

Neighborhood Outreach Access to Health Employee Orientation



Agenda

Morning



NOAH Overview
History and Services



Human Resources
Policies and Communication



Benefits
Plans and Coverage



Payroll
Paycom and Policies

Lunch
11:45 a.m.

Afternoon



Quality
Chris Sweeney



Patient Experience
Maya Wooden



Workplace and Public Safety
Joe Slama



IT Equipment Setup
thirtyone3 technology

NOAH Leadership



Wendy Armendariz
Chief Executive Officer



Julia Karl
Chief Financial Officer



Dr. Suganya Karupanna
Chief Medical Officer



Katrina Morgan
Chief Operations Officer



Dr. Jennifer Rosas
Chief Medical Informatics Officer

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

Six neighborhood centers located where they are needed most.

Outreach

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

Access

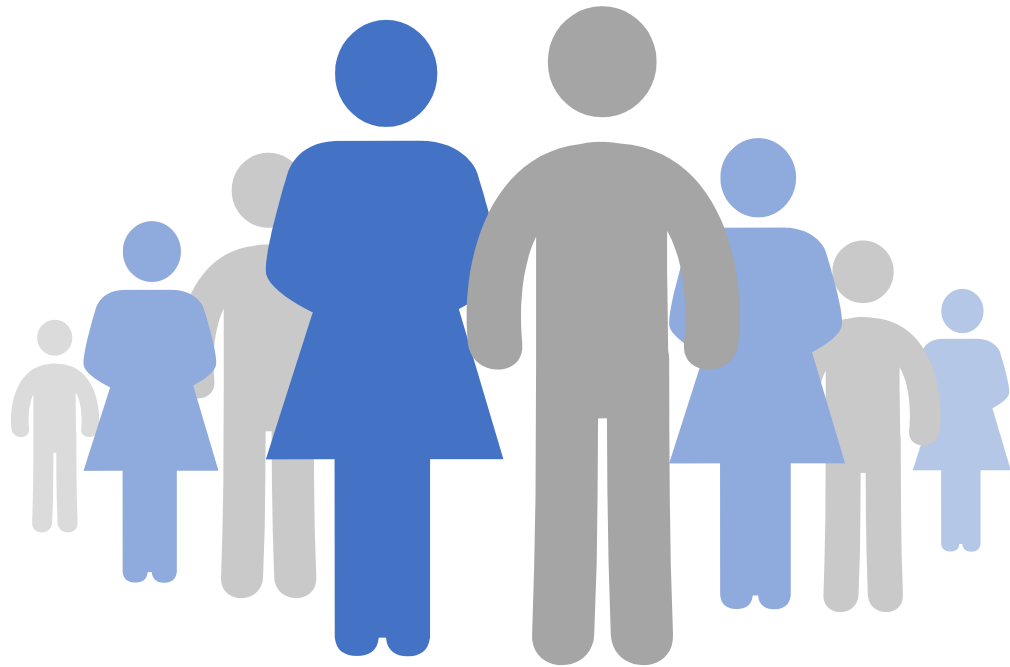
Bi-lingual staff and open to all community members, regardless of insurance status or ability to pay. Walk in access and after hours care based off community needs assessments.

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 began as a program of Scottsdale Healthcare.

1997

2000

2010

2012

2013

2023



NOAH becomes an independent 501(c)(3) organization.



NOAH is awarded FQHC designation with federal funding

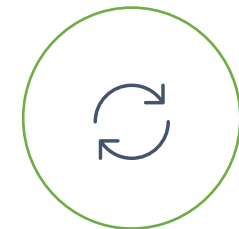
First clinic site established at Paiute Neighborhood Center.
School based site opens at Palomino Primary School.
NOAH Bus is introduced to the community.



NOAH is recognized as a Federally Qualified Health Center (FQHC) Look-Alike by Federal Government (HRSA).



Fully integrated and thriving Federally Qualified Health Center (FQHC).



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.**

”

NOAH Services



FAMILY MEDICINE



PEDIATRICS



INTERNAL MEDICINE



PSYCHIATRY



DENTAL



BEHAVIORAL HEALTH

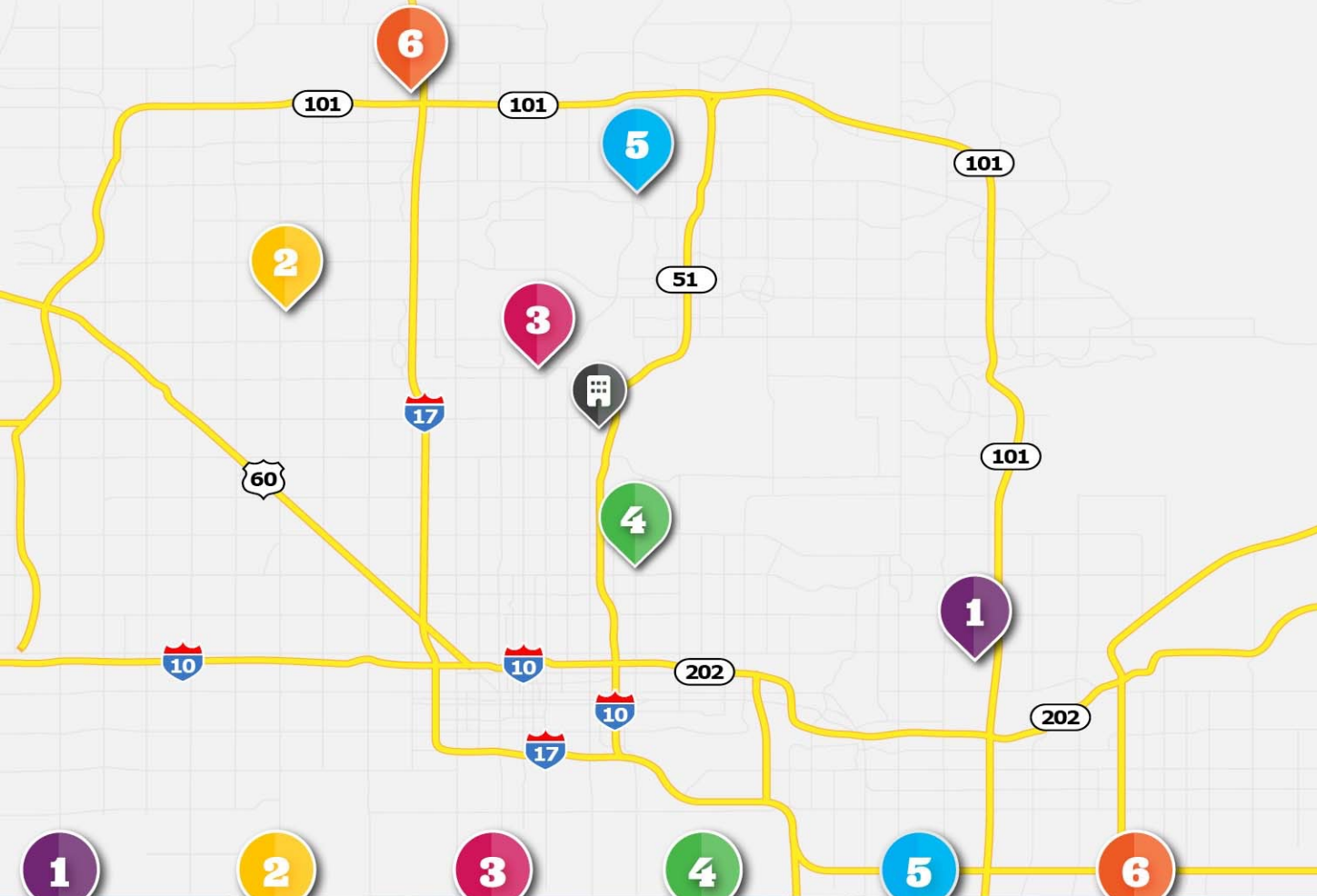


NUTRITION



COMMUNITY RESOURCES

Neighborhood Locations



Services and Programs

- Medical Services
- Dental Services
- Nutrition Services
- Pediatric Services
- Behavioral Health
- Community Resources
- Internal Medicine
- Psychiatric Services
- Lab Services

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



Hours: M-F 7am-6pm

2 Copperwood Health Center
11851 N. 51st Avenue Ste B-110
Glendale, AZ 85304



Hours: M-Th 7am-7pm
F 7am-5pm

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



Hours: M-F 7am-6pm
Sa 7am-3:30pm

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



Hours: M-F 7am-6pm

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



Hours: M-F 8am-5pm

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



Hours: M-F 7am-5:30pm

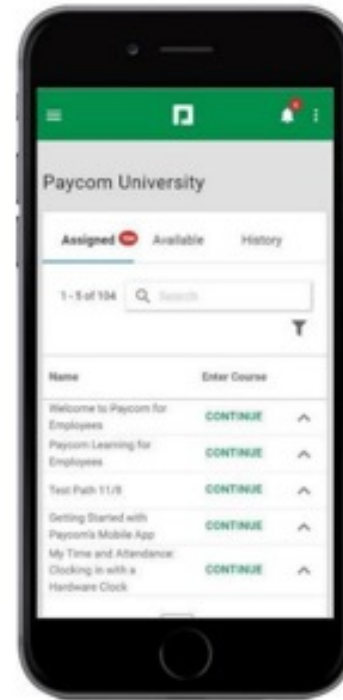
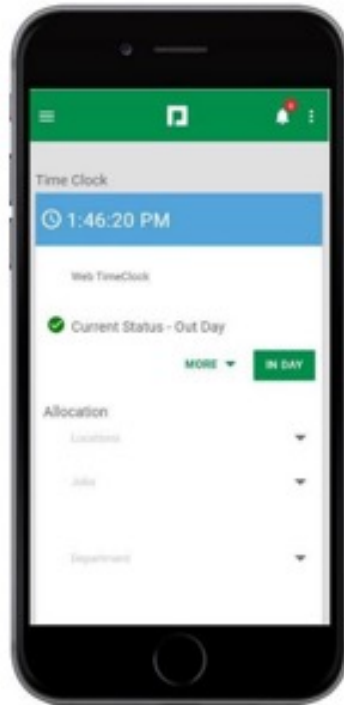
NOAH Administration
7500 N. Dreamy Draw Drive Ste-145
Phoenix, AZ 85020

Human Resources



Download the Paycom App

Employee Self-Service in Paycom's mobile app makes it easy to check or update your personal information on the go, with features including fingerprint and Face ID® login and notifications.



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

- NOAH provides the option of telecommuting for certain approved positions.
- 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



Paid Holidays

- New Year's 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.

- **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



EMPLOYEE WELLNESS, HR

Benefits New Year Checklist!

Before we kick off the new year, all NOAH employees with benefits should run through this list of items. Make sure you have everything ready ...

🕒 DECEMBER 30, 2021

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



Benefits



NOAH Benefits

You have a 30-day window, starting with your first day at NOAH to enroll in benefits

Employees

- Full time and Part time employees working at least 20 hours a week

New Employees

- Medical, Dental, Vision, FSA, HSA, Pet Insurance, Identity Theft, Benefit eligibility begins 1st of the month following date of hire.
- Life, Disability, Worksite, benefit eligibility begins 1st of the month following 90 days.

Eligible Dependents

- Spouse
- Domestic partner.
- Dependent children and step-children & Domestic partner 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.

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

NOAH Benefits

Medical Plans

Base PPO Plan

NOAH, BCBSAZ

Buy-Up PPO Plan

NOAH/BCBSAZ

High Deductible Health Plan

(HSA) NOAH/BCBSAZ

Pharmacy Benefits

Navitus

Dental Plans

Delta Dental

Base Plan

Buy-Up

Enhanced

Vision Plans

VSP

Behavioral Health

BCBS of AZ

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.
- Download Teladoc's mobile app



Voluntary Coverage Options

Voluntary benefits are optional and 100% employee paid.



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)



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.



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
- 7 day waiting period
- Eligible on the first of the month following 90th 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 90th 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

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.



Retirement (403b)

- NOAH matches up to 4% of employee's annual contributions
- All Employees are eligible to contribute starting on day 1
- Immediate vesting



NOAH Perks

1. To get started, visit 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.
2. Use referral code: **JDTEJL**
3. Complete registration
4. Start saving!



Payroll

Getting Paid

Your first paycheck will be: _____

Payroll Analyst: Martha Vazquez (mvazquez@noahhelps.org)

To do:

Confirm your direct deposit information is accurate

Confirm your tax forms are accurate

Lunch



Preparing for Tomorrow!



Next Steps

- Document your time in Paycom for orientation
- Meet your trainer and supervisor
- Finish all assigned learning modules within your first 14 days
- Login and activate your Empower retirement account to customize your profile and watch your 403(b) retirement account grow
- Elect your employee benefits in Paycom within your first 30 days
- Login to Paycom and update any changes to your contact information needed
- Find out the appropriate employee parking locations at your assigned work location(s)
- Create your NOAH email signature
- Ensure you have the correct IT access
- Familiarize your self with your department's policies and procedures

IT (Technical Support)

Log in

Email

Password

Log in

Did you forget your password? [Click here to reset your password.](#)

Create Easy Ticket Request



NOAH

Neighborhood Outreach Access to Health

Palomino Health Center

Palomino Health Center



NOAH

**WELCOME
TO NOAH!**

16251