



HEALTHCARE TECHNOLOGY SOLUTIONS

FREQUENTLY ASKED QUESTIONS FOR CLINICAL ENGINEERING ASSOCIATES INVITED FROM CROTHALL HEALTHCARE INFORMATION SESSIONS

We understand that each of you has a number of questions and concerns regarding how the transition would affect you and your life at work. Crothall Healthcare can see very clearly how successful you have been to date, and we want to work with you to continue that success as we work through this transition and beyond.

We truly appreciate your thoughtful questions, as well as your participation. There are and will be a lot of moving parts over the next several weeks and months as we approach our go live date, anticipated to be February 9th, 2025. Our goal is to make this as seamless as we can and be as transparent as possible. Below are some common questions we saw during our information session, and the best available answers we have at this point.

GENERAL EMPLOYMENT

When would the transition to Crothall Healthcare take place?

The transition date is scheduled for February 9, 2025.

When is my last day on WellSpan Health payroll?

Your last day on incumbent payroll is February 8, 2025.

Would I have the opportunity to keep the same job?

All current WellSpan Health biomed team members will have the opportunity to apply to and interview for work with Crothall.

Would I need to do redo a background, drug and immunization to be hired by Crothall?

Yes, all transitioning engineers would need to recomplete all client and company required pre-employment screening as part of the transition to Crothall.

Would my work schedule change?

If you transition to Crothall Healthcare, we would do our best not to disrupt current schedules or impact engineer's needs. If there are specific changes that have to occur it would be addressed with the individuals impacted by such a decision to determine how to jointly minimize disruption. The Director/manager at your facility will handle all schedules.

Would I have to satisfy a probation period for employment with Crothall Healthcare?

No, since we are honoring your original hire date with your current employer, you would not need to complete a probationary period.

Would my years of service be credited if I transition to a role with Crothall Healthcare?

If you are hired as part of the Crothall Healthcare team, Crothall Healthcare would recognize your date of hire with the client for the purpose of determining eligibility to participate in benefit plans and retirement vesting with Crothall Healthcare.

What if I am currently in a level of corrective action, how would this be handled?

Any previous corrective action history would not transfer with you to Crothall.

How will you identify who is hired? Preference will be given to current WellSpan employees for all posted openings. We recognize the value you bring and knowledge that comes from your experience. As we interview you, we will be evaluating your level of expertise to ensure that if hired, you are properly aligned to a role that allows you to best perform for the hospital and its patients, as well as giving you the best opportunity to succeed. In addition, our process does require you to pass a drug and background screening.

What roles will Crothall be looking to fill? Our proposed program organizational structure includes biomedical technicians, imaging engineers, managers, and administrative support.

Will I have to support locations external to the WellSpan system? None of you will be required to work outside of the WellSpan system without expressing an interest in gaining experience at other locations.

COMPENSATION & PERFORMANCE REVIEWS

Would my hourly pay rate be honored if I transition to a role with Crothall Healthcare?

If you are hired as part of the Crothall Healthcare team, you will be hired at a wage rate applicable for that title in the PA market.

How often do Crothall Healthcare employees get paid?

We are paid on a bi-weekly pay cycle on Fridays.

How would I be paid?

All Crothall Healthcare employees are required to sign up for direct deposit or the Payroll card. The Payroll card allows you to have your paycheck electronically deposited into an account and withdrawn at ATMs or used at Point of Sale merchants. The Payroll card does not require you to open a checking account. There is no monthly fee for the Payroll card and you are entitled to one (1) free ATM withdrawal per week. If you chose the Payroll card, you would still receive a pay stub to see your net pay.

Who do I go to if I have questions about my paycheck?

For paycheck questions, please speak with your immediate supervisor.

How would I access my paystub through Crothall?

We have a web based system that you would be able to register with using your personnel number that provides information on schedules, check timesheets, review paystubs, etc.

Are annual raises tied to performance reviews?

Yes, merit increases are based on your annual performance rating.

When can I expect my first paycheck from Crothall Healthcare?

All technicians paid bi-weekly would receive their first paycheck on Friday, February 28th for hours worked Sunday, February 9th through Saturday, February 22nd. This would be for a full pay cycle.

What will I be paid? You will be paid a competitive rate for the position to which you apply. We will leverage market data for the geographical region as well as internal pay scales.

What will I be classified as and how does that impact overtime? This will vary position to position. Please feel free to ask for clarification and information in your interview or another live meeting.

Will we have on-call pay? Yes, we understand that this is a 24/7 business and we will create or maintain a fair rotational basis for on-call work. You will be paid your normal hourly rate when you perform on-call work, in addition to premium pay .

BENEFITS

Would my bi-weekly premium amount for my benefits coverage change after enrollment with Crothall?

Yes, depending on the level of coverage you choose, the amount you pay for benefits would likely change.

Does Crothall have a Flexible Spending Account (FSA) for medical costs and dependent care?

Yes. You would be provided information during your benefit enrollment.

Would I have to change doctors if I enroll in the Crothall health plan?

Each insurance plan offered by Crothall has an extensive network of healthcare professions who accept the plan. *Prior to enrolling in a specific insurance plan, review the network and/or contact your healthcare professional to determine which insurance plan(s) is accepted.*

Which medical carriers are available to us?

Medical carriers are offered by the state, with one provider typically acting as the “preferred” carrier offering the lowest pricing. The Preferred carrier for **Pennsylvania** in 2024 is BlueCross Blue Shield. We also offer in-network coverage to you through United Healthcare and Aetna, but the biweekly premiums would be higher.

What would happen to my current health coverage?

Your coverage with your current employer would end on midnight, February 28, 2025, as long as you remain an active employee with them.

Does Crothall offer a retirement plan?

Yes, Fidelity administers the 401(k) retirement plan offered by Crothall. Details of the plan are outlined in the Benefit information you would receive at a later date.

Who do I go to if I have questions about my benefits?

For benefits questions after you have received your benefit packet, you may call the Crothall Healthcare One HR Number at 1-877-311-4747 or speak with an onsite Crothall HR representative.

If I do not elect to enroll in the medical plan at the time of eligibility, when would I have the opportunity to enroll again?

November of each year is open enrollment. At that time, you may make additions, cancellations, and changes to your plans for coverage effective January 1st of the following year. If you have a “life event” during the year (such as getting married or the birth of a child), you may be eligible to enroll within 30 days of that event. Please contact the Benefits Department to discuss should a “life event” occur.

PAID TIME OFF (VACATION, SICK, HOLIDAY)

If I join the Crothall Healthcare team, would they honor vacation requests for designated dates that have been previously approved by my current facility?

Yes, within reason and while balancing the needs of the patients, families, and visitors that the team serves. Crothall Healthcare’s philosophy is to maintain service excellence to our operations. Staffing must allow for normal operation.

What would happen to my current time off balance?

Please contact your current management team for details.

What is the Crothall PTO policy?

Crothall offers a Flexible Time Off Policy (FTO) for all salaried exempt and nonexempt associates (inclusive of all technicians and engineers). Our primary goals are to take care of the client, take care of your colleagues, and to take care of yourself. It truly is flexible and establishes more teamwork. More information would be provided to you in the form of a policy upon completion of your onboarding. Our hourly roles (inclusive of all administrative roles) can accumulate 10 PTO vacation days, as well as six sick days, six holidays, and one personal day. PTO days must be used each year as it does not roll over or get paid out.

If you have pre-scheduled time off needs that you’re already aware of after 2/1, please let us know during the interview process.

When would I be eligible for FMLA coverage?

Your original hire date would be used for FMLA purposes. By law, this type of situation is reflected under the “Successor of Interest” clause for FMLA.

WORK ENVIRONMENT

What policy changes can we expect? Those that are selected to onboard with Crothall will receive a handbook with company specific personnel policies. Crothall also has dynamic Quality Management Procedures (QMP) designed and updated by our internal industry experts.

What are our travel policies? Based on the distance between the WellSpan Health campuses, we expect that, if requested to travel between locations, you will drive your own vehicle and receive reimbursement for applicable mileage. If an individual drives a substantial number of miles in a calendar year, we can re-evaluate other options.

What devices are provided? We will provide a Crothall cell phone at no cost to you, as well as company-owned computers to use in the shop. You will not be asked to provide or use your personal devices.

Does Crothall manage the entire biomed department of any other organizations? We have a wide variety of clients including one hospital location with under five technicians, up to a system with 26 hospitals with over 150 technicians. We have been successful at hospital systems of all sizes and are looking forward to continuing that success at WellSpan Health.

TRAINING

What training opportunities does Crothall offer? At Crothall Healthcare, we pride ourselves on providing a wide range of training and development opportunities. Our goal is that our associates can receive training to pursue personal and professional goals and increase overall competency and skill level. We offer Original Equipment Manufacturer (OEM) direct training with companies such as GE, Phillips, Siemens, etc. We also partner with Avante, AAMI, RTSI, and other related industry leaders to ensure our employees receive the most up to date resources to advance their careers and industry knowledge. Finally, Crothall offers a number of in-house training opportunities to support soft skill and leadership development.

What types of advancement opportunities are available at Crothall Healthcare? Our engineers and technicians frequently receive performance based natural progression level promotions (such as a BMET I to a BMET II) and we strongly support objective and documented development plans, so we are aligned in helping our associates achieve their professional goals. Our client expectations, employee expectations, and business results rely on constant improvement.

NEXT STEPS

Will there be additional communications? Yes. You may see emails ending in @compass-usa.com, @crothall.com, or from our background and drug test vendors First Advantage (FADV). We may also call you, so please check your voicemails. All communications will be focused and centered on making sure selected employees complete all the requisite steps to get off to a great start.

How can I apply? Over the upcoming weeks, Crothall Healthcare will post open positions on our Careers Website. We will ensure the Careers Website and applicable postings are shared with each of you. We expect most positions to be posted in November. Once you've applied, we hope to have interviews scheduled with you within the first two weeks of December. This should result in offer letters being sent before the end of the calendar year. January we can focus on helping selected employees complete onboarding paperwork, benefits enrollment, and pre-employment screening completion comfortably before the go live date. We will stay in touch with each of you throughout this process to ensure you remain informed about opportunities and next steps.

Additionally, **for associates at Chambersburg represented by the Bargaining Unit**, in the coming weeks, WellSpan and Crothall will be meeting with your union representative to discuss any terms of your continued protection under a collective bargaining agreement.