

GenesisCare | NC

Frequently Asked Questions

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**Updated Questions*

General

Who is AdventHealth?

With a sacred mission of Extending the Healing Ministry of Christ, AdventHealth is a connected system of care for every stage of life and health. More than 105,000 skilled and compassionate caregivers in physician practices, facilities, outpatient clinics, skilled nursing facilities, home health agencies and hospice centers provide individualized, wholistic care. A shared vision, common values, focus on whole-person health, and commitment to making communities healthier unify the system's 56 facilities campuses and hundreds of care sites in diverse markets throughout nine states. For more information about AdventHealth, visit AdventHealth.com, or [Facebook.com/AdventHealth](https://www.facebook.com/AdventHealth).

Will our clinics get a new name?

Yes, upon joining AdventHealth, the name of your facilities will change to align with the AdventHealth brand.

Where do our GenesisCare NC facilities fit into the broader AdventHealth organization?

The facilities and related businesses, physician clinic operations and outpatient services will become a part of the AdventHealth Southeast Region.

Will our clinics operate as faith-based facilities?

Yes. The mission of AdventHealth is “Extending the Healing Ministry of Christ” to the people and communities we serve. This mission is carried out through the healing and health-promoting work of our facilities, clinics, and related institutions.

What does it mean to be a Seventh-day Adventist sponsored clinic?

The legacy of delivering whole person care – body, mind, and spirit – has been rooted in the Seventh-day Adventist Church for more than 100 years. Today, several hundred facilities, clinics and health care facilities around the world identify with the Church. Team members are encouraged to live their faith in the workplace, not to impose or proselytize, but to provide care in a manner that addresses the whole person. The Adventist Church maintains a vital connection to AdventHealth’s health care ministry, beginning with its governing body, which is comprised of designated Church officials and lay leaders.

Do I have to be a member of the Seventh-day Adventist Church to work for AdventHealth?

No. While we are rooted in our faith-based mission, at AdventHealth, we celebrate the diverse background, cultures and experiences of our team members and embrace opportunities to learn and grow from new perspectives.

Employment

***Do I have to reapply for my job?**

No. All employees in good standing will be retained. You will not need to reapply for your position during the transition. However, you will be required to complete on-boarding and new hire documentation within **30 days of the transition**.

Employee Health Requirements

Within a few days after go-live, you will receive e-forms from **PureOHS** with links to complete the following:

- Latex Allergy Questionnaire
- Medical Health History/Health Questionnaire
- OSHA Respirator Medical Questionnaire (Part A)
- TB Risk Assessment and Symptom Check
- AdventHealth COVID Vaccination Declination (if applicable)

Over the next 30 days, Employee Health team members will visit your local clinic for additional requirements.

Drug Testing & Bloodwork: All employees must complete a drug test and have bloodwork drawn to confirm immunity within the first 30 days of employment. Instructions will be provided by an Employee Health Nurse on how to complete this requirement.

Will I need to purchase new uniforms?

Yes, you will need to purchase new uniforms to align with AdventHealth scrub standards, but we are excited to announce that current team members required to wear uniforms will be given a one-time Uniform Advantage uniform credit to go towards the purchase of new uniforms. Full-time team members will receive a \$150 credit and Part-time and PRN team members will receive a \$100 credit.

These credit amounts are designed to give team members flexibility when making their purchases, Uniform Advantage offers many different types of uniforms, and these amounts will provide team members with a variety of options.

Should I continue to wear our current uniforms?

Yes, until you receive your new AdventHealth scrubs.

Will leaders that support staffing also be provided with an allowance for scrubs?

All required uniformed team members will be provided with the one-time credit. Leaders who are typically dressed in business attire will continue to do so.

Will I get an ID badge?

Yes. All onsite team members will begin to wear ID badges on Day 1, to align with business continuity. Remote team members will not be issued a badge.

What is the AdventHealth standard workweek?

The AdventHealth standard work week begins and ends on Saturday at midnight. For night shift team members, the work week begins and ends at noon on Sunday.

When will I be paid?

AdventHealth pays on a biweekly Friday pay cycle, with pay statements available to view the Thursday before Friday pay day.

- Your last full paycheck from GenesisCare will be paid on 9/26/25.
- Your last partial and final paycheck from GenesisCare will be paid on 10/10/25.
- Your first partial paycheck from AdventHealth will be paid on 10/10/25.
- Your first full paycheck from AdventHealth will be paid on 10/24/25.
- You will receive your biweekly pay thereafter from AdventHealth.

How does AdventHealth conduct performance evaluations and provide merit increases?

Pay increases at AdventHealth are typically implemented annually through the annual pay increase process. AdventHealth also regularly reviews market compensation data each year, and we leverage this data to make market-based pay adjustments for specific roles outside of the annual increases.

TalentCare is the electronic platform and process that AdventHealth uses to foster deeper relationships between leaders and team members. This framework facilitates regular 1:1 meeting between team members and more comprehensive bi-annual discussions focused on development and individual strengths. These conversations offer valuable insights and feedback on work performance, but these evaluations are not linked to pay and do not impact a team member's eligibility for annual pay increase process or market adjustments.

Will our service dates be honored?

Yes.

What is the company's policy on taking a 30-minute uninterrupted lunch break?

All employees are expected to take a 30-minute uninterrupted lunch break each workday.

***Are Medical Assistants required to be certified at AdventHealth?**

Yes. All Medical Assistants are required to obtain certification. The cost of certification will be covered through our Certified Medical Assistant Program, which is managed by the AHMG Educator. You will have six months, beginning October 1, to complete your certification.

Organizational Development and Learning

What happens if the educational program I am enrolled in is not among the approved schools/programs within AdventHealth?

Team members enrolled in a program that was already approved by your previous employer will be able to complete the course and receive tuition reimbursement via Guild's platform on or after October 1st. For future educational pursuits, you may need to transition to an approved regionally accredited school and field of study if your current program does not align with AdventHealth's policy and approved fields of study. Guild Education will be happy to assist you with deciphering that.

Does AdventHealth offer a Student Loan Repayment benefit?

Yes, a student loan repayment program is available through the Education Assistance tile on The Hub. The benefit for full-time team members is \$200/month with a \$12,000 lifetime cap. Part-time team members are eligible for \$100/month, with a \$6,000 lifetime cap. To be eligible, team members must be:

- Active and benefits-eligible,
- In [eligible departments](#) as defined by AdventHealth as a patient-facing department
- In a job that requires a degree
- In a position that is manager-level or below
- Physicians and APPs are ineligible

Student loan coaching is available to all benefits-eligible team members and provides access to free coaching sessions with educational finance experts who offer personalized guidance on student loan repayment in the context of broader financial wellness goals. You also have access to complimentary student loan advice and tools that help broaden your understanding of repayment strategies. To access Student Loan Support, visit the Education Assistance tile on The Hub.

Additional Information on Educational Assistance

AdventHealth provides educational assistance (separate from student loan repayment) for approved degree programs from regionally accredited academic providers. Certification/Non-Degree Programs do not require regional accreditation. Benefits-eligible team members are eligible for educational assistance in addition to PRN Nurse Technicians.

AdventHealth Annual Caps for Educational Assistance

- **Undergrad Degrees/Undergrad Certifications**
 - Full-Time: Up to \$5,250 per calendar year
 - Part-Time: Up to \$2,625 per calendar year
 - PRN (Nurse Techs only): Up to \$2,625 per calendar year
- **Graduate Degrees**
 - Full-Time: \$10,500 per calendar year
 - Part-Time: \$5,250 per calendar year
 - PRN (Nurse Techs only): N/A
- **Non-Degree Certifications**
 - Full/Part-Time: \$3,000
 - PRN (Nurse Techs only): \$3,000

Paid Time Off and Absence Management

What time off buckets does AdventHealth have?

All time that is accrued is called PTO for Paid Time Off. This is to be used for company holidays, vacation, illness, personal days, wellness days, when not working scheduled shift and more.

What will happen to my PTO and Sick Banks?

Current vacation and floating holiday hours will transfer to AdventHealth's Paid Time Off bank, and sick time will transfer to the AdventHealth Frozen Sick Bank at the time of sale. Beginning October 1, AdventHealth PTO accrual will take effect.

What are the PTO accrual rates?

AdventHealth PTO accrual rates (in percentages) are described below. PTO is accrued per pay period based upon hours worked (up to 80 hours per pay period) and length of employment.

Team Member / Non-Leader		
Months of Service Completed	Accrual %	Number of Days, FT, 8-hour equivalent
0-12	9%	23.4
12 +1 day through 60	10%	26
60 + 1 day through 96	11%	28.6
96 + 1 day through 132	12%	31.2
132 + 1 day through 180	13%	33.8
Greater than 180	14%	36.4

Leader (Director and Above)		
Months of Service Completed	Accrual %	Number of Days, FT, 8-hour equivalent
0-60	10%	26
60+1 through 96	11%	28.6
96 +1 day through 132	12%	31.2
132 + 1 day through 180	13%	33.8
Greater than 180	14%	36.4

*Accrual Calculation

The following formulas can be applied to achieve a general calculation of annual PTO accrual:

- Standard Hours per pay period X Pay periods per year (generally 26) X Accrual rate = Annual PTO hours accrued
- Annual PTO hours accrued / Hours worked per shift = Annual number of PTO days accrued

Will I be able to cash out my PTO at any time during the year?

Yes, in accordance with the AdventHealth PTO policy.

How is PTO cash out managed at AdventHealth?

Time off accrued beginning October 1 will go into the PTO bank that will follow the rules listed for PTO cash out.

- Team members must maintain 40 hours of PTO in their bank after the cash-out hours are deducted.
- Team members may not cash out more than 80 hours of PTO in a calendar year.
- PTO that is cashed out will be paid as cash at 90% value, less any additional taxes or required payroll withholdings.

What happens to my open leave of absence (LOA) claim?

Open leave of absence claims will continue to be processed by local HR. Any claims opened 10/1/2025 or after will need to follow the AdventHealth process.

Will team members be required to pay for their insurance benefits if they have unpaid time off?

Team members will need to plan to cover any benefit deductions not taken due to unpaid time, this is typically paid in arrears in a future check but can also be paid as a separate direct payment to AdventHealth.

Will team members need to use their PTO if called off due to low volume/census?

AdventHealth gives hourly team members the choice of using their PTO or having unpaid time during low volume periods.

Do holidays come out of our PTO bank?

Yes. At AdventHealth paid time off is used for sickness, vacations, and company holidays.

What company leave of absence plans do AdventHealth offer?

In addition to statutory state and federal leave, such as FMLA or USERRA covered Military Leave, AdventHealth also offers the following Company leave plans in a rolling 12-month year to assist you with necessary time away from work for qualifying reasons. Multiple leave plans may run concurrently, based on eligibility and entitlement:

- **Paid Parental Leave** is a 4-week paid leave benefit, for paid time away from work due to the birth or adoption placement of a new child that is born or placed for adoption on/after October 1, 2025. This benefit is available to full-time benefits eligible team members. The team member must be employed and have started work prior to the birth or adoption to be eligible for Paid Parental Leave. The leave runs concurrently with other statutory or AdventHealth leaves.
- **Medical Leave of Absence (MLOA)** is an AdventHealth company leave benefit that grants the same amount of time as FMLA (12 weeks) if a team member does not qualify for FMLA, however, it is only available for the team member's own serious health condition (to include pregnancy recovery) on a continuous basis. Intermittent use is not permitted.
- **Personal Leave** is an AdventHealth company leave benefit that grants time off for up to three months in total, for personal reasons including, but not limited to, specialized experiences, family issues or other extenuating personal needs, elective office, or other family situations not related to a team member's own serious health condition or the health condition of a qualified family member that would otherwise be covered under the FMLA. This leave type is tracked by the LOA vendor but requires manager approval.
- **Education Leave** is an AdventHealth company leave benefit that grants time off for up to three months in total, for the team member's own education-related pursuits. This leave type is tracked by the LOA vendor but requires manager approval.

Compensation

How does AdventHealth determine pay rates?

Pay rates are determined using comprehensive market studies and evaluating internal equity for team members in the same job within the same market (typically in the same region/state). We regularly review our salary structures to ensure they remain competitive within the labor markets in which we compete for talent. We also ensure they are aligned with industry leading practice. We conduct these studies annually to stay abreast of industry trends and to inform our salary planning process.

How does AdventHealth conduct pay studies?

We analyze external market data from credible sources using leading industry practice to conduct our pay studies. Here are a few principles we consider:

We use job descriptions, not job titles alone, to match AdventHealth jobs to survey jobs.

We collect data from at least 3 credible compensation survey sources that include national compensation data for the specific job (e.g., RN, Radiologic Technologist, Financial Analyst, Environmental Services Worker, etc.).

We account for the differences in the cost of labor for the various markets in which we operate (typically by state) by applying geographic premiums/discounts to determine the appropriate salary range for a job. For example, the salary range for a Registered Nurse in Florida may vary from the salary range for a Registered Nurse in Kentucky.

Pay rates for individual team members will vary within the competitive salary range based on the years of directly applicable experience of the team member.

This process ensures compensation levels are competitive within regional labor markets (typically by state) and is an industry leading compensation practice.

What factors influence pay adjustments?

- ✓ Market data for the same roles
- ✓ Internal equity across comparable positions
- ✓ Verified years of directly applicable experience (once collected)
- ✓ Budget considerations and sustainability

Does AdventHealth Pay Holiday Differential?

AdventHealth provides a holiday differential of an additional 50% of the team member's base rate for working 11pm of the day before the holiday to 11pm of the day of the holiday.

What are AdventHealth holidays?

AdventHealth recognizes the following holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Benefits

Who is considered benefits-eligible at AdventHealth?

Full-time team members with standard hours of at least 36 hours per week are considered full-time benefits eligible.

Part-time team members with standard hours of 16-35 hours per week are considered part-time benefits eligible.

PRN team members with standard hours of less than 16 hours per week are eligible for their own retirement deferrals and well-being benefits only.

*Will I have to enroll in new benefits?

YES. All GenesisCare facilities will transition to AdventHealth's benefits on the transition date (October 1, 2025).

You will have **10 days starting October 1 to enroll in new 2025 AdventHealth benefits**, from October 1 - October 10, 2025, however, team members are encouraged to enroll as soon as available. Instructions on open enrollment will be sent to your AdventHealth work email address. New benefits with AdventHealth will become effective on the first day of employment (October 1, 2025).

If you are remote or on leave, you will not be required to come into the office to complete the enrollment process. Once a password reset is completed and the SecureAuth authenticator is established, team members will be able to access the enrollment portal from home, through The Hub.

Make plans now to fill your prescriptions and obtain necessary doctor appointments for on/before October 1 or avoid nonurgent appointments or prescription refills for at least 10–14 days after the submission of your new AdventHealth elections. For services you utilize prior to the processing of your benefit elections, you may be required to pay out of pocket and file a claim for reimbursement after your new benefits are processed by the vendors.

Certain benefits terminating under GenesisCare may offer you the option to port coverage to an individual plan. Preexisting condition exclusions and actively at work clauses on the AdventHealth Critical Illness plans and the life insurance plans should be considered when deciding whether to port any existing coverage.

*How will I receive information about signing up for benefits?

Before Day 1, you will receive an employee packet with all the resources you need to get started. Benefits enrollment details and signup links will also be available on the transition site. No action can be taken until Day 1.

Can I enroll my dependents?

AdventHealth allows eligible spouses and children to be covered under the AdventHealth benefit plans if they meet the eligibility criteria as outlined below:

Spouse: A spouse is your legal spouse or any individual who is required to be treated as a spouse under applicable state law.

- Required Documentation: Marriage Certificate* containing the following: • Name of the employee • Name of the spouse • Date of marriage • Certifier's signature/official seal *Consult with HR Shared Services if your spousal relationship is not one that is formalized by a Marriage Certificate.

Children: A child includes any of the following definitions:

- A. A natural child of either the team member or their spouse
- B. An adopted child of either the team member or their spouse
- C. A foster child of either the team member or their spouse
- D. A child for which the team member or their legal spouse has full guardianship through the court.
 - E. Any child, including a grandchild, for which the team member or their spouse has responsibility under a court order
- Required Documentation (one of the following): Birth Certificate, Naturalization Certificate or Consular Report of Birth Abroad, Adoption paperwork, or Legal Guardianship or other applicable Court Order.

**This required documentation will need to be submitted as part of the initial enrollment.*

What voluntary benefits are available for me to enroll in?

AdventHealth offers many voluntary benefits to eligible team members. Team members can enroll in these benefits during the initial enrollment period, and during annual open enrollment each year.

- Health insurance
- Dental Insurance
- Vision Insurance
- Short- and Long-Term Disability Insurance
- Hospital Indemnity
- Accident Insurance
- Critical Illness Insurance
- Supplemental Group Term Life Insurance
- Legal Insurance
- Pet discount coverage
- Cyber wellness/identity theft coverage
- Tax-advantaged health spending and savings accounts

Will the health plan change?

Team members may enroll in the AdventHealth Employee Health Plan. AdventHealth has a Traditional Plan and a Health Savings Plan (sometimes otherwise referred to as a High-Deductible Health Plan, or HDHP).

Once I complete my benefits enrollment, how quickly should I expect an ID card in the mail?

If enrolling in the Health Plan, an ID card from Aetna which includes information about CVS Caremark or prescription coverage will generally arrive within 2 weeks after Aetna has received your enrollment information from AdventHealth. AdventHealth sends enrollment updates to Aetna 3X per week (M, W, F), so the sooner you enroll, the sooner your information gets processed. Enrollment updates to other AdventHealth benefit vendors are sent once weekly. Plan to download the Aetna health app and register with your new member ID number. The Aetna health app will allow for electronic retrieval of your new member ID card.

How do I find out if my healthcare provider is in the network?

Prior to receiving your Aetna I.D. card, you can log into www.aetna.com/adventhealth to search for in-network providers. On the main page, locate the box that says, "Continue as a Guest" and enter your location. Proceed as directed to search for providers. Tier 1/preferred providers are presented first and are flagged "Maximum Savings". Tier 2 in-network providers are flagged as "Standard Savings".

Once you obtain your Aetna ID card, we encourage you to register using your member number at www.Aetna.com. Additionally, make time to download the Aetna member app on your smartphone

device for quick access to your electronic ID card, to review your claims, your benefits and search for providers in the network.

You may use a provider in either Tier. But you will want to use Tier 1 providers, when possible, for the lowest member cost. There is no approval process required to use a Tier 2 provider if needed or desired. In situations where a Tier 1 provider is not available for a needed service you will use a Tier 2 provider at the standard savings cost share. Since providers sometimes choose to leave a network, it is recommended that you verify your provider is participating in the AdventHealth network prior to seeking care.

Will AdventHealth fund an HRA or HSA?

AdventHealth funds an HSA for full-time team members who make less than \$21/hour and who participate in the Health Savings Plan (HDHP). The funding is \$250 per quarter for individuals and \$500 per quarter for team members with dependent(s) enrolled in the plan. The quarterly funding contributions are expected in January, April, July, and October 2026.

Will my Health Savings Account transfer?

If you choose the Health Savings Plan with AdventHealth, you have the option to rollover your prior HSA into our HSA with Optum Financial.

What will happen to my Flexible Spending Account (FSA)?

Participants in the GenesisCare FSA's will be treated as normal terminations. Claims incurred prior to October 1 can continue to be filed for the period of time following termination date as specified in the GENESISCARE plan documentation.

Be reminded that the IRS allows up to \$3,200 per calendar year for FSA contribution and reimbursement. Anything over \$3,200 will be reported as taxable income. Take this into consideration when designated your FSA election.

What are the AdventHealth Disability Benefits?

Short-term disability coverage is an employee-paid benefit and available to all benefit-eligible full-time and part-time team members. Long-term disability is also an employee-paid benefit, only available for full-time team members.

	Short-Term Disability (STD)	Long-Term Disability (LTD)
When Benefits Begin	Benefits begin on the first day after an accident, or the 15th day of an illness. *	Benefits begin after 180 days of disability (the elimination period).
Benefit Amount	**60% of your current weekly base income to a maximum of \$5,000 per week.	The benefit amount is **60% of your monthly earnings, with a maximum monthly benefit of \$6,000**
When Benefits End***	Benefits are payable for up to 24 weeks for an illness and 26 weeks for an accident or injury. *	If disability occurs prior to age 60, benefits are payable until the current Social Security Normal Retirement Age (SSNRA). If disability starts on or after the date you reach 61, benefits are paid for the maximum benefit period listed in the schedule of benefits.

**See the plan document for the complete definition of "accident" and "illness."*

***Disability benefits may be reduced by the amount you receive from other qualifying income, such as social security payments, certain pension payments, or any local, state, or federal government disability program payments.*

***What happens to my open short-term or long-term disability claim?**

Claims for disabilities that began before October 1 will continue to be administered by the current GenesisCare disability vendor for ongoing administration and continue to process those benefit payments as they do today.

Claims for disabilities incurred on or after October 1 will be reported to the AdventHealth disability vendor, New York Life, for claims handling under the AdventHealth plan guidelines.

However, team members on an FMLA or any other leave of absence will need to contact New York Life to provide leave details. New York Life (800) 852-0682

What is the Adventist Healthcare Retirement Plan?

AdventHealth participates in the Adventist Healthcare Retirement Plan which is composed of a 401(a) (employer contributions) and 403(b) plan (team member contributions). The longer you remain an AdventHealth team member, the greater the dollar-for-dollar matching contribution you will receive. The company match formula is included below:

- Employer Match: (deposited biweekly)

Years of Service Match	Employer Contribution
Less than 4 years	100% up to 4%
4 – 9 years	100% up to 5%
10 – 19 years	100% up to 6%
20+ years	100% up to 7%

AdventHealth cares about the whole you — including future you — and wants to be your partner in retirement savings. We have a match-only formula that increases with tenure.

We will recognize your prior service with GenesisCare for the purposes of calculating company match and your PTO accrual.

How can I ensure I do not exceed my retirement contribution limits for the year, considering my previous contributions with GenesisCare and my contributions with AdventHealth upon transition?

To avoid exceeding the annual limits set by the IRS, please follow these steps:

1. Check your current annual contributions by adding up all contributions you have made to your retirement account this year.
2. Subtract that amount from the IRS annual contribution limit, which is \$23,500 for individuals under 50, and an additional \$7,500 catch-up contribution for those 50 and older.
3. Adjust your contributions to ensure you do not exceed the annual limit.

What will happen with my current retirement plan?

You will have the following options:

1. Roll over to AHRP
2. Roll to an IRA
3. Take a cash distribution (not recommended)

What is the AdventHealth Well-being Program?

All AdventHealth team members have access to a comprehensive wellness program through our partnership with WebMD. Team members may access valuable well-being tools through the WebMD wellness portal.

Information Technology

General FAQs

How will I get my AdventHealth user account?

On Day 1, you will receive a printed information packet that will include your AdventHealth user account (OPID) and a temporary password. Once received, using the OPID and password provided in the information packet, you will need to go to the [AdventHealth Identity Self-Service Portal](#) and change your password.

Additionally, AdventHealth requires multi-factor authentication when accessing AdventHealth provided applications from an external network (i.e.: Accessing from home or from a mobile device). After you have set your AdventHealth password, we recommend that you [enroll in AdventHealth's multi-factor authentication solution](#) (SecureAuth).

Can I use my AdventHealth user account to access all my applications?

No. Please use your AdventHealth user account (OPID) and password when accessing AdventHealth applications. If you also use GenesisCare provided applications, you will need to continue to use your GenesisCare username, password and Microsoft Authenticator to access those applications. Please refer to the Accessing GenesisCare Applications guide located on the [AdventHealth GenesisCare Technical Guides site](#) for more information.

How will I clock in or out on Day 1 and thereafter?

Beginning at 12:01 am on Day 1, team members will need to clock in and out [using AdventHealth timeclocks](#) or by using the UKG Dimensions application web clocking functionality which can be accessed through [AdventHealth Connect](#).

Email FAQs

How will I access my AdventHealth email on Day 1?

On Day 1, you will be able to access your AdventHealth email through AdventHealth's intranet site, known as [AdventHealth Connect](#). You will also be able to access your AdventHealth email by using the [Outlook mobile app](#) on your personal smartphone or tablet. Please refer to the Microsoft 365 Guides located on the [AdventHealth GenesisCare Technical Guides site](#) for more information.

Will the email in my GenesisCare mailbox be moved to my new AdventHealth mailbox?

Yes. In the days following Day 1, your historical emails will be copied into your AdventHealth mailbox. This will take several days to complete.

As of Day 1, you will no longer be able to access your GenesisCare email account. All AdventHealth business-related email communications should be sent from your new AdventHealth email account.

Will my email address change?

Yes. As part of using AdventHealth email, your email address will change. On Day 1, please refer to your printed information packet for more information about your new email address.

How will my contacts be informed of my new email address?

You will receive your new email address in your printed information packet on Day 1. We suggest that you take proactive steps to inform any important contacts of the change in email address. Additionally, emails sent to your GenesisCare email mailbox will be automatically forwarded to your new AdventHealth mailbox for 60 days.

What is AdventHealth's email retention policy?

AdventHealth's default email retention policy is 1 year. Should you wish to retain emails for an extended period, you should consider [submitting a request](#) to extend your default email retention.

Will my email distribution list be transferred to AdventHealth?

No. GenesisCare distribution lists will not be transferred to AdventHealth. If you wish to have distribution groups established within the AdventHealth email system, [Submit a request here](#).

Microsoft 365 FAQs**Will my GenesisCare Outlook meetings be transferred to my AdventHealth email?**

GenesisCare Outlook meetings will not be transferred to AdventHealth. You will need to recreate your meetings in the AdventHealth system for them to work correctly after Day 1.

Will my GenesisCare SharePoint sites and Department Files be transferred to AdventHealth?

Unfortunately, no GenesisCare SharePoint sites will be transferred to AdventHealth. Files stored on pre-existing department file shares will be migrated to AdventHealth as part of the transition process. This will take several weeks to complete.

IT Support FAQs**How do I contact IT support?**

Starting Day 1, please contact the AdventHealth IT Service Desk by phone at 1-800-873-4024 for IT support.

Compliance

How will I access policies?

AdventHealth uses PolicyTech, a policy management system, to store policies, procedures, and related documents. Beginning Day 1, GenesisCare team members will follow and be in compliance with AdventHealth company-wide policies and AH Hendersonville policies through the policy management system. Applicable GenesisCare Radiology Oncology policies will be transitioned to the AdventHealth policy management system, under AH Hendersonville. A quick guide to access the system will be provided.

What compliance training will I be required to complete?

AdventHealth requires all teams to complete the CORE compliance training. You will be notified of this training through the AdventHealth Learning Network (ALN). All team members will have 45 days to complete this virtual training.