

InovaNew Team Member Packet

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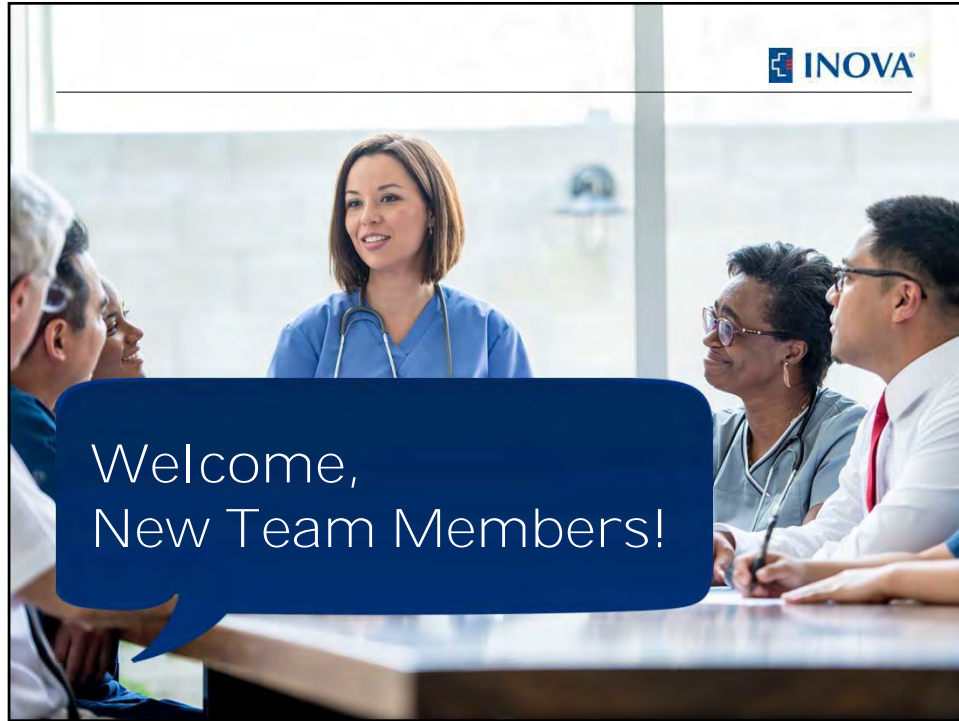
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Our mission is to provide world-class healthcare every time, every touch to each person in every community we have the privilege to serve. We look forward to your participation in InovaNew, our new team member orientation.

In this packet you will find materials that will be referenced during the session. We hope that you also find these materials useful during your first few months at Inova.

Leadership Team



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President & CEO**

Leadership Team



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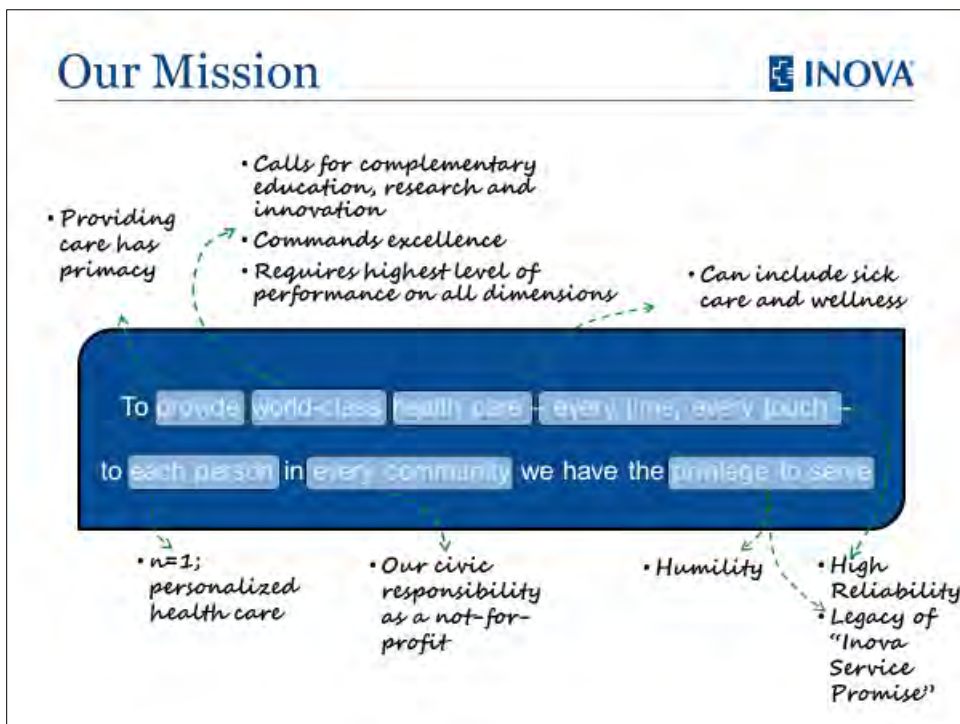


Zobair Younossi, MD
President, Inova Medicine

FUNDAMENTALS



- People
 - Patients
 - Our People
 - Communities
- We are a **not-for-profit** and use our resources for the **benefit of the communities** we serve
- Inova ('In-o-vah')



Our Vision



OUR ASPIRATION

To be among the leading health systems in the nation

VISION:

**TO BE AMONG THE
LEADING HEALTH
SYSTEMS IN THE
NATION**



- Health care **partner of choice for every person**
- Attract and retain the **best talent**
- Comprehensive and cohesive **clinical service lines**
- Aligned **education** and **research**
- **Best-in-class results** on all metrics
- Highest level of **distinction** for all **relevant accreditations and awards**

Our Recognitions



Our Values



These set the Standard for Behavior

PATIENT ALWAYS We work with compassion to ensure every action we take puts the patient and family first.

OUR PEOPLE We create an environment of respect and growth, where contributions are recognized and rewarded.

ONE TEAM We are stronger together as a unified healthcare system, enriched by our diversity and driven by a shared purpose.

INTEGRITY We consistently uphold the highest moral and ethical standards and honor our commitments.

EXCELLENCE We act with courage, hold ourselves accountable, and achieve results at the highest level of performance in our field.

Our Behaviors

PATIENT ALWAYS

We work with compassion to ensure every action we take puts the patient and family first.

- I am present; our patients and families know they are my first priority.
- I spend time getting to know each patient's unique and diverse needs so I can provide individualized care.
- I anticipate needs before they are spoken and address them before they escalate.
- I problem solve in the moment; my empathy drives my urgency.
- I act with certainty, knowing my confidence can be the calm for my patients.

OUR PEOPLE

We create an environment of respect and growth, where contributions are recognized and rewarded.

- I assume positive intent. When there is doubt, I look for clarification, not incrimination.
- I am authentic and self-aware. I ask for help and learn from my mistakes.
- I give credit where credit is due and celebrate my team members' successes. I give honest, direct, timely, and constructive feedback.
- I challenge myself to learn continuously and grow new skills.
- My passion fuels my resilience. I invest in self-care to counter the rigorous demand of my vocation.

ONE TEAM

We are stronger together as a unified healthcare system, enriched by our diversity and driven by a shared purpose.

- I am an Inova Health System team member and act like the teammate I want to have.
- I work to find innovative solutions that advance our organization as a unified, high performing healthcare system.
- I respect others' time by being on time; I am a present, distraction-free, engaged team member.
- I share knowledge and information with my fellow team members proactively, openly, and directly. I leverage communication to accelerate success.
- I engage and decide. I am intentionally inclusive, seeking diverse views and contributions, so I can make timely and appropriate decisions.

INTEGRITY

We consistently uphold the highest moral and ethical standards and honor our commitments.

- I build trust by keeping confidences and commitments. I do what I say I am going to do.
- I am fair and unbiased. My view is not driven by a personal agenda.
- I am candid and courageous. I respectfully say what I think, even if it is controversial. I question actions inconsistent with our values.
- I consider what meets the highest ethical standards in my decision making, not just what is convenient.
- I lead by example. I am a role model based on the consistency of my ethics.

EXCELLENCE

We act with courage, hold ourselves accountable, and achieve results at the highest level of performance in our field.

- I focus. My pursuit of excellence begins with attention to every detail. I connect my daily efforts to achieve our mission and priorities.
- I keep Inova agile by keeping things simple with timely and flexible responses to what matters most.
- I view change as an opportunity and share my optimism. I am comfortable with ambiguity and risk.
- I drive results with high reliability. I hold myself accountable and invite others to do the same.
- I never give up my pursuit of peak performance. I challenge myself to continuously find a better way.

Our Strategy

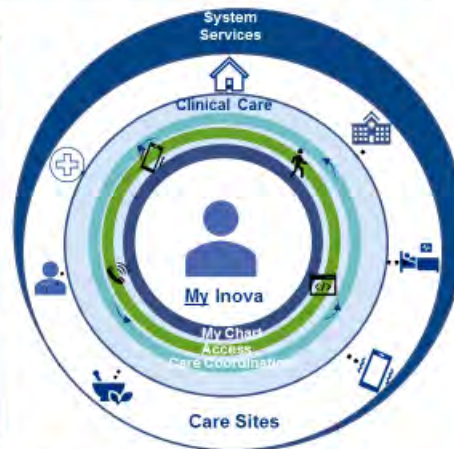


Mandate

Provide a people-centered, high reliability, high value, seamless system of care

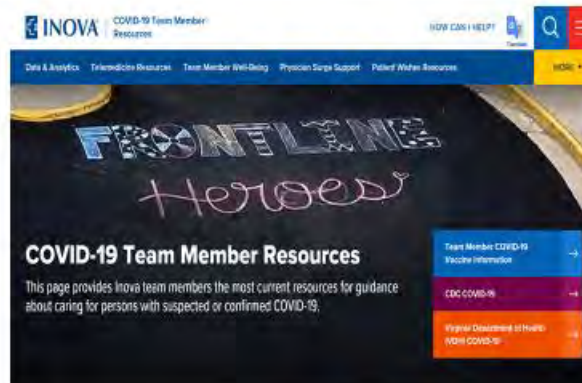
Our Imperatives for Transforming Care

- We must create an environment of **zero harm**.
- We must **know each patient** and **honor what matters most to them** with empathy and compassion.
- We must create a culture of **psychological safety** that empowers each team member to fully engage.
- We must **collaborate in teams** with equal voices, embracing patients and their families as integral members of the care team.
- We must embrace and practice **best evidence**, forgoing tradition and individual preference.



Individualized Caring Relationships

COVID-19 Team Member Resources



Website: www.inova.org/tmcovid19
Email: COVID19@inova.org

"I can do things you cannot, you can do things I cannot: together we can do great things." –Mother Teresa



Time, Attendance and Pay Practices



26 pay periods per year

Paychecks are issued
every two weeks

Direct Deposit available

Paid Time Off (PTO): One
bank of days to cover sick
leave and vacation time

Pay practices are based
on a 40 hour week

7 Paid Holidays

Team member is
accountable for recording
time accurately

**Read your instructions before swiping in
or signing off on your time card!**

Personal Information



Inova will be transitioning to new systems for accounting, payroll, supply chain and human resources in late March.

New integrated technology platform will feature more convenient workflows and an intuitive customer-focused experience

What this means for you:

- Your first paycheck will be hard copies mailed to your home address*
- **Please call Inova eServices between March 29 and April 2 to confirm your home address**
- Inova eServices phone number: 703-205-2166

*Instructions on how to sign up for direct deposit are included later in this program (slide 73)



Inova Health System			
Payroll Calendar for the Year Ending 12/31/2021			
ALL PROCESS LEVELS			
Pay Pd	*----- Pay Cycle Dates -----*		
	Beg	End [A]	Check [A]
1	12/27/2020	1/9/2021	1/15/2021
2	1/10/2021	1/23/2021	1/29/2021
3	1/24/2021	2/6/2021	2/12/2021
4	2/7/2021	2/20/2021	2/26/2021
5	2/21/2021	3/6/2021	3/12/2021
6	3/7/2021	3/20/2021	3/26/2021
7	3/21/2021	4/3/2021	4/9/2021
8	4/4/2021	4/17/2021	4/23/2021
9	4/18/2021	5/1/2021	5/7/2021
10	5/2/2021	5/15/2021	5/21/2021
11	5/16/2021	5/29/2021	6/4/2021
12	5/30/2021	6/12/2021	6/18/2021
13	6/13/2021	6/26/2021	7/2/2021
14	6/27/2021	7/10/2021	7/16/2021
15	7/11/2021	7/24/2021	7/30/2021
16	7/25/2021	8/7/2021	8/13/2021
17	8/8/2021	8/21/2021	8/27/2021
18	8/22/2021	9/4/2021	9/10/2021
19	9/5/2021	9/18/2021	9/24/2021
20	9/19/2021	10/2/2021	10/8/2021
21	10/3/2021	10/16/2021	10/22/2021
22	10/17/2021	10/30/2021	11/5/2021
23	10/31/2021	11/13/2021	11/19/2021
24	11/14/2021	11/27/2021	12/3/2021
25	11/28/2021	12/11/2021	12/17/2021
26	12/12/2021	12/25/2021	12/31/2021
1	12/26/2021	1/8/2022	1/13/2022

For Payroll Year Ending 2021

NOTES

[A] Expenses are posted as of the Period End Date.
Liabilities are posted as of the Check Date.

2021 Inova Benefits Summary



BENEFITS	Brief Description	Full-Time	Part-Time	Waiting Period and Enrollment Deadline
Medical / Rx	<i>Funded by Inova and team member</i> A choice of two plan options for you and your eligible dependents.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Must enroll within 31 days of hire. Coverage begins first of the month coincident with or following date of hire*
Dental	<i>Funded by Inova and team member</i> A choice of two plan options for you and your eligible dependents.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Must enroll within 31 days of hire. Coverage begins first of the month coincident with or following date of hire*
Vision	<i>Funded by Inova and team member</i> A choice of three plan options for you and your eligible dependents.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Must enroll within 31 days of hire. Coverage begins first of the month coincident with or following date of hire*
Flex Spending Accts	<i>Funded by team member</i>			
Dependent Care and Health Care FSA Accounts	Reimbursement of child care and/or out-of-pocket health care expenses. Deductions taken on pre-tax basis.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Must enroll within 31 days of hire. Coverage begins first of the month coincident with or following date of hire*
Life Insurance	<i>Funded by Inova</i>			
Basic Life and AD&D Insurance	One times salary rounded down to nearest \$1,000 up to \$500,000 for FT; one-half times salary up to \$50,000 for PT team members.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Effective first of the month coincident with or following date of hire
Business Travel Insurance	\$100,000 for FT team members and \$50,000 for PT team members.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Upon employment.
Supplemental Life and AD&D Insurance	<i>Funded by team member</i> Up to 8 times FT or PT team member's salary, rounded down to nearest \$1,000. Combined maximum of \$1.5 million for FT and \$300,000 for PT team members.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Enroll within 31 days of hire for guaranteed issue coverage. Upon approval of coverage.
Dependent Life	<i>Funded by team member</i> Up to \$250,000 FT and \$6,000 PT for spouse and \$10,000 FT and \$3,000 PT for each child.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Enroll within 31 days of hire for guaranteed issue coverage. Upon approval of coverage.
Short-Term Disability	<i>Funded by Inova</i> 100 percent of base pay for 2 weeks after waiting period; 66% thereafter.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	First of the month coincident with or following date of hire.

2021 Inova Benefits Summary



BENEFITS	Brief Description	Full-Time	Part-Time	Waiting Period and Enrollment Deadline
Long-Term Disability	<i>Base benefit funded by Inova. Buy-up funded by team member</i>			
	60 percent of base pay. Team members can buy-up an additional 10 percent up to the \$8,500 maximum monthly benefit.	Budgeted to work 60+ hrs/pay period.	N/A	Enroll in buy-up within 31 days of hire. Coverage begins after one year of employment.
Retirement Plans	<i>Funded by Inova and team member</i>			
401(k) Savings Plan <i>Funded by Inova and team member</i>	You are 100 percent vested in matching contributions after 3 years. Inova matches 100 percent of the first 5 percent you elect to contribute. A Roth 401(k) feature is also available.	Inova team members of participating operating units.	Inova team members of participating operating units.	Upon employment. Auto enrollment at 5 percent, auto-escalate 1 percent per year up to 10 percent, unless you opt out. Funds are provided through Fidelity Investments.
403(b) Savings Plan <i>Funded by team member</i>	Set aside additional funds for retirement pre-tax. Roth feature available.	Inova team members of participating operating units (not for profit only).	Inova team members of participating operating units (not for profit only).	Upon employment. Funds are provided through Fidelity Investments.
Time Away	<i>Funded by Inova</i>			
Time Away Programs	Flexible time off including PTO, holidays, bereavement leave, jury duty, personal and administrative leave. Accrual for PTO earned based on length of service and actual hours worked.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Accrual begins upon employment; use after 30 days of employment for qualified events.
Supplemental Plans	<i>Funded by team member</i>			
Long-Term Care Insurance	Coverage for nursing home and services received at home and in other types of care facilities.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Must enroll within 60 days of employment for guaranteed acceptance.
Group Auto/Home Insurance	Discounted auto, home, condo, renter's, fire, boat and umbrella coverage through a choice of two national insurance carriers.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Enroll anytime. First of the month coincident with or following date of hire.
Pet Insurance	Provides cash back on vet bills, 24/7 access to any vet with no age limit for pets.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Enroll anytime. First of the month coincident with or following date of hire.
Pet-Care Discount Program	Discounts on pet medical care, products, prescriptions, supplies and services.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Enroll anytime. First of the month coincident with or following date of hire.

2021 Inova Benefits Summary



BENEFITS	Brief Description	Full-Time	Part-Time	Waiting Period and Enrollment Deadline
Group Legal Services Plan	Low-cost access to a variety of legal services.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Enroll within 31 days of hire. First of the month coincident with or following date of hire.
Identity Theft Protection	Discounted identity theft protection plan.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Enroll anytime. First of the month coincident with or following date of hire.
Commuter Benefits Program	Pay for eligible commuting costs pre-tax.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Enroll by 3rd of the month for following benefit month.
Supplemental Medical	Plans that pay cash directly to you to make up for lost income after a hospitalization, accidental injury, or critical illness.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Enroll within 31 days of hire. First of the month coincident with or following date of hire.
Purchasing Program	Buy brand-name household products and pay for them via payroll deduction.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	After one year of employment.
Additional Benefits				
Inova Well Personal Food and Fit Wellness Coaching	Recognition program points for wellness activity completion. Health, parenting, fitness and other classes offered at 75 percent discount. Free consultations with a personal coach to achieve healthy eating and fitness goals.	All team members. All team members and their spouses.	All team members. All team members and their spouses.	Upon employment. Upon employment.
Inova Well Baby Personal Weight Coach Personal Back Coach Personal Quit Coach	Individualized support by care managers who help you achieve optimal health during pregnancy and breastfeeding; assist you with setting and reaching your weight goals; provide assessment, education and support for periodic or long-term back pain; create an individual smoking cessation plan.	All team members and their spouses.	All team members and their spouses.	Upon employment.
Recognition Program (High Fives)	System-wide recognition program where team members are celebrated for living our values, completing wellness activities and service anniversaries.	All team members.	All team members.	Upon employment.
Flu Shots	Free influenza vaccinations, offered at various Inova locations during flu season.	All team members.	All team members.	Upon employment.
Employee Assistance Program (EAP)	Confidential program providing support, counseling and referrals for team member and dependents in family counseling, legal and financial services.	All team members and family members.	All team members and family members.	Upon employment.
Team Member Discount Program – Benefit Hub	Exclusive savings opportunities to in-store events, theme parks, discounts, movie tickets and local offerings.	All team members and family members.	All team members and family members.	Upon employment.
Educational Assistance	Maximum assistance of \$5,250 per year.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	After 90 days of employment.
Student Loan Refinancing	Program to refinance student debt at lower rates than federal and/or private options	All team members.	All team members.	Upon employment.

2021 Inova Benefits Summary



BENEFITS	Brief Description	Full-Time	Part-Time	Waiting Period and Enrollment Deadline
Adoption Assistance	Reimbursement up to \$7,500 per child.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Upon employment.
Child Care Centers	On-site child care centers at selected Inova hospitals.	All team members.	All team members.	Upon employment, based on availability.
Backup Dependent Care	Back-up dependent care when your regular arrangements are unavailable.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	Upon employment, based on availability.
529 College Savings Plan	Tax-advantaged way to save for your children's college education.	All team members.	All team members.	Upon employment.
Simplified Employment-Verification Service	Independent, confidential and rapid employment and salary history verification if you are applying for a loan, mortgage, lease and other transactions.	All team members.	All team members.	Upon employment.
Direct Deposit	Paycheck directly deposited into any U.S. bank that accepts ACH transactions.	All team members.	All team members.	Upon employment.
Credit Union	Non-profit savings and loan institution.	All team members.	All team members.	Upon employment.
Team Member Scholarship Program	Applicants may be awarded scholarship amounts up to \$7,500 per fiscal year when enrolled in a specific clinical program.	Specific team members.	Specific team members.	Upon employment.
Professional Certification Bonus	2 percent bonus paid upon completion of professional certification/eligible program.	Budgeted to work 60+ hrs/pay period.	Budgeted to work 40+ hrs/pay period.	After 90 days of employment.
ADVANCE Clinical Ladder	Recognizes and rewards excellence in nursing clinical practice, leadership and professional growth.	Budgeted and benefit-eligible RNs.	Budgeted and benefit-eligible RNs.	After 90 days of employment.
Shift Differentials and On-Call Pay	Eligible team members receive additional compensation for working evenings, nights, weekends and for being on-call.	Hourly-paid team members.	Hourly-paid team members.	Upon employment.
Team Member Referrals	Cash rewards provided for referrals. Programs vary throughout the year.	All team members.	All team members.	Upon employment.
Cafeteria/Gift Shop Discounts	Discounts for meals and other items when Inova ID badge is presented.	All team members.	All team members.	Upon employment.
Free Parking	Parking is free at all Inova locations.	All team members.	All team members.	Upon employment.
Inova Learning Network	Clinical education programs.	All team members.	All team members.	Upon employment.
Organizational Development	Leadership and professional development programs.	All team members.	All team members.	Upon employment.

* May make changes after enrollment period only if you have a qualified change in status event.

This summary is intended to be a guide to understanding these benefit programs. It is not a contract and does not include every detail of the programs. If there is any discrepancy between the information contained on this summary and HR policy or plan documents, the plan documents and HR policies will govern.

It's time to choose your benefits

Visit www.inova.org/benefits

Let's get started!

Log in to the Inova Benefits Center at www.inova.org/benefits

As a new Inova Team Member, you have a range of benefits to choose from. The Inova Benefits Center is your one-stop-shop for your benefits so you can choose the plans that fit you best.

Remember, you have **31 days from your date of hire to enroll**.



First Time Enroll

Your **initial login user ID** will be your Team Member ID. Your **initial password** will be your date of birth (MMDDYYYY).

After you first log in, you'll be asked to change your password and provide a security question with an answer.

If you forget your password, you can easily reset it yourself if you know your user ID and the answer to your security question.

Your Inova Benefits Center Homepage

You'll see your enrollment deadline and highlights on the homepage. Make sure to review and understand this information before starting your enrollment.



The screenshot shows the Inova Benefits Center homepage for a new hire. At the top is the Inova logo and a navigation bar with links: Home, My Benefits, My Profile, Library, Inova Well, and Additional Resources. The main heading reads "Welcome to your New Hire Enrollment!". Below this, it states "Enrollment Deadline 5/27/2019" and "Your Status Not Started". A blue button labeled "Start Your Enrollment" is prominently displayed. The "Enrollment Highlights" section contains three bullet points: a welcome message, a reference to the 2019 Benefits Guide, and a note about the next annual enrollment. A background image of a stethoscope is visible on the right side of the page.

INOVA

Home My Benefits My Profile Library Inova Well Additional Resources

Welcome to your New Hire Enrollment!

Enrollment Deadline **5/27/2019**
Your Status **Not Started**

[Start Your Enrollment](#)

Enrollment Highlights

- We appreciate your completing the Inova benefits enrollment. Please be sure to confirm that your elections are correct.
- Refer to the 2019 Benefits Guide or call the Inova Benefits Center if you have future questions about your benefits.
- You will be unable to make changes to your elections until the next annual enrollment unless you have a qualifying life event.

Review important information and resources

In addition to online enrollment, the Inova Benefits Center includes important resources and information, such as:

- Your profile and personalized benefits information.
- The Dependent Verification Process.
- How to participate in the Inova Well program to save money on your Inova medical premiums.
- A library with benefits summaries, important notices and detailed plan information like prescription drug formularies.
- Contact information and details on how to get help when you need it.

The screenshot shows the Inova Benefits Center homepage. At the top is the Inova logo and a navigation bar with links: My Benefits, My Profile, Library, Inova Well, and Additional Resources. The main content area is divided into several sections. On the left, under 'My Benefits', it shows the effective date as 4/25/2019 and states 'You have no active benefits as of 4/25/2019.' Below this is the 'Inova Well' section, which describes a goal-based, healthy lifestyle program. Further down is the 'Dependent Verification Process' section, explaining the requirements for enrolling dependents. On the right, the 'Inova Benefits Center' section provides contact information for the benefits center, including a phone number (1-877-INOVA01) and a website link. Below this is a 'Learn More About Your Saving Accounts' section with a link to 'Your PayFlex Advisor'.

Click "Start Your Enrollment" to begin

Your benefit decisions are important—so take your time. Your information will be saved and you can come back any time **before your enrollment deadline** to make your final choices and confirm your enrollment.

However, after your enrollment deadline, you won't be able to make changes to most of your benefits until the next annual enrollment period, unless you have a qualifying event.

The screenshot shows the Inova New Hire Enrollment page. At the top is the Inova logo and a navigation bar with links: My Benefits, My Profile, Library, Inova Well, and Additional Resources. The main content area features a large heading 'Welcome to your New Hire Enrollment!' and a subheading 'Enrollment Deadline 5/27/2019'. Below this, it shows 'Your Status: Not Started' and a prominent 'Start Your Enrollment' button. Further down, the 'Enrollment Highlights' section lists key points: 'We appreciate your completing the Inova benefits enrollment. Please be sure to confirm that your elections are correct.', 'You will be unable to make changes to your elections until the next annual enrollment unless you have a qualifying life event.', and 'Refer to the 2019 Benefits Guide or call the Inova Benefits Center if you have future questions about your benefits.'

There are four steps to complete your enrollment

1. Confirm information about you and the dependents you plan to include in your coverage.
2. Elect your benefits.
3. Confirm your enrollment elections.
4. Complete your enrollment.

It's important to complete all four steps to ensure you have the proper coverage.

The screenshot shows the Inova enrollment progress bar. It is a vertical bar with four steps: 1. Your Info, 2. Your Benefits, 3. Enroll, and 4. Complete. Step 1 is currently selected and highlighted in orange. To the right of the bar, there are links for 'Employee Information', 'Family Info', and 'Continue'. The 'Continue' button is a large orange button at the bottom right.

Confirm information about you and your dependents

Enter your spouse's information, along with your children, or anyone that you claim as a dependent and would like to enroll in your benefits.

If you are planning to add a dependent to your coverage, make sure he or she is eligible for benefits by reviewing the Dependent Verification Process and required documentation on the Inova Benefits Center homepage.

The screenshot shows the 'Family Information' section of the Inova Benefits Center. At the top, there's a header with the Inova logo and navigation links. Below the header, a section titled 'Tell me about your family' contains instructions for adding dependents. It states that dependents must be added by a certain date and that a dependent verification process is required. Below this, there are two columns for adding dependents. The first column is for 'John Smith', a Male Employee, with a date of birth of 03/01/1978 and a Social Security Number of 123-12-3456. The second column is for 'Susie Smith', a Female Spouse, with a date of birth of 03/01/1978 and a Social Security Number of 456-78-9012. A plus sign icon with the text 'Add Dependents' is located between the two columns. On the right side, there is a 'Your Info' sidebar with a progress indicator showing steps: 1. Your Info, 2. Family Size, 3. Your Benefits, 4. Health, 5. Continue. A 'Continue' button is at the bottom of the sidebar.

Get a personalized recommendation

Clicking the “Which Plan Is Best for Me?” button launches the Emma walkthrough.

Emma will ask about any upcoming medical visits for you and your covered dependents to estimate your costs and see which plan will save you the most money.

The screenshot shows the 'Finding the Right Plan' section of the Emma walkthrough. It features a heart character on the left and a brain character on the right. The text asks the user to answer a few questions about their expected medical needs during the period they're covered. Below this, it lists what the user will get: an estimate of the total cost they could end up paying under each plan and a plan recommendation. A 'Continue' button is at the bottom right. The page is titled 'Step 1 of 7'.

Crunch the numbers yourself

You can exit the walkthrough at any time and click “Jump ahead to cost calculator” to estimate your costs on your own.

This screenshot is similar to the previous one, but it includes a callout box that says 'You can skip all the explanations and run the numbers yourself with this calculator.' with a 'Get It!' button. The heart and brain characters are still present, and the 'Continue' button is at the bottom right. The page is titled 'Step 1 of 7'.

Learn more with FAQs and videos

For more plan details, check out the FAQs at the top of the page. You'll find a library of content and videos explaining a variety of topics.

The screenshot shows the 'Frequently Asked Questions' section of the Inova Benefits Center. It features a 'Close FAQ' button at the top right. Below this, there are several questions and answers. The first question is 'Why do I need a health plan?' with a list of reasons: to keep you and your covered dependents healthy, to help pay for expensive medical costs, and to provide immediate access to quality care. The second question is 'Without a health plan, could you afford?' with a list of costs: 3-Day Hospital stay - \$85,000 and Open Surgery - \$25,000. The third question is 'What are premiums, deductibles, coinsurance and copayments?' and the fourth is 'What are "out-of-pocket" expenses?'. At the bottom, there is a 'Video Library' section with a video titled 'What is a PREMIUM?' and another titled 'What is a DEDUCTIBLE?'. A 'Close FAQ' button is also present at the bottom right.

View your benefits options

From this screen you can elect which benefits to enroll in or to waive - like medical, dental, vision, life, and disability.

Choose who to cover

For each benefit, elect who you want to include in your coverage in the plan at the top of the page.

Compare medical plans and estimate your costs

To see how the plans stack up against each other select **"View All Plans Side-by-Side"** to easily compare details.

Remember that only HDHPs are HSA eligible. In addition to reviewing the premiums and deductibles for each plan, consider that contributing pre-tax dollars to an HSA can help reduce your taxable income. You can also save your HSA dollars for future expenses including medical costs in retirement.

To view your estimated out-of-pocket costs for each plan, select "Want to see the cost breakdown of this plan?"

To see which plan may help you save the most money, select "Which plan is best for me?" at the top of the page.

You will start with the medical plan first.

Review your plan options

It's easy with Ask Emma, your interactive decision support tool.

Ask Emma's calculator estimates your annual costs for each plan. She also has videos and FAQs to explain certain terms and examples to help you understand your options.

Looking for a guide, start to finish? Walk through the 5-minute educational interview and share your health needs. Ask Emma will run the numbers, make a recommendation and explain how each plan will provide coverage.

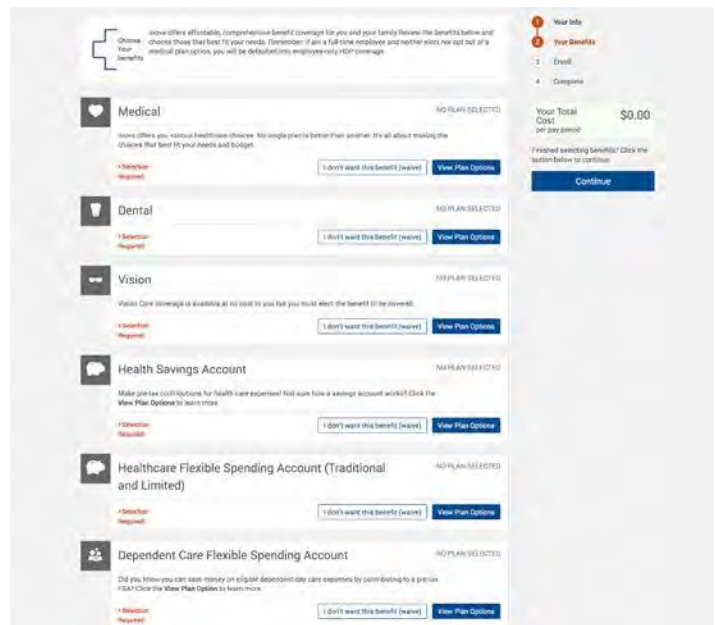
You can choose to go through enrollment with audio, so you can listen to Emma explain things as you go, or, you can enroll without audio and use Emma when you need her.



Choose your other benefits

After you elect your medical coverage, you'll return to the main page. Continue scrolling down the page to finish selecting the rest of your benefits, like dental, vision, life insurance, and a variety of voluntary benefits.

As you progress, each icon in the upper left corner will change from grey to green, indicating that you have completed your selection of that benefit. You'll also see your "Total cost per pay period" updated as you elect each benefit.



Set up your HSA or FSA

If you elected a HDHP, you can set aside pre-tax dollars for reimbursement of your out-of-pocket medical expenses in a Health Savings Account (HSA). The IRS limit for 2021 is \$3,600 for individuals and \$7,200 for families.

Certain IRS rules apply to HSAs so be sure to read the Benefits Guide section on HSAs that is posted in the library.

If you are not in the HDHP you can set up a Healthcare FSA to set aside pre-tax dollars for your 2021 medical expenses. The IRS limit for 2021 is \$2,750. You do not have to be in an Inova medical plan to have the FSA. If you are in the HDHP, you also can set up a Limited Healthcare FSA for eligible dental and vision expenses.

The screenshot shows the 'Health Savings Account' setup page on the Inova website. It includes a 'Watch A Video' button, a 'Select a question about HSA' dropdown, and a 'VOICEMAIL ALERT' button. The main content area is titled 'Health Savings Account' and contains a 'PAYFLEX' logo. Below the logo, there is a section for 'How much can be contributed per year?' with a list of options. A 'Continue' button is at the bottom right.

Review & confirm your elections

After you've elected your benefits options, take a moment to review your selections before completing the enrollment process.

When you're ready, click "Complete Enrollment." You must complete this step for your enrollment to take effect.

The screenshot shows the 'Review and Confirm' page on the Inova website. It features a 'Please Review All of Your Selections' warning icon and a 'Complete Enrollment' button. The page displays a summary of the user's selections, including a 'Your Total Cost' of \$347.10 and a 'Medical' section with a 'Your Total Cost' of \$67.42. A 'Complete Enrollment' button is at the bottom right.

Email or Print Your Confirmation Statement

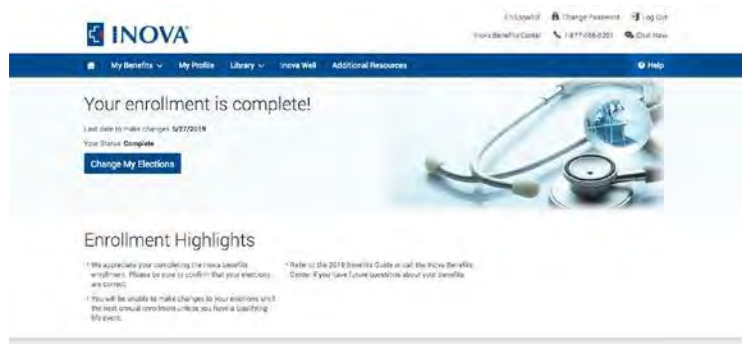
After enrollment, you'll receive an email with your benefits confirmation statement. You can also email or print your confirmation statement.

The screenshot shows the 'New Elections, Confirmation Statement for John Smith' page on the Inova website. It features a green checkmark icon and a 'Your enrollment is complete!' message. Below the message, there is a 'View Enrollment Reminders' button. The page also displays a summary of the user's selections, including a 'Your Total Cost' of \$347.10 and a 'Medical' section with a 'Your Total Cost' of \$67.42. A 'Complete Enrollment' button is at the bottom right.

You're finished!

Your coverage will take effect the first day of the month following your hire date unless you were hired on the first of the month. For example, if you are hired on Sept. 15, your coverage takes effect Oct. 1. If you are hired on Oct. 1, your coverage takes effect Oct. 1.

Medical coverage enrollees will receive a mailed ID card. If you elect the HSA, you will also receive a HSA debit card. No cards are used for the FSA or for the dental or vision plans.



What needs to be done:

By when:

- | | |
|--|--------------------------------|
| • Get ID badge | First day on site |
| • Call eServices to verify home address <ul style="list-style-type: none">• 703-205-2166 | Friday, March 19 |
| • Update tax withholding, and address (if applicable), sign up for direct deposit | March 29 - April 2 |
| • Complete InovaNew eLearning | Due 30 days after date of hire |
| • Select or opt out health insurance | Due 31 days after date of hire |
| • Select or opt out 401(k) | Due 60 days after date of hire |
| • Flu Shot or approved exemption <ul style="list-style-type: none">• Send documentation with name and start date on cover sheet to:<ul style="list-style-type: none">• 703-698-2429 (fax) or flu@inova.org• Send exemption requests and supporting documentation to:<ul style="list-style-type: none">• 703-698-2428 (fax) or exemptionrequests@inova.org | Due seven days after hire |
| • Sign up for Emergency Alerts | Recommend first day on site |

Systems You Can Access on the Inova Network

Intranet: InovaNet
eLearning: HealthStream
Email: Outlook
Self-Service: Oracle



To access via End User Workspace (black circle icon often found at the bottom of your screen): Click on the End User Workspace and launch an icon.

Need Help? Contact Inova Service Desk @ 703-889-2000 or servicedesk@inova.org

Sites You Can Access From Home

Inova Website:	www.inova.org	
Inova Benefits Center:	www.inova.org/benefits	1.877.466.8201
Inova Well Program:	www.inovawell.org	
Fidelity (retirement benefits):	www.netbenefits.com	1.877.694.6682
Inova Sustainability:	www.inova.org/GoGreen	
HealthStream:	www.inova.org/for-employees	
Emergency Alerts:	www.getrave.com/login/inovahealth	

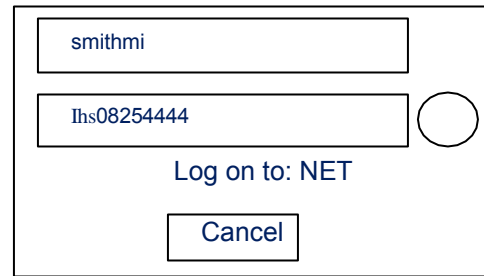
Logging in to an Inova Workstation for the First Time

Logging in to an Inova workstation for the first time

User Name: Use first five letters of last name and first two letters of first name. Ex. Michael Smith = smithmi (In some cases, the first three letters of first name will be used, ex. smithmic)

Default Password: "Ihs" plus birth month and day plus last four digits of SSN. Ex. For birthdate of August 25 and SSN of XXX-XX-4444 default password = Ihs08254444

*The first time you login you will be prompted to change your password. After that you may change it again at any time by entering **Ctrl Alt Del** and selecting **Change a Password**. If you have entered the wrong password more than three times your account may be locked. Wait 15 minutes and try again.*



For questions or problems regarding network access contact IT Customer Support at 703-889-2000.

Oracle Team Member Self-Service is where you can sign up for direct deposit, view and update your home address, update tax withholding and view/print pay history. We are in the process of updating our technology. Access will be available to all team members on March 28.

**Please call Inova eServices March 29-April 2 to verify your home address.
eServices phone: 703-205-2166**

Oracle Self-Service Access

Oracle is accessed from Inova's intranet, called InovaNet. For access from outside of InovaNet, from home or elsewhere, Citrix access must be requested from IT Customer Support. Your manager should complete the System Access Request form (eSARF) to request Citrix access.

IMPORTANT ACTIONS:

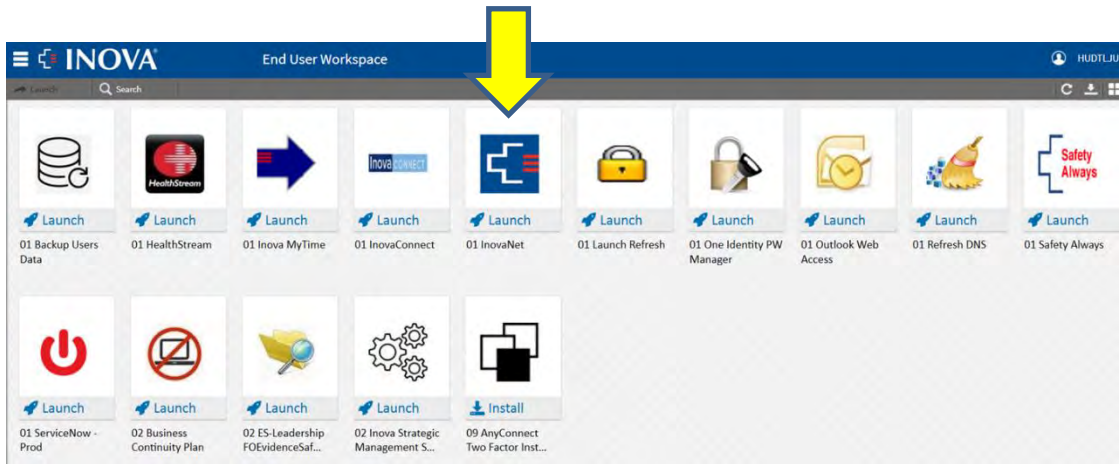
All new team members must complete the following actions in Oracle March 29-April 2:

- Verify your address and personal information are correct
- Update tax withholding information
- Sign up for direct deposit

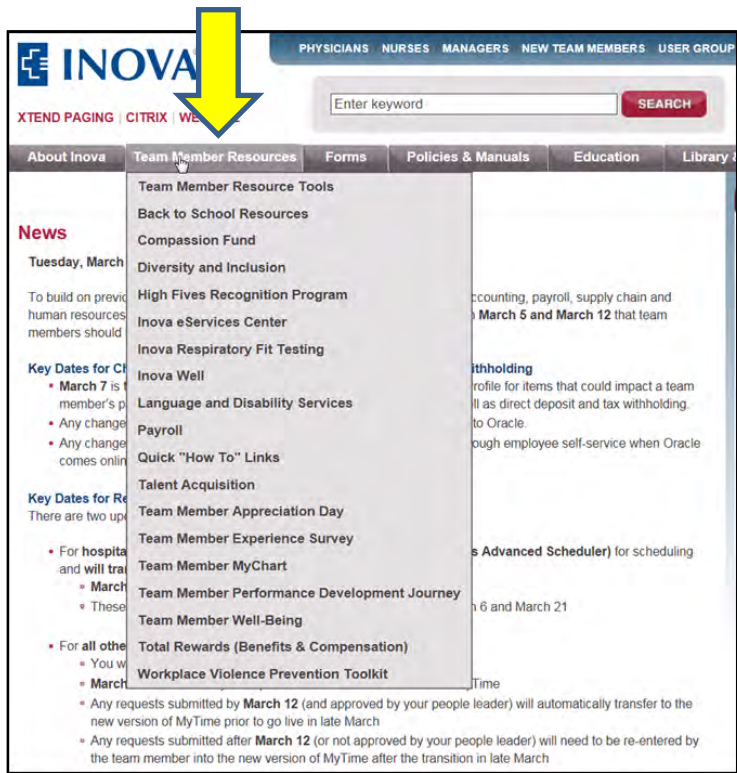
Instructions on how to access Oracle, verify your personal information, sign up for direct deposit, and update tax withholding can be found on InovaNet. The screen shots below show you how to access this information.

Accessing InovaNet from a network computer:

Step 1: Click on the InovaNet icon



Step 2: Click on Team Member Resources drop down menu. Select Team Member Resource Tools



Step 3: Click on Oracle (Team Member Self-Service, Payroll, Expense Reimbursement)

INOVA®

XTEND PAGING | CITRIX | WEBMAIL

PHYSICIANS

NURSES

MANAGERS

NEW TEAM MEMBERS

USER GROUPS

Enter keyword

SEARCH

About Inova

Team Member Resources

Forms

Policies & Manuals

Education

Library & Research

InovaNet

Home / Team Member Resources / Team Member Resource Tools

TEAM MEMBER RESOURCES

• HR Contacts

• Team Member Resource Tools

• Back to School Resources

• Compassion Fund

• Diversity and Inclusion

• High Fives Recognition Program

• Language and Disability Services

• Payroll

• Quick "How To" Links

• Talent Acquisition

• Team Member Self-Service

• Team Member Being

Team Member Resource Tools

Direct Links to Systems

• [Fieldglass](#)

• [HealthStream](#)

• [High Fives Recognition Program](#)

• Inova Career Center

- [BrassRing](#)
- Oracle - Coming Soon

• [Inova eServices Center](#)

• [Inova MyTime](#) (Kronos)

• [Inova Well](#)

• [Manager BrassRing \(Hiring\)](#)

• Oracle (Team Member Self-Service, Payroll, Expense Reimbursement) - Coming Soon

• Smart Square Scheduler - Coming Soon

SYSTEM OUTAGES & IT SUPPORT

Unplanned | Planned

3/04/21: Capsule delays; there is a significant delay between Ensemble and Epic causing issues/delays with Capsule. This is affecting all of Inova and engineers are engaged to resolve this issue.

Due to a serious security threat, we have taken some specific actions to address significant risks that could impact the integrity of our IT infrastructure, [click here](#) for more information.

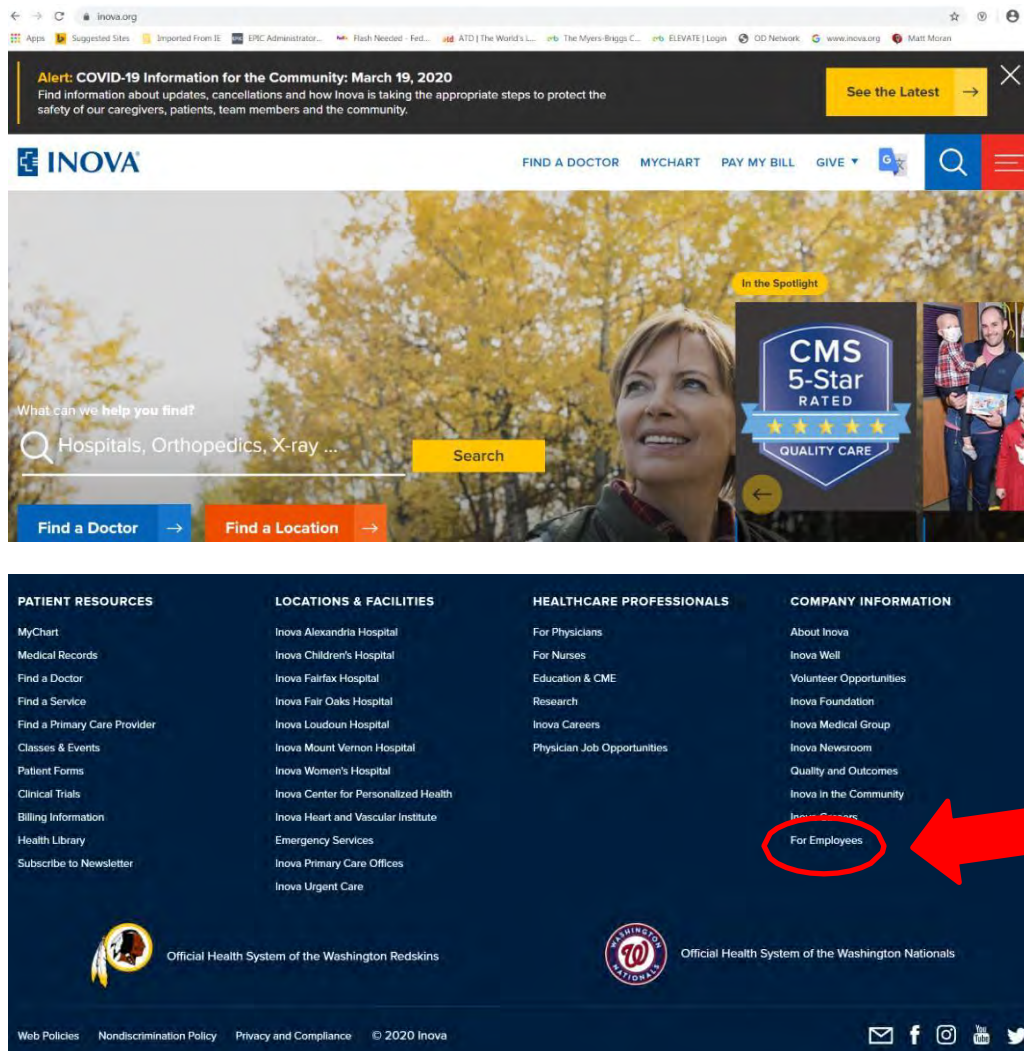
Password Reset

Password Reset Instructions

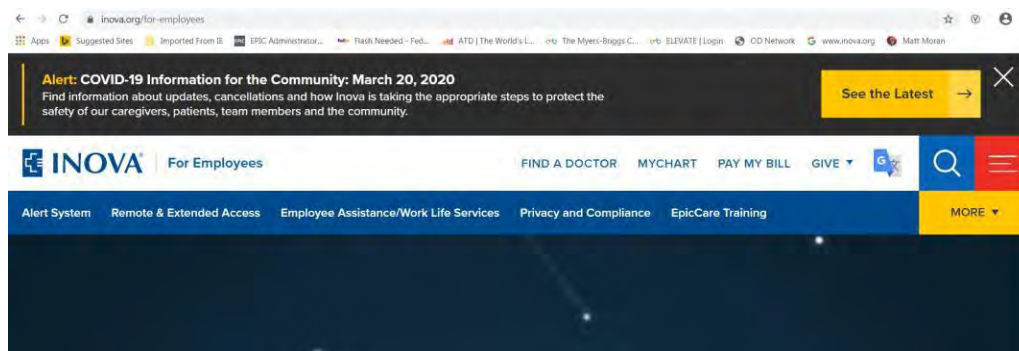
HealthStream Access at Home - How To

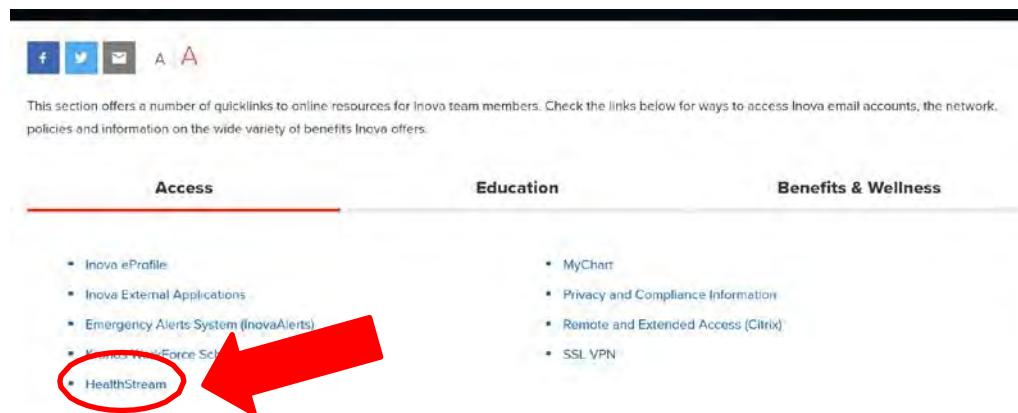
How do I access HealthStream from home? HealthStream is available online. Anytime, anywhere there is Internet access, you can access the website. You can choose to access HealthStream from www.inova.org/for-employees or directly from this direct link, www.healthstream.com/hlc/inova

- **www.inova.org.** Go to Inova's public website from your internet browser and scroll down to the bottom of the home page. Locate and click on For-Employees hyperlink.



After landing on the For Employees page, scroll down, locate and click on the HealthStream hyperlink.





You are now on the Sign In page for HealthStream. The instructions are on this page. Enter your Team Member ID number (same as Employee ID number) as your User ID and Inova1 as your password. If you are a rehire, use Inova999 as your password. Passwords are case sensitive. You will be prompted to change your password immediately.

Sign In

User ID

Password

Login

[Password reminder](#) [Forgot your password?](#)

Login Instructions

Employees (including providers employed by Inova)
 User ID = Employee ID number

Non-Employees:
 Medical Staff: P plus Provider Number
 Medical Students: MS plus Provider Number
 Other: Use User ID provided to you.
 Initial Password for all = Inova1

This resource must be accessed only by properly authorized personnel. Each user is responsible for the proper conduct of all activities performed under his or her login.

For HealthStream questions, password or ID issues ,email HealthStream@inova.org or call the Support Desk at 703-889-2000.

To utilize the **Password Reminder** function, users must first create a reminder on the Manage Passwords screen.

Note: Too many password attempts will result in a lock out of your account for 15 minutes. Even with a password reset you will remain locked out for 15 minutes.

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- www.healthstream.com/hlc/inova. This is the direct link you can type into your browser's address bar.

Who do I contact for questions? For help with your password and/or completing your InovaNew elearning, please contact Inova eServices: 703-205-2166 or eServices@inova.org. For HealthStream password issues or navigation questions, please email healthstream@inova.org.

How to Access New Team Member Orientation Courses in HealthStream

1. Click on the “To Do” tab.
2. Click on the “Resume” button next to “PD100: New Team Member Orientation Curriculum.”

To Do Completed Profile Catalog Help [Take a Tour](#)

My To-Do List

TOTAL TASKS: 2

Show: **All Tasks 2** Assigned Learning 1 Elective Learning 1

PD100: New Team Member Orientation Curriculum
CURRICULUM STATUS: In Progress COMPLETED: 0 of 5 Due: Jun 30, 2020 **Resume**

Team Member Training for the 2019 Yearly Performance Check-In Cycle and InovaConnect System
COURSE STATUS: In Progress ENROLLED BY: Self Elective COMPLETED: 0 of 1 **Resume**

3. Click on the “Start” button next to “InovaNew Evaluation.” Complete the course evaluation.

PD100: New Team Member Orientation Curriculum

CURRICULUM DUE: Jun 30, 2020

Courses Overview

Courses in this Curriculum

PD100D: InovaNew
COURSE STATUS: In Progress

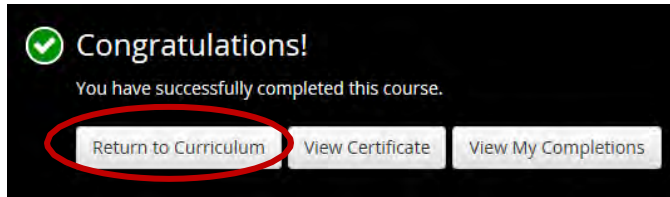
InovaNew Classroom Session
LIVE CLASS STATUS: Completed SCORE: 0 % Dec 16, 2019, 8:30am - 12:30pm ET

InovaNew Evaluation
EVALUATION STATUS: Not Yet Started **Start**

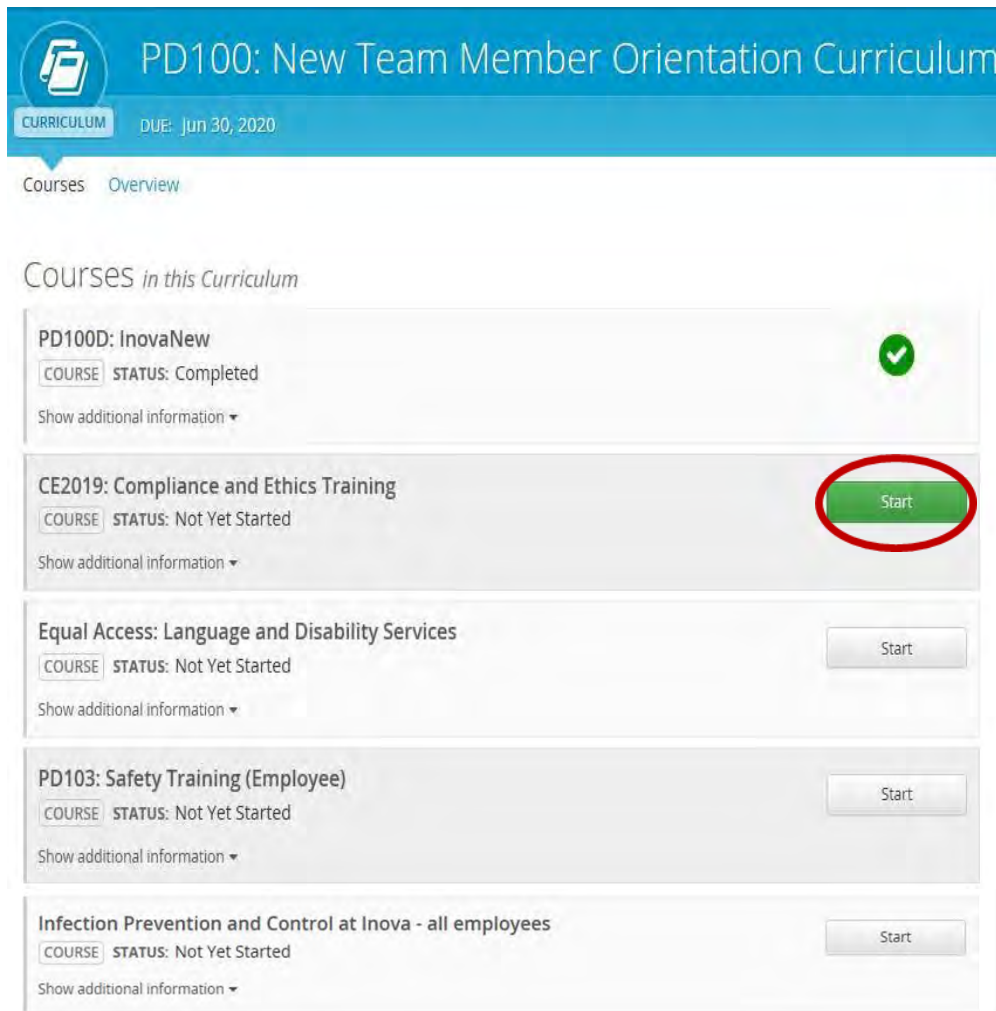
NOTE: If your InovaNew Classroom Session status does not say “Completed,” you will not be able to start the evaluation. Please notify the facilitators so they can correct this for you. In the meantime, you may move on to complete the other courses in the curriculum (see step 5).

How to Access New Team Member Orientation Courses in HealthStream

4. Once you have completed the InovaNew evaluation, you will get a system generated “Congratulations!” pop-up box. Click on the “Return to Curriculum” button.



5. Now you can access the first eLearning course. Click on the “Start” button next to “CE2019: Compliance and Ethics Training.” You need to complete each learning activity to complete the course.



6. Repeat step 5 for the other three courses. You must complete these courses in chronological order.

- Equal Access: Language and Disability Services
- PD103: Safety Training (Employee)
- Infection Prevention and Control at Inova – all employees

Forgot Your Inova Password? Use the Self-Service Password Reset Tool

As soon as you receive your Inova user name and password, it's important to register for the self-service password reset tool. If you ever forget your password, this resource allows you to quickly set up a new one. It's easy to use this tool, but it's important to set up your reset password account now, **while** you still remember your current password.

EXCEPTION NOTE: If you work remotely via Citrix, this tool is not available. You will still need to contact the IT Service Desk for a password reset.



How to Set Up Your Account

To set up your account, click on the One Identity Password Manager icon on the Inova Portal Manager (formerly LANDesk). Then follow the instructions in the [One Identity Password Manager User Guide](#).



How to Reset Your Password

After you set up your account, you will be able to reset your password at any time. Press CTRL + ALT + DELETE to access the Windows Login screen, and click on **Forgot My Password**.

Then, follow the prompts. For full instructions, refer to the [One Identity Password Manager User Guide](#), pages 4-7.

Please contact the IT Service Desk at 703-889-2000 if you have any questions about this process.

