



Becoming Ensemble FAQs

Below are some questions and answers that will assist you as you transition to Ensemble.

For additional questions, please email Human Resources at IntegrationInbox@Ensemblehp.com. To ensure your question is routed correctly, please put Client Integration Associates in the subject line and include your name in the email.

General

- 1. Can you tell me a little more about Ensemble?** Great question! Ensemble Health Partners is an industry-leading national revenue cycle management provider. We partner with hospitals and health systems across the U.S. and Europe, working with our clients to provide best practices, leadership and producing funds for client hospitals to reinvest into patient care. At Ensemble, we strive to create real value for our clients – empowering them to deliver the absolute best in clinical care, customer service and community engagement – by partnering with them and enabling them to realize their maximum sustainable financial and operational goals. As an employer, our mission is to set a new standard for provider support services - redefining the possible in health care by empowering people to be the difference. As we look to partner with clients and add value, we also look to add value to our growing team by hiring the brightest minds in the business. We truly understand that our most valuable assets are our team members. Ensemble started with a core group of experienced Healthcare Revenue Cycle Leaders committed to building a company around passionate, career-driven people and we are proud to boast an organization comprised of them.
- 2. What are The Ensemble Difference principles?** Our core principles are below. You'll be hearing more about these principles throughout this transition process:
 - People First, Last and Always
 - All for One & One for All
 - Your Responsibility Extends Beyond Your Job Description
 - Developing You Makes Us Better
 - Don't Accept Complacency – The Status Quo Isn't Good Enough
- 3. What does the Ensemble partnership mean to me?** For you, this means opportunity, resources and improved processes and outcomes. This may mean a change in the processes you've traditionally used to get your work done. One of The Ensemble Difference Principles is "Developing You Makes Us Better." We offer industry-leading training and education programs for our leaders and associates. Here at Ensemble, we want to develop you, encourage you and help you become the best possible version of you - personally and professionally.



4. **Will our job titles change?** There may be slight adjustments to your current job title to align with Ensemble operations. We will work closely with you and your leadership team to communicate any changes over the upcoming week.
5. **Do I need to reapply for my position?** No, you do not need to reapply for your position.
6. **Will I receive a new offer letter?** Yes, all associates transitioning to Ensemble will receive an offer letter from your Talent Acquisition partner who will assist you during your onboarding process.
7. **How does this change my reporting structure?** Generally, and in other integrations like this, the Senior Leadership team will report up through the Ensemble functional leader. For most associates, their leaders will remain the same. The addition of the Ensemble team means that you will have additional resources and guidance in your areas and departments and the opportunity to learn and grow in your role.
8. **What is considered Full-Time and Part-Time at Ensemble?** Associates who are scheduled to work 30 or more hours per work are considered Full-Time. Associates who are scheduled to work 15 hours or more, but less than 30 hours per week are considered Part-Time for purposes of program eligibility.

Benefits

1. **What Benefits does Ensemble offer?** Full time and part time Ensemble associates are eligible to elect/participate in Medical, Dental, Vision, Flexible Spending, Supplemental Life Insurance, and Voluntary Benefits. You will also receive coverage in our company provided benefits such as Basic Life and AD&D, Short Term and Long-Term Disability, and our Wellbeing and Employee Assistance Programs, as well as have access to Tuition Reimbursement, Company Discounts, and more!
2. **Does Ensemble have a Wellness Program?** Yes, we have a robust wellbeing program offering our associate's and their families support for overall physical, emotional, and financial health. Our programs include coaching, activities, and events, free counseling, and incentives throughout the year.
3. **Does Ensemble have a Retirement program?** Yes, Ensemble offers a 401(k) Retirement Savings Plan through Fidelity Investments. A 401(k) operates just like a 403(b) allowing both participant and employer contributions. Ensemble's plan offers pre-tax and Roth contribution types and a variety of



investment options. You are immediately vested in all contributions that you make into the Ensemble 401(k) plan.

Compensation

1. **Will our pay rate change if we transition to Ensemble?** Your current base rate will remain the same when you transition to Ensemble.
2. **How does Ensemble handle merit increases?** Ensemble reviews all associate's compensation on an annual basis. Generally, this occurs in the spring.
3. **How often do we get paid?** Pay dates are every other Friday or bi-weekly, organization wide.
4. **Can you make direct deposit contributions into multiple accounts?** Yes, you can have up to 7 accounts in Workday. You can add, edit, or delete these accounts at any time.
5. **Can I change my direct deposit information any time throughout the year?** Absolutely! You can make edits to your direct deposit information at any time, directly in Workday.
6. **Are we eligible for a bonus with Ensemble?** At Ensemble, we believe in empowering our associates to be the difference. We have an incentive program for all levels of the organization. Our incentive programs will provide financial awards based on position and the company's financial performance for those who meet the criteria for participation. We look forward to sharing more details around our Incentive program in an upcoming Friday Forum.
7. **How are state taxes deducted from my paycheck?** State taxes are calculated based on the location the work is performed.

Time Off

1. **How does PTO work?** At Ensemble, we believe that taking time away from work to recharge is critical to your overall health and wellbeing. All Full-Time and Part-Time associates are eligible for our PTO program. The amount of PTO available is based on your years of service.



We offer three different plans: Non-Exempt plan (Hourly Associates), Exempt plan (Salaried Associates) and Leadership Time Off plan (Directors and above).

2. **Will we accrue sick time separate from PTO?** No, our PTO program is designed to provide time off for associates to use as they see best for their personal needs whether that is for illness, vacation, child/school obligations, or dealing with other personal matters. PTO does not include our paid holidays. Certain locations may be subject to additional state or local regulations.

3. **How early do I need to request PTO?** Associates should request and take PTO with a client-first mentality. Department managers set PTO scheduling guidelines in accordance with operational needs. This includes:
 - a. The deadline for requesting PTO
 - b. The manager's response time to a PTO request
 - c. A rotation system to ensure a fair balance and distribution of time off during prime vacation periods
 - d. The maximum number of associates allowed to take PTO at any one time

4. **Can you explain how the holiday policy works?** Ensemble recognizes the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day, as well as a Floating Holiday that can be used during the year.

Associates budgeted to work 30 hours or greater (.75-1.0 FTE) are eligible for paid holidays, in accordance with our Holiday Benefit policy. Holidays are kept separate from your PTO bank.

In addition, non-exempt associates, regardless of FTE status, who are required to work on one of Ensemble's recognized holiday(s) shall be compensated at one and one-half times their base hourly rate for all hours worked during that time. Associates will not be paid at the holiday premium rate for hours worked on the Friday preceding a holiday or on the Monday following a holiday.

5. **If we had previously approved PTO, will we need to re-submit to Ensemble?** While you won't need to regain approval from your leader, you will need to resubmit in Workday, our HR system, to capture your PTO usage.

6. **Does Ensemble have a leave of absence program?** Yes. Ensemble, together with our leave vendor, provides a full program that is compliant with federal and state laws, but also embraces the culture of our organization. We know it's difficult to transition to a new employer and we're here to help.



Our coverage includes both leaves (intermittent and continuous) as well as disability accommodations supported by the associate's medical provider. We have an in-house team of HR specialists that assists associates with questions about their leaves, pay during disability, and accommodations. They work hand in hand with our external vendor and provide our associates with confidential and personalized service during your time of need.

Leaves of absence will run concurrent with paid leave types such as PTO, Short-Term Disability, and state mandated disability and paid family leave programs.

If you are currently on an approved LOA, have an upcoming planned leave, or have the potential for intermittent needs upon joining us, we encourage you to work with your current leaders and Ensemble leaders to help provide a smooth transition. Once you're on board, we'll be waiting.

Schedules and Work Policies

1. **How can I view Ensemble's policies?** Upon your transition to Ensemble, you will gain access to PolicyTech, our centralized policy management system. Here, you will be able to review all policies at your convenience.
2. **Does Ensemble have an Absentee Policy?** Yes, our Time and Attendance policy establishes guidelines regarding attendance and punctuality for all non-exempt associates. We believe excessive absenteeism interferes with business delivery, client satisfaction and may cause hardships for fellow coworkers. We will review the Time and Attendance Policy in an upcoming Friday Forum.
3. **How do we clock-in/out?** All non-exempt (hourly) associates will clock-in and out of their shift in Workday at one's assigned computer and workstation. One is prohibited from clocking in/out on a mobile device. We will provide Workday Training in an upcoming Friday Forum.
4. **Will our current work schedules remain the same?** At this time, we do not plan to make any changes to your current schedules. Your senior leader will establish and manage your department work schedules to ensure consistent staffing and fulfillment of service needs.
5. **Will we have the option of working remote?** Ensemble will evaluate all positions in the revenue cycle. As you know, there are many functional areas in revenue cycle, including front-end operations, mid-



revenue cycle and back-end. Now more than ever, Ensemble recognizes that some functions can be done remotely. With this information, Ensemble can guide decisions around the location of your job and will communicate these details to you as decisions are finalized.

6. **Will we be required to work overtime?** Overtime is constantly evaluated by your leadership team and is determined based on business and client need. Overtime is paid in accordance with federal, state and local regulations.
7. **I'm interested in growing my career at Ensemble. What is the transfer policy?** At Ensemble, we strongly encourage professional development whether that be obtaining certifications, participating in our SMART program, learning new skills or systems and/or cross-training. To be eligible to transfer within the organization, one must be in their current position for at least 6 months and not hold an active written warning.

Education

1. **Does Ensemble offer a Tuition Reimbursement program?** Yes, we offer an Education Assistance program for associates who obtain a degree that supports a Revenue Cycle career path. Full-Time associates are eligible for up to \$5,000 annually, with a lifetime maximum of \$20,000. Part-Time associates are eligible for \$2,500 annually, with a lifetime maximum of \$10,000.

Questions

2. **What is Workday?** Workday is our Human Resources, Time Tracking and Training platform. You'll reference this platform frequently during your time at Ensemble.
3. **Will we be receiving new equipment or keeping what we currently have?** You will keep the equipment that you have at this time. As part of our partnership and ongoing evaluation, we will review technology, resources and processes, and there is the possibility for an equipment change or enhancement as we move forward.
4. **Will we be getting a new badge?** At this time, you will keep your current badge.
5. **Will we be receiving an Ensemble email address?** Yes, you will be receiving an Ensemble email address.



6. **What is TEDI?** TEDI stands for “The Ensemble Difference Intranet” and is our internal company website. We use TEDI to share information and resources which are easily accessible to all Ensemble associates. You will be able to access TEDI once you transition to Ensemble.