

# Human Resources Frequently Asked Questions

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### I. Changing and Accessing Personal Information and Tax Documents

#### **How do I change my personal data, tax information, direct deposit data and other employee information?**

As a UMass Medical School employee (UMMS), you have access to UMMS' Human Resources (HR) online self-service system, [HR Direct](#), from your computer. We strongly encourage you to keep your personal employee information up to date in order to receive the appropriate information and correspondence from UMMS.

Employees may update their direct deposit data, W-4, M-4 and/or other tax information, personal data (address, email address, phone, emergency contact, marital status) and other employee information using the HR Direct application. Access [HR Direct](#) and go to the "Self Service" left navigation menu item to review and make any needed personal employee information updates.

#### **How can I get a copy of a W-2 from past years?**

W-2s from years past can be accessed from UMMS' HR online self-service system, [HR Direct](#), from your computer. Access [HR Direct](#) and go to the "Self Service" left navigation menu. Select "Payroll and Compensation" to get a copy or a W-2 from past years.

#### **Who do I contact if I have questions about my W-2?**

The Payroll Office can assist you with questions regarding your W-2. You can reach them by calling (508) 856-5260, Option 4, or by e-mailing [PayrollUMMS@umassmed.edu](mailto:PayrollUMMS@umassmed.edu).

#### **How can I receive a copy of my personnel file?**

Send a request via email to the HR Data Group at [HR-DataGroup@umassmed.edu](mailto:HR-DataGroup@umassmed.edu) to request a copy of your personnel file.

### II. Leave of Absence

#### **How do I find out if I am eligible for Family Medical Leave?**

- **If an employee has a leave that is foreseeable, what does an employee need to do?**

When an employee goes on a continuous or intermittent leave of absence, an employee must:

- contact the Leave Administrator at 508-856-2131 to request a leave and provide UMMS with at least 30 days' notice
- provide UMMS with a completed [Leave of Absence Request Form](#) and have it signed by your supervisor, if you need to take a leave of absence for your own illness or any other type of leave
- provide a completed medical certification form filled out by your physician (or the physician of the person you are caring for)

- **If an employee has a leave that is foreseeable, what does a manager/department need to do?**

When an employee goes on a continuous or intermittent leave of absence, his manager needs to do the following:

- sign the Leave of Absence Request form when presented by the employee to acknowledge the request and return form to Leave Administrator in the Benefits Department
- complete a Personnel Action form (PA) placing the employee out on leave and send it to the HR Department
- notify the timekeeper of the employee's absence in order to record the appropriate use of the employee's accruals
- track the time out in hours/days if the employee is on an intermittent leave
- notify the Leave Administrator when the employee returns to work
- create a PA returning the employee from leave of absence and send it to the HR Department

For more information please read the [Family and Medical Leave Act Policy](#).

### **How do I file for long-term disability?**

If you wish to file a long-term disability claim, you must call Unum at 877-226-8620. Also, [click here](#) to access long-term disability rates.

Unum is the Long-Term Disability (LTD) carrier. LTD is an income replacement program that protects you and your family in the event you become disabled and are unable to perform the material and substantial duties of your job. If you become ill or injured and are unable to work for 90 consecutive days, this program will provide you with:

- A tax-free benefit of 55% of your gross monthly salary
- A benefit for mental health disabilities and for partial disabilities
- A rehabilitation and return-to-work assistance benefit
- A dependent care expense benefit

Benefits are reduced by other income sources, such as Social Security disability, Workers' Compensation, and accumulated sick leave and retirement benefits, but the minimum benefit will be \$100 or 10% of your gross monthly benefit amount, whichever is greater.

For more information, please review the [GIC Benefit Decision Guide](#).

### **III. Tuition Benefits and Waivers**

#### **How do I apply for Tuition Benefits?**

To request tuition forms, please send an email to [Benefits.UMMS@umassmed.edu](mailto:Benefits.UMMS@umassmed.edu). For questions:

Phone: (508) 856-5260 Option 1

Fax (508) 856-4049

Please review the Tuition Policy found [here](#).

#### **Procedure:**

1. The employee must complete the Tuition Waiver/Tuition Remission Form before each semester begins. (Form # HR 038)
2. The form must first be submitted to the department head for approval and then forwarded to Human Resources at least ten days prior to the start of the semester
3. Upon approval by Human Resources, the employee submits the Tuition Remission Waiver to the appropriate campus admissions office when registering
4. Remission will be granted on a semester to semester basis

#### **What do I need to do for a child-of-employee tuition waiver?**

The first step is to determine if you and your child meet the eligibility requirements. You can find the eligibility requirements by reviewing the Tuition Policy. Also, [the application process](#) for both you and your child can also be found in the [Tuition Policy](#).

### **IV. Benefits**

#### **What is my vacation balance?**

Your vacation balance can be found on your paycheck (pay advice). Access [HR Direct](#) and go to the "Self Service" left navigation menu and select "Payroll and Compensation" to access your most current paycheck (pay advice).

#### **How many sick and vacation hours do I earn each year?**

Sick time is accrued per pay period for a full time employee. Vacation accrual rate is based on your months of benefited service, union status, FTE and exempt / non-exempt status. Please review the [Sick Time and Vacation Time policies](#) found on the Human Resources Intranet site for more details.

#### **How do I find out if I am benefits eligible?**

You are benefits eligible if you are a "regular" employee (versus a contractor or temp) budgeted for 20 or more hours a week.

#### **Who do I contact if I have questions about my insurance or retirement plans?**

Benefits-HR Service Center

UMass Medical School

333 South Street, 2<sup>nd</sup> Floor

Shrewsbury, MA 01545

Phone: (508) 856-5260 Option 1

Email: [benefits.umms@umassmed.edu](mailto:benefits.umms@umassmed.edu)

Fax (508) 856-4049

**I am a new employee and I understand there is a 60-day wait for health insurance through UMMS. What are my options for coverage during this waiting period?**

You can research options through the Massachusetts Health Connector at [www.mahealthconnector.org](http://www.mahealthconnector.org). If you are a benefited employee, you will need to click on the option for **Individuals and Families**. To be covered for the first of a month, you must enroll and pay online by the 10<sup>th</sup> of the previous month. Be sure to notify the Connector when you wish your coverage to terminate.

## **V. Resignations & Retirement**

**I am leaving UMass Medical School employment. How do I find out about withdrawing or rolling over my state retirement funds?**

- If you are eligible and wish to retire, please contact the HR Service Center at 508-856-5260, option 1 (Benefits) for information or to make an appointment.
- You may also go to the **Life Events section of the Benefits website** and click on "[Leaving the University](#)" to review the information found under *Leaving the University*. This guide addresses termination of all benefits and responsibilities of the employee when leaving UMMS employment including the form that needs to be completed to withdraw or rollover state retirement funds.
- If you wish to have an exit interview or you require additional information please, contact the HR Business Partner for your department. To obtain the name of your HR Business Partner, please go to the [Contact List](#).
- Medical Residents and Fellows should contact the Graduate Medical Education Office to schedule an exit interview.
- Employees who are not U.S. Citizens or Permanent Residents who are holding a non-immigrant status (F-1, J-1, H-1B, etc.) should also review the [information about leaving UMMS provided by Immigration Services](#) and should contact them with questions pertaining to their immigration status in the United States.

**How do I find out how much money I have in my State Retirement and how many years of creditable service I have toward vesting?**

Please call the State Board of Retirement at 800-392-6014 (in MA) or 617-367-7770 (outside MA) for a statement of your contributions and vesting date.

**How do I change my beneficiaries for my GIC life insurance and state retirement?**

Access the [Life Insurance Beneficiary Form by clicking here](#). Or, go to the Benefits HR website and click on the left nav for the GIC life insurance beneficiary form. If you are electing more than 3 beneficiaries or are electing an estate or a trust, please request the G-500 Form from the Benefits Office by sending an email to [Benefits.UMMS@umassmed.edu](mailto:Benefits.UMMS@umassmed.edu) or by calling 508-856-2282, Option 1.

For the beneficiary form for state retirement, click the [State Retirement Beneficiary Selection/Change Form](#) to access. Or, go to the Benefits section of the HR Website and click on Retirement, go to the Quick Links section on the right nav for the form.

## **VI. Paychecks & Earnings**

**Who do I contact if I don't receive a paycheck?**

Employees need to contact their manager for assistance. If the manager is unable to assist, the manager should contact Payroll by calling (508) 856-5260, Option 4 or by e-mailing [PayrollUMMS@umassmed.edu](mailto:PayrollUMMS@umassmed.edu)

**Who do I contact with a paycheck problem?**

For any questions regarding your paycheck contact the Payroll department by calling (508) 856-5260, option 4 or by sending an email to [PayrollUMMS@umassmed.edu](mailto:PayrollUMMS@umassmed.edu).

**How and when can I access my paycheck (pay advice)?**

Your paycheck statements are available one day prior to the actual payday via [HR Direct](#). You may access your paycheck (pay advice) statement by accessing [HR Direct](#) and go to the "Self Service" left navigation menu item and click on "Payroll and Compensation".

**How do I change my direct deposit information?**

You may change your direct deposit information by accessing [HR Direct](#) and go to the "Self Service" left navigation menu item and click on "Direct Deposit".

A reminder that as part of UMMS overall information security initiative, refined authorization steps for direct deposit: security questions, data masking, and e-mail alerts have been implemented as UMMS continuously evaluates and refines the security of our systems.

**Who has my job description/pay grade?**

Please contact your department manager for this information.

## VII. Employment & Insurance Verifications

**If I am a current employee, how do I request employment verification for loan purposes, rental, etc.?** Employees (researchers, staff, faculty, GME fellows/residents) can request an employment verification letter by clicking this link: [Employee Verification](#).

### How can I get a verification of insurance coverage letter?

To request a verification of insurance coverage letter please send an email to the HR Service Center at [Benefits.UMMS@umassmed.edu](mailto:Benefits.UMMS@umassmed.edu).

## VIII. Labor & Employee Relations

### Who do I contact for HR compliance questions?

Contact Labor & Employee Relations at [UMMS HR Compliance Office](#)

## IX. Job Openings

### Who do I contact if I want to access UMMS job openings?

- Access the [internal UMMS job openings list](#) for full listing.
- For questions, access the Talent Specialist Contact List [Talent Specialist/HR Partner/ISO Contact \(internal use only\)](#).

## X. HR Contacts & Forms

### Where can I find the PA form?

[Click here](#) to access the online PA (Personal Action) form. It can also be found on the HR Website under the [Forms Section](#). Once complete, the original form with signatures is sent to the HR Service Center at 333 South Street, Shrewsbury, MA. For help completing the form, please send an email to the HR Data Group at [HR-DataGroup@umassmed.edu](mailto:HR-DataGroup@umassmed.edu).

### Where can I find forms?

Most forms can be found on the HR Website under [Forms Section](#). Benefit enrollment forms (health, dental, vision etc.) and Retirement forms can be found on the [Benefits website](#). For Leave of Absence forms, please contact the Leave Administrator at 508-856-2131.

### Do you have HR Department contact lists?

Yes, to access our HR Department contact lists [click here](#). Also, please see HR Contact information below:

Benefits:	<a href="mailto:Benefits.UMMS@umassmed.edu">Benefits.UMMS@umassmed.edu</a>
Compensation:	<a href="mailto:Compensation@umassmed.edu">Compensation@umassmed.edu</a>
Immigration Services:	<a href="mailto:immigrationservices@umassmed.edu">immigrationservices@umassmed.edu</a>
Workman's Compensation:	<a href="mailto:Workerscomp.UMMS@umassmed.edu">Workerscomp.UMMS@umassmed.edu</a>
FMLA:	<a href="mailto:FMLA.UMMS@umassmed.edu">FMLA.UMMS@umassmed.edu</a>
Labor Relations:	<a href="mailto:Labor@umassmed.edu">Labor@umassmed.edu</a>
HR Communications & Website:	<a href="mailto:hr.communications@umassmed.edu">hr.communications@umassmed.edu</a>
Employment Verification & Records:	<a href="mailto:HR-DataGroup@umassmed.edu">HR-DataGroup@umassmed.edu</a>
HR Systems:	<a href="mailto:hrsysgroup@umassmed.edu">hrsysgroup@umassmed.edu</a>
Employee Relations:	<a href="mailto:Relations@umassmed.edu">Relations@umassmed.edu</a>
Learning & Development:	<a href="mailto:LandD@umassmed.edu">LandD@umassmed.edu</a>
Payroll:	<a href="mailto:payrollumms@umassmed.edu">payrollumms@umassmed.edu</a>
Recruiting:	<a href="mailto:Talent@umassmed.edu">Talent@umassmed.edu</a> <a href="#">Talent Specialist/HR Partner/ISO Contact (internal use only)</a>
New Hires/On-boarding:	<a href="mailto:Onboarding@umassmed.edu">Onboarding@umassmed.edu</a>
UMMS Depts. & Immigration Services Contacts:	<a href="#">UMMS Depts. &amp; Immigration Services Contacts (Internal Use Only)</a>
General:	<a href="mailto:Human.Resources@umassmed.edu">Human.Resources@umassmed.edu</a> <a href="#">HR Contact List (Internal Use Only)</a>

**Who is the HR Consultant for my department?**

Access our HR Department [contact list](#) and select the HR "Talent Specialist & HR Partner" list that provides you a listing of HR Consultants by department.