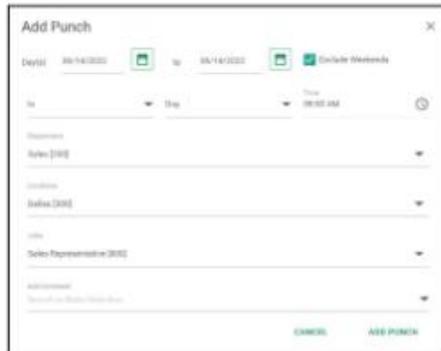
Click "Add Punch."



#### STEP 3

From the pop-up window, input your punch information. Then, click "Add Punch."

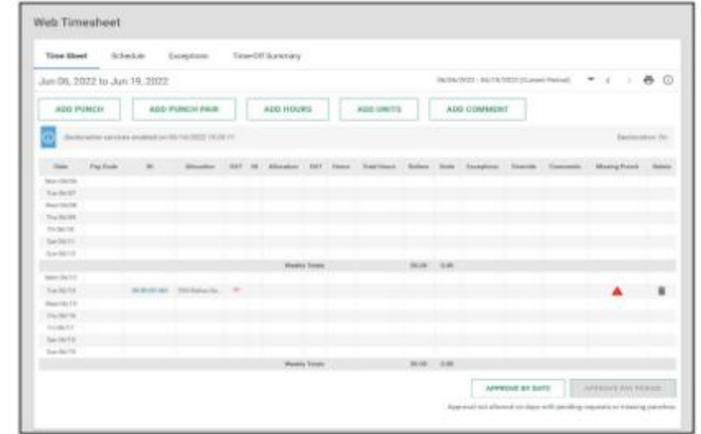
*If you need to allocate your time, make the appropriate selection(s) from the drop-down menus.*



#### STEP 4

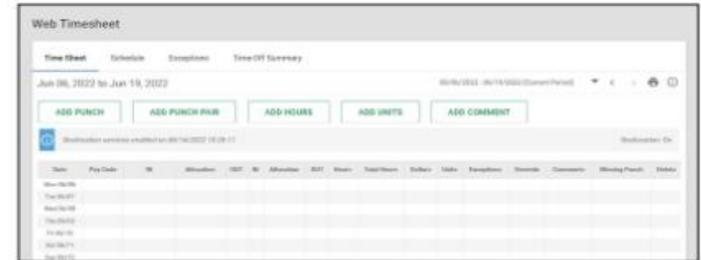
Review your timecard to verify the punch was entered correctly.

*Missing punches appear as red "??" symbols. You will be unable to approve by day with pending or missing punches.*



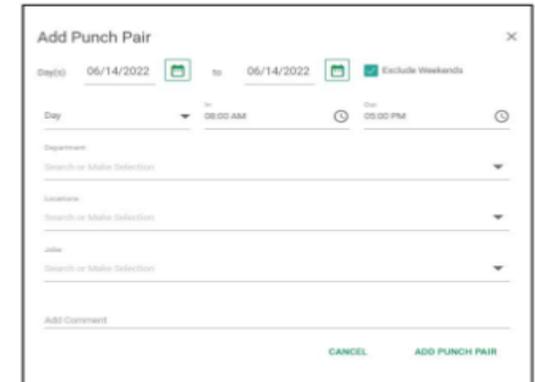
#### STEP 5

You may also add an in punch and an out punch simultaneously by clicking "Add Punch Pair."



#### STEP 6

From the pop-up window, input your punch information. Then, click "Add Punch Pair."



# Show Me How

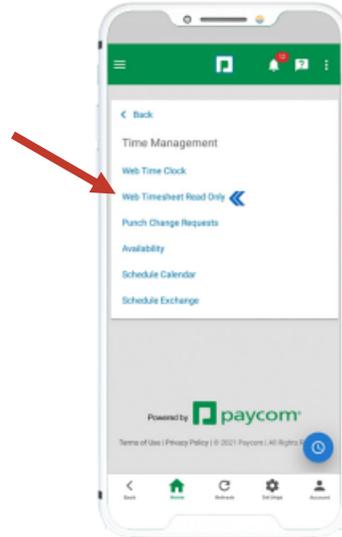
## to Approve My Timecard

### TIME AND ATTENDANCE

#### STEP 1

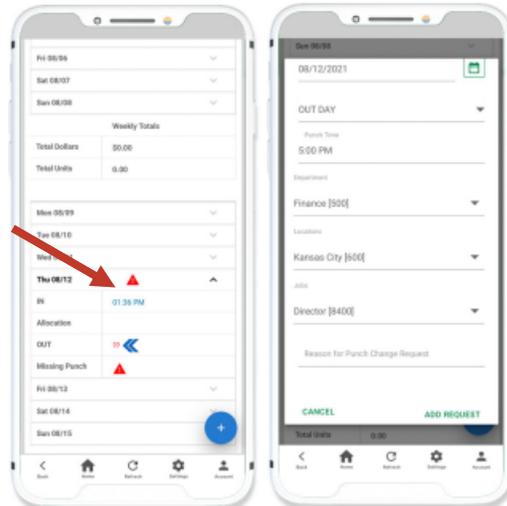
In Employee Self-Service®, navigate to Time Management > Web Timesheet Read Only.

*Paycom is continuing to refine our system to reflect your preferred language. The screens provided in this resource are in English while our system is updated to reflect each language's nuances.*



#### STEP 2

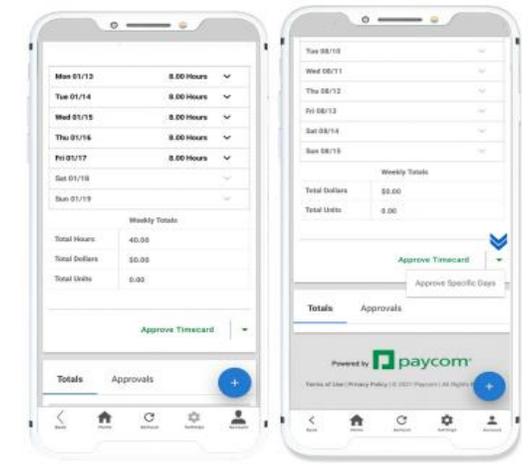
Any missing punches display with two question marks. Tap '??' and enter the missing punch.



#### STEP 3

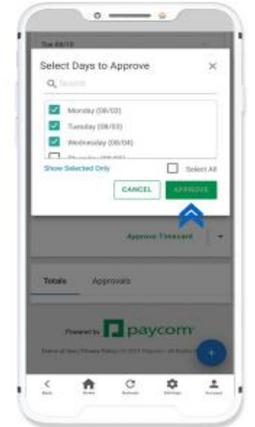
Once there are no missing punches, tap 'Approve Timecard' to approve the entire timecard or tap 'Approve Specific Days' from the drop-down menu to approve only certain days.

*Your manager must approve your punch change requests before you can approve your timecard.*



#### STEP 4

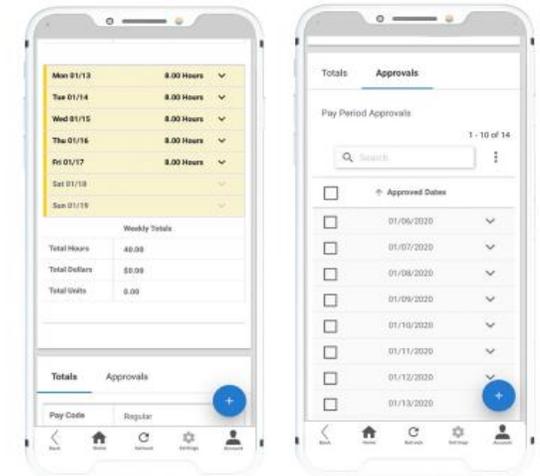
If approving individual days, check the box next to each desired day and tap 'Approve'.



#### STEP 5

Approved days appear in yellow on the timecard.

An overview of approvals appears under the Approvals tab at the bottom of the screen.





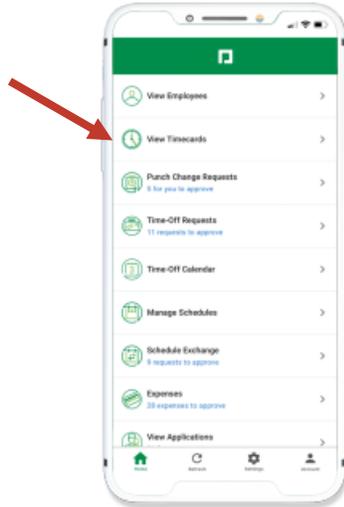
# Show Me How

## to Review and Approve Timecards Managers

### TIME AND ATTENDANCE

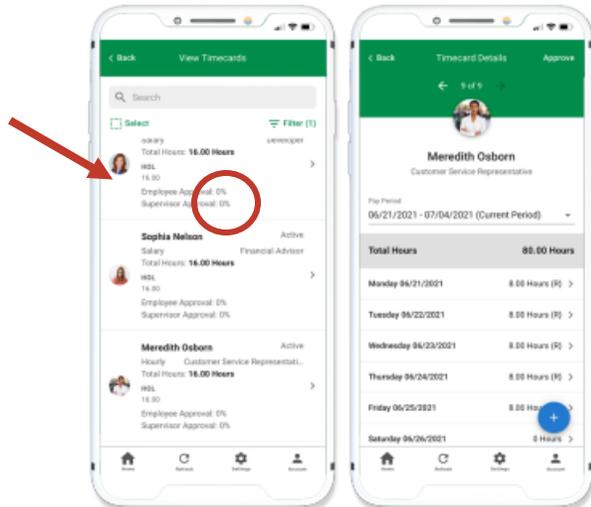
#### STEP 1

From Manager on-the-Go® in the Paycom app, tap "View Timecards."



#### STEP 2

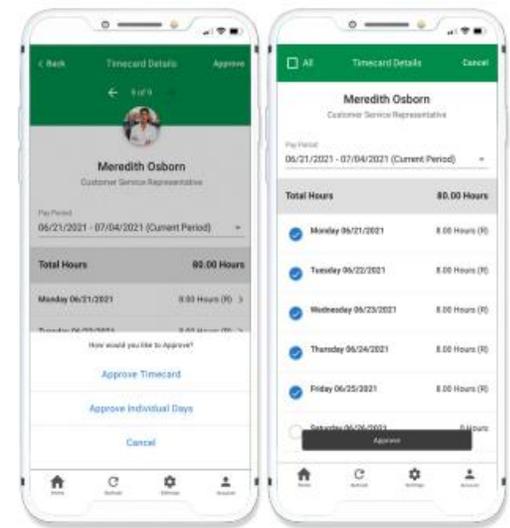
Tap an employee's timecard and review to ensure accuracy of the hours worked. Then, tap "Approve."



#### STEP 3

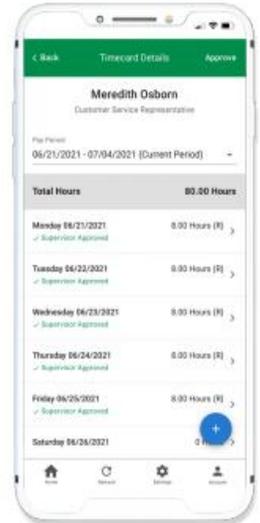
Tap "Approve Timecard" to approve the entire pay period. Tap "Approve Individual Days" to approve day by day, then tap "Approve" for each day.

*You may need to acknowledge the approval by tapping "OK" based on your company's requirements.*



#### STEP 4

A confirmation message confirms the approval.



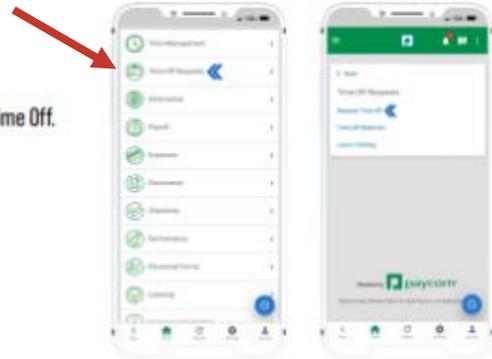
# Show Me How

to Request Time Off

## TIME-OFF REQUESTS

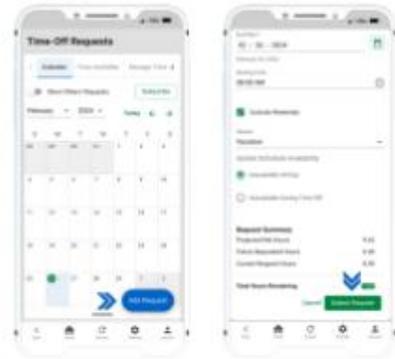
### STEP 1

Log in to the Paycom app and navigate to Time-Off Requests > Request Time Off.



### STEP 2

Tap "Add Request" to enter the details of your request. Ensure you select the correct request type (vacation, sick, etc.). After all details are entered, tap "Submit Request."



## Requesting Time Off

- Discuss process with your Supervisor before entering in Paycom
- Supervisors don't get notified from Paycom
- PTO - paid time off accrues based on position
- PST - paid sick time accrues up to 40 hours per year, available to use after 90 days
- FHL –1 floating holiday per year available immediately
- Company Holidays are automatically entered at 8 hours



## HELPFUL TIPS

Review accrued paid time off by navigating to Time-Off Requests > Request Time Off > Time Available or by navigating to Time-Off Requests > Time-Off Balances.

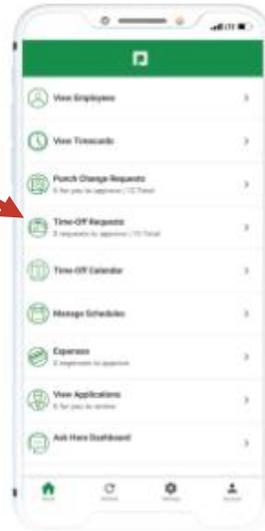
# Show Me How

to Approve Time-Off Requests with Manager on-the-Go<sup>®</sup>

## TIME-OFF REQUESTS

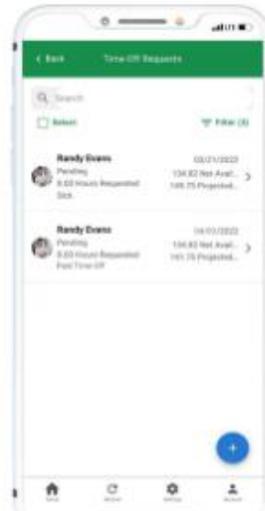
### STEP 1

Log in to Manager on-the Go and navigate to Time-Off Requests.



### STEP 2

A list of outstanding requests appears. Tap on a request to review further details.



# Show Me How

to Approve Time-Off Requests with Manager on-the-Go<sup>®</sup>

## TIME-OFF REQUESTS

### STEP 3

Tap "Approve" when finished.



### STEP 4

A confirmation message appears at the bottom of the screen.

*Tapping "Deny" removes the request and a notification is sent to the requestor and their manager.*



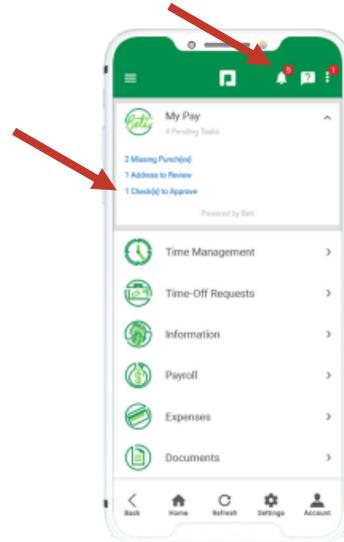
# Show Me How

## to Approve My Check®

BETI®

### STEP 1

Log in to the Paycom app and expand the My Pay tile. Tap "1 Check(s) to Approve."

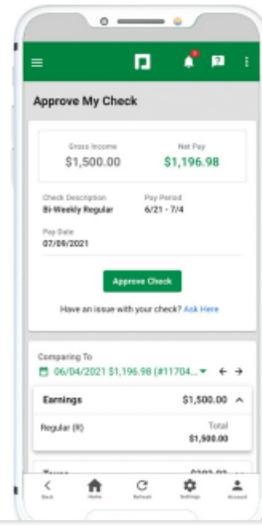


### STEP 2

Review the details of your net pay. For specific check details, click the arrow next to the section you want to review.

For any questions or issues with your check, use the "Ask Here" hyperlink to submit an Ask Here conversation or contact your HR department.

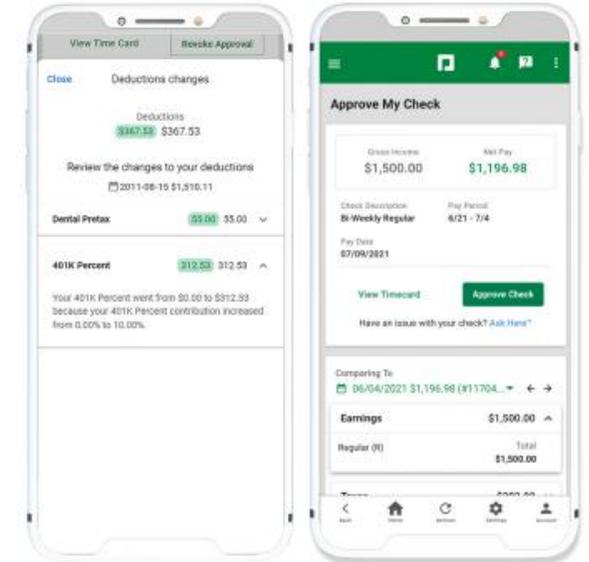
Your first paycheck will not show any "Comparing To" data since this is your first time to use Approve My Check®. Future paychecks will include this data.



BETI®

### STEP 3

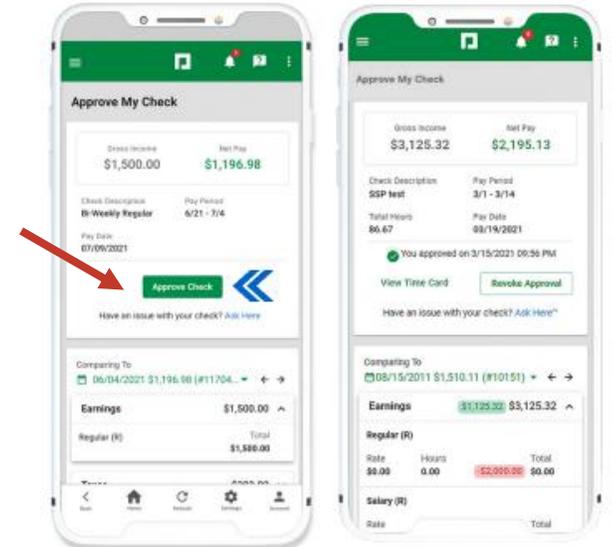
Review the Earnings, Taxes and Deductions totals and specific details regarding any changes. If you need to review your hours, tap "View Timecard" or contact your HR department.



### STEP 4

When you're ready to approve, click "Approve Check."

A message confirms the check approval.



## EMPLOYEES

Visit the Help Menu for the most up-to-date version of this guide.

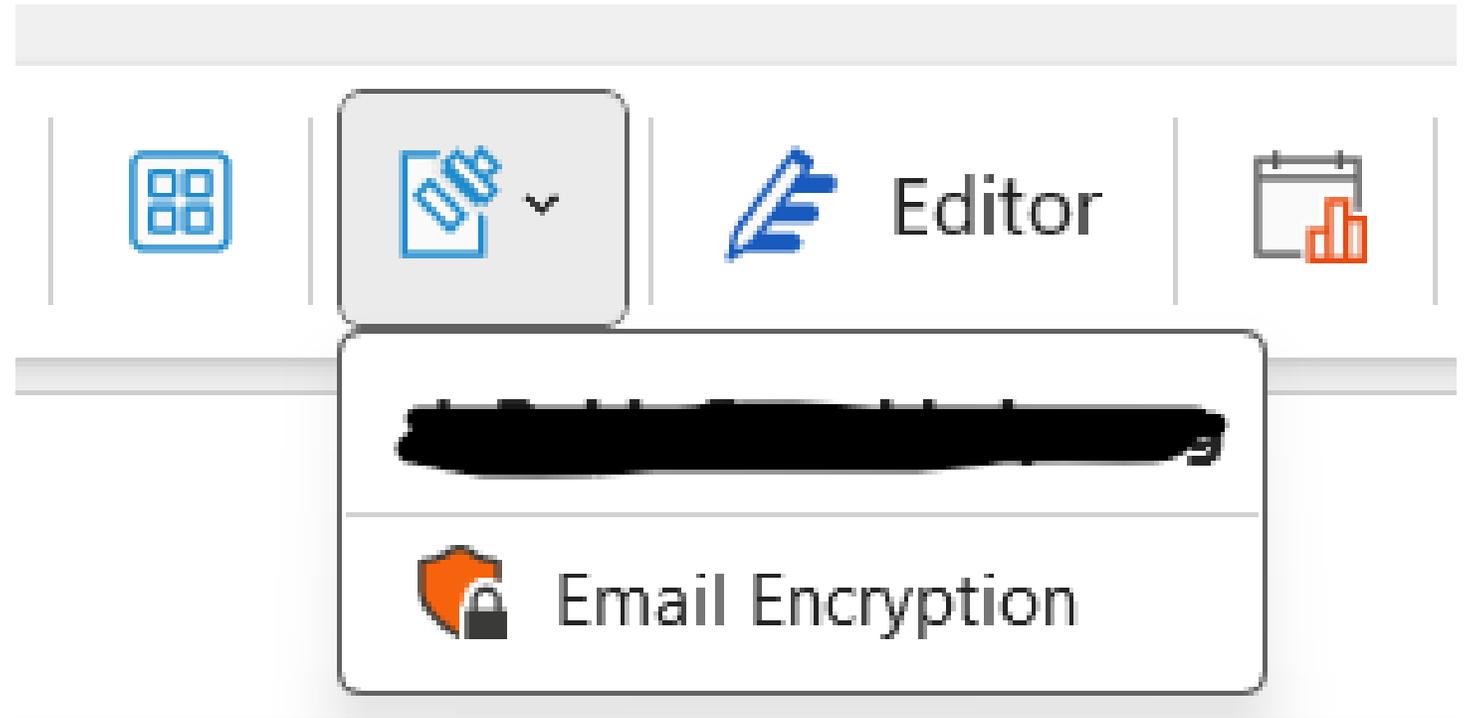
# Information Technology

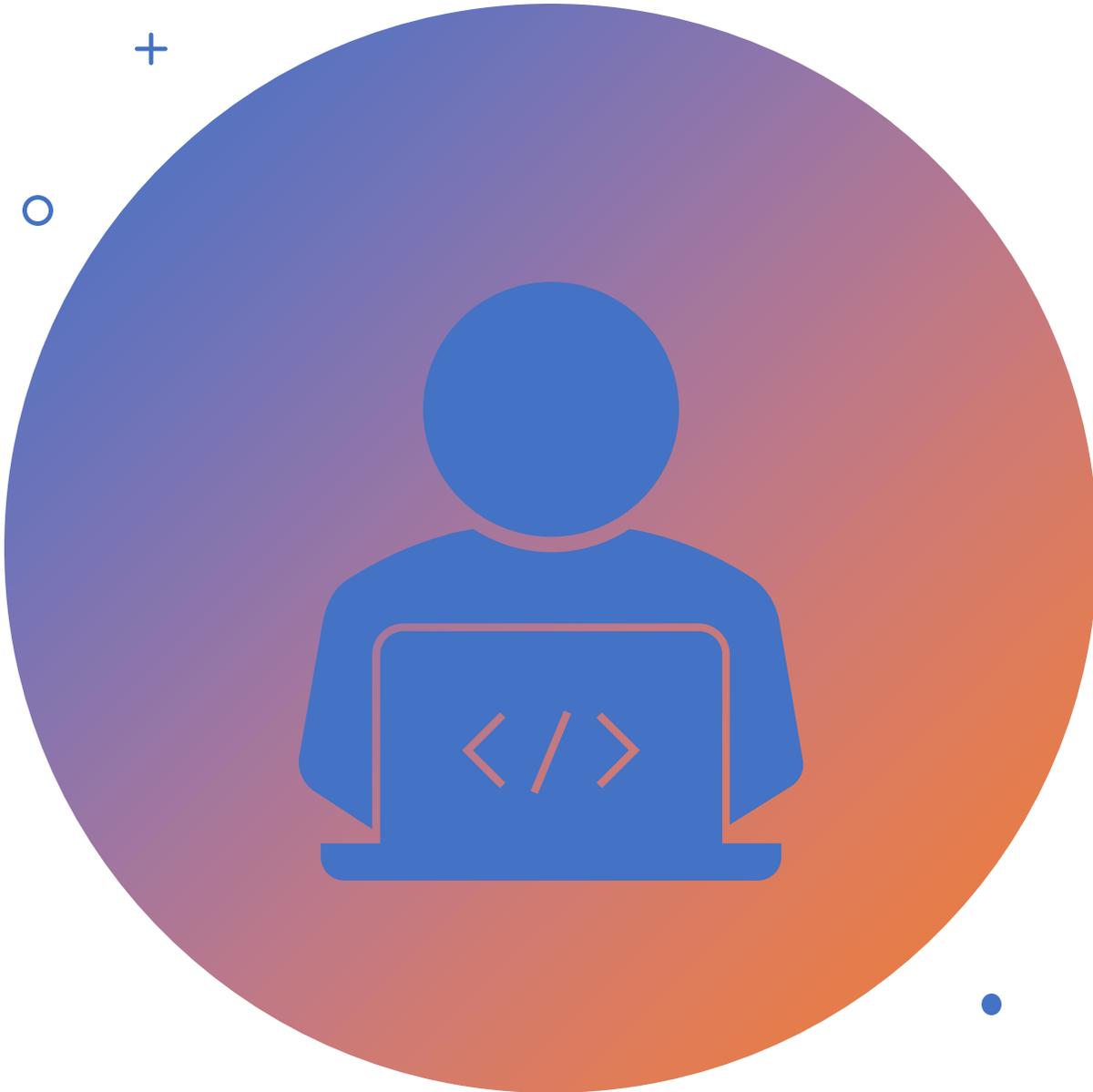


# How to Encrypt email

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- To encrypt an email click the sensitivity icon shown to the right. it's located in the top right corner of a new email when drafting a email inside of the outlook app.





# Understanding Phishing Attempts

Definition: Phishing is a cyberthreat where scammers trick individuals into revealing sensitive information, such as passwords and personally identifiable information.

## Types of Phishing:

1. **Email Phishing:** Attackers use phony hyperlinks to lure email recipients into sharing their personal information.
2. **Smishing:** Involves sending text messages disguised as trustworthy communications from businesses.

MW Maya Wooden

**MW** Maya Wooden  
Marketing And Communications S...  
Marketing

Call [dropdown] [envelope] [speech bubble] [more]

**Regi  
this**

**Away** • Free at 3:00 PM  
Work hours: 8:00 AM - 5:00 PM

8:16 AM - Same time zone as you

Contact >

[envelope] [mwooden@noahhelps.org](mailto:mwooden@noahhelps.org)

S [systemmessage@paycomonline.com](mailto:systemmessage@paycomonline.com)  
To: Anthony Soden

# What can you do?

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- **How to Protect Yourself:**

- Be wary of emails, texts, or calls asking for sensitive information.
- Examine hyperlinks and senders' email addresses before clicking<sup>2</sup>.
- Never click on a link in a text or an email supposedly sent from a bank, credit card provider, or other well-known company<sup>1</sup>.

# How to access the VPN



atures and receive technical support.



VPN Name	NOAH-VPN	▼	☰
Username	<input type="text"/>		
Password	<input type="password"/>		

Connect

# 3CX Tips and review

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If you are prompted to login, select “**Microsoft**” and login with your Noah Email & Password



# Laptop Tips



Logout or lock your computer  
when leaving unattended



Always Keep your laptop in a  
secure location





# How to reach IT

1. Place a ticket at <https://itservicedesk.noahhelps.org/>
2. Email us at [Itservicedesk@noahhelps.org](mailto:Itservicedesk@noahhelps.org)
3. For urgent issues you can call (602) 601-2870

# Employee Health

