Payroll FAQ's Guide

Last Modified on 08/18/2026 6:56 am PDT

Payroll FAQ Guide
Quick reference guide for team members and managers. WellHaven Payroll FAQ

Payroll Contact: payroll@wellhaven.com | (360) 450-4624 | (360) 397-7993

Time Off & Closures

Do I need to use PTO to be paid during a hospital closure due to inclement weather or emergency situations (as defined in the Employee Handbook)?

- **For partial day closures or days that the hospital is open:**
  - Non-exempt classified team members must inform their supervisor if they do not want to use PTO for hospital closures or emergency situations. Otherwise, PTO will be added for scheduled hours not worked up to the current available balance.
  - Exempt classified team members who work part of the day will be paid for the full day without the use of PTO.
- **For full day hospital closures:**
  - WellHaven provides 6 company-paid holidays per year. If a hospital closes for a full day outside of those designated paid holidays, the closure time is not automatically paid.
  - Team members must use available PTO to be paid for the closure day. If PTO is not available, the time will be recorded as Unpaid Time-Off.
  - Supervisors are responsible for ensuring time is coded correctly and should not assume additional paid closure days are provided outside of WellHaven's designated holiday schedule.

How should PTO be requested for exempt-classified team members?

- PTO requests should be submitted by the team member, whenever reasonable.
- **Appropriate usage for a DVM/PM**
  - PTO must be used according to the hours outlined in the most recent offer letter or addendum. This should match the clinical hours they are normally scheduled to work.
  - All Team Members must use their accrued PTO for absences otherwise allowed by Company Policy, where allowed by applicable law (i.e., Leave of Absence, Hospital Closures, Company Requested Absences, etc.).
  - Unpaid time off that is not part of a legally-required leave of absence may only be granted when all accrued PTO has been exhausted. Unpaid time off is not guaranteed, unless required by law.
  - **For partial workdays:**
    - When a salaried team member works a partial day due to emergency situations, no Time-Off hours are required.
    - When a partial day is scheduled due to pre-planned personal activities, PTO should be approved for the number of clinical work hours that their schedule was reduced.

My exempt-classified team member does not have PTO available. What should I do? (Unpaid Time-Off for salaried employees)

- **Required** for exempt-classified team members: Whenever PTO or the Floating Holiday is not available for a planned half or full-day absence, unpaid time-off must be entered for the scheduled hours that will not be worked. *This includes all Time-Off scheduled within the first 90 days of employment.*

When can CE Time-Off be used?

- CE hours should only be approved when a team member takes time off from their *normal work schedule* to attend a CE event.
- CE hours should not be approved when the team member is working their normal work week. This may require adjustments to the hospital schedule to allow for this benefit to be used.
- CE hours do not roll over into future years, nor can hours be borrowed from future years.

See guidelines for *CE allowance* borrowing under *Expenses and Reimbursements*.

- CE Time-Off should only be requested for full-day absences.
    - 8 hours is the standard for a full CE day, even if they are normally scheduled for 10-hour days.

Once a resignation has been submitted, CE hours can no longer be used and **CE expenses can no longer be submitted for reimbursement.**

Holiday Pay

How does WellHaven pay holidays?

- **Non-Exempt Team Members**
    - Eligible (FT) hourly team members are paid 8 hours on the calendar day of each holiday with the following exceptions:
        - **LOA –** Employees are not eligible for holiday pay while on a leave of absence.
        - **Call out –** Team members who call out for the closest scheduled shift before or after the holiday forfeit their holiday pay. NOTE: This does not apply to time-off approved in advance.
- **Exempt Classified Team Members**
    - Exempt classified team members are paid the same hours each period unless Unpaid Time-Off is applied. In a holiday period, 8 hours of their wages are reported as holiday pay. This will not increase their total wages for the period.

An exempt team member (PM or DVM) is working their normal schedule in the week of a holiday. How can they receive their holiday benefit?

- Adjustments/exceptions for PM's and DVM's
    - All FT team members should receive a holiday benefit, regardless of their work schedule. When the holiday falls on a day that does not fall on their normal schedule, please schedule another day off for them in that week.

EXAMPLES: A salaried team member who is normally scheduled for 4 days would be expected to work 3 days in a holiday week. A FT salaried team member that is normally scheduled for 3 days per week would be expected to work 2 days in a holiday week. If that is not possible, there are three alternative options. Please see the new PAF options below.

1. The holiday can be applied to a day from another week in the pay period.
2. **PM or DVM:** The holiday can be converted into an additional Floating Holiday for use by the end of the year.
3. **DVM only:** We can pay an additional amount for the pay period. Payroll uses the expected daily hours from their most recent offer letter or addendum to calculate this payout.

****New**** Personnel Action Form Options under the *Internal Relief Day Request* group:

Balances and Corrections

How do I know if I have enough PTO for my future time-off request?

- See instructions starting on page 3 of Paycom's Viewing Accruals guide.

My time-off balance looks inaccurate. How can I get that corrected?

- **Accrual Discrepancies**
    - Payroll is happy to audit and correct accruals as needed. Please reach out to us by phone or by email (payroll@wellhaven.com) with the name of the team member and the details of the perceived error (i.e. timeline, amount, accrual type).

Expenses and Reimbursements

When should an expense be submitted for reimbursement?

- You should submit an expense for reimbursement when you incur a business expense that cannot be paid on the hospital debit card. This includes:
    - Mileage to perform hospital duties
    - Personal license renewal fees:
    - DEA
    - DVM, LVT, CVT, RVT
    - Medical licensing
- All continuing education expenses, including association dues:
    - Registration, meals, and travel for a CE event
    - VIN
    - AVMA and state associations

Additional Expense Notes

All hospital purchases should be made on the hospital Debit Card and all purchases over $300 must go through the CAPEX approval process.

- Mileage is paid according to the rate posted by the IRS each year. There are two separate categories for mileage expenses:
    - CE - Mileage (Driving personal vehicle) – This should be used when driving a personal vehicle for CE activities.
    - Mileage **–** This should be used for any other hospital-related use of a personal vehicle.
- *PLIT (Personal Liability Insurance) is not a reimbursable expense.* WellHaven provides liability insurance for all doctors whom we employ. Additional PLIT insurance may be purchased at their own expense.

Who should submit reimbursement requests?

- All expenses that are being reimbursed should be submitted in Paycom by the team member who made the purchase.

What are the requirements for an expense to be reimbursed?

- WellHaven operates under an Accountable Plan, as defined by the IRS.
- When expenses do not meet the criteria listed below, they must be reported as taxable income that will appear on your W-2. The amounts are listed on your pay stubs as *Paid Other Fringe Benefits*, along with the annual scrubs allotment.
- **Requirements**

1. Your expenses must have a business purpose — that is, you must have paid or incurred deductible expenses while performing services as an employee of your employer.
    i. Reimbursement requests should include a brief description that ties the expense to business purposes.
2. You must adequately account to your employer for these expenses within a reasonable period of time.
    i. WellHaven defines a reasonable period of time as: Within 60 days of the expense payment.
    ii. Adequate accounting includes the following –
        a. A receipt including the vendor name, expense amount and date (if possible); OR
        b. A Missing/Lost Receipt Affidavit; OR
        c. Mileage submitted with a map of the travel route (preferably, using Paycom's mileage calculator).
3. You must return any excess reimbursement or allowance within a reasonable period of time.

Can I be reimbursed for an expense if I cannot find my receipt?

- Yes. A Missing/Lost Receipt Affidavit can be submitted if no receipt, invoice, or other documentation of the expense is available.

The benefits guide shows that I can combine my CE allowance for two years. How does that work?

- CE allowances for the current year and the year immediately following can be combined (i.e.: Current year 2026, and future year 2027). Prior year balances will not be considered for combining allowances.

NOTE: Expenses are first credited to the year during which the expense occurred. If you submit an expense on 1/28/2027 that occurred on 12/16/2026, that expense will first be charged against any remaining balance for the 2026 allowance. If the expense exceeds the available balance for 2026, the remainder will be charged to the 2027 allowance.

- If you expect to use more than the current year's allowance for CE expenses, please indicate this in the description or add a comment to the request. No other action is required.
- Unless borrowing occurred in the prior year, payroll will automatically apply the future year allowance when an approved expense exceeds the current year available balance.

NOTE: To prevent calculation errors, allowance borrowing is not allowed in adjacent years: If you borrowed funds from 2027 in 2026, you will not be allowed to borrow funds again until 2028.

When will my reimbursement be paid?

- Expense reimbursements are paid with the period in which they are submitted.
    - An approved reimbursement submitted on April 30th will be paid with the April 16–30 pay period on May 10th.
    - An approved reimbursement submitted on May 1st will be paid with the May 1–15 period on May 25th.

Relief Days & Production

An exempt classified DVM worked an extra shift in our hospital. How do I make sure they are paid for that?

Internal Relief Days – How to ensure they are paid in a timely manner

- Relief days should be submitted through the PAF as soon as they are scheduled. The deadline for submissions is the 3rd and 18th of the month, along with normal payroll approvals.
    - Whenever possible, the relief day should be submitted by the hospital where the shift was filled. **If you do not have access to the profile for the doctor working at your location, please contact payroll@wellhaven.com, or call 360-450-4624 for assistance.**

- Requests submitted after the submission deadline may be delayed until a future check date.

Process:

1. Submit the appropriate Internal Relief Day PAF. Options:

- **Bonus Day Request (Full Relief Day)**
  - Use this for converting a full relief day to time-off.
- **Hospital Submission**
  - Use this for paying out a full or partial relief day.

2. Change the *Day In* punch to GDY: *Internal Relief Payment Hours*, OR add the hours to the timecard for the correct work location.
   - NOTE: This is for reporting purposes only and will not result in a payout.

How is my production calculated?

- Production is calculated by comparing the percentage of your *Qualified Production* from your offer letter with your salary wages for the period. This calculation excludes relief day payments, commissions, and bonus payments.
  - For full Production Plan details, please refer to the plan document provided with your offer letter.
  - DVM production reports are published in the WellHaven Knowledge Base after calculations are completed each quarter.
  - Please bring questions first to your Practice Manager or Principal Doctor.
  - If your PD/PM cannot answer your questions satisfactorily, they should reach out to your Regional Operations Manager for additional support.

When will production be paid?

- Production is paid within 60 days of the end of each calendar quarter.

When can my team members expect to receive their Quarterly Team Incentive Bonuses?

- Team Incentive Bonuses pay within 45 days of the end of the quarter. Payroll will notify hospital leadership if we are able to pay this sooner.
  - Reminder: All employees who average 20 *work* hours or more during the quarter will receive the calculated payout for your location. Time-off hours are not included in that calculation.

Taxes and Year End

My federal or state withholding is lower than expected. How can I fix that?

- The payroll team is not qualified to opine or advise on tax withholdings. However, we can help you understand the mechanics of how taxes are calculated and how you can review or update those settings.
- *Tax Settings*: Your tax withholding is controlled by the settings elected for your W-4 through the Tax Setup section under *Payroll* in Employee Self-Service.

Please consult with a tax professional if you have questions about how to complete the Tax Setup in Paycom.

- **Common errors in setting up taxes:**
  - Marking the *Exempt* box by mistake – This will tell Paycom not to withhold any taxes for federal or state

income taxes.
    - Adding additional tax amounts without consulting a tax advisor or reviewing the results.
        - Once your tax settings are complete, you can confirm the effects in ESS through Test Sample Paycheck.

Where is my W-2 / 1095?

- If you expected to receive a physical W-2 or Form 1095, but did not:
    - Employees terminated before the end of the year will have physical copies of their tax documents mailed to the address on file in Paycom. It is the employee's responsibility to update WellHaven with any address changes to ensure delivery to the correct address.
    - Check your settings in Employee Self-Service®: Year-End Tax Forms.
    - A physical copy has not been printed if you see this notification. You will need to download your tax form(s) directly from Paycom.
        - You can change this setting by clicking on the hyperlink at the end of the notification.
- Click on the green check mark to revoke this election. You will receive physical documents in future years.
    - If you see this notification and did not receive your W-2 or Form 1095, please confirm that the address listed in your Paycom profile is complete and correct.
        - If your tax documents are returned by USPS, the mail delivery service will shred the original. You can download electronic copies of your forms or print them from Employee Self-Service®.

NOTES: All current and former team members have access to their W-2 and 1095 records through Employee Self-Service®: Year-End Tax Forms. If you are having trouble accessing your ESS, please contact us at payroll@wellhaven.com, (360)450-4624, or (360) 397-7993.

New Hire Process in Paycom

How can I correct a new hire's phone number or email address for self-onboarding?

- Paycom has provided a guide for Monitoring Self-Onboarding and resolving common errors.

I am getting a Paycom error that says the EEID is not valid. What can I do?

- Example:
- Manually update the EEID/badge number.

I cannot complete the employer portion of the I-9. The error message says that the SSN does not match. How can I fix that?

- Confirm which SSN is correct from the source documents.
- If the I-9 entry is incorrect, assign the I-9 section 1 correction checklist to the employee (see the option under *Other Actions* in image below).
- If the Form 1 SSN is incorrect, complete the I-9 verification (Start Section 2 in the image below) and then

reach out to payroll@wellhaven.com to let us know that we need to correct the Form 1 entry. We will need to be able to verify the SSN from the uploaded documents.

Other Questions

I had a wage change on the 1st of the month. Why don't I see that reflected on my check for the 10th of the month?

- Wages for the 1st through the 15th of the month are paid on the 25th of that month. This is the first check that will be affected by a wage change that is effective on the 1st.

One of my team members is having trouble with their Employee Self-Service® login. How can I help them with that?

- See Paycom's Login Management Guide.
- If you need additional help with Paycom, email payroll@wellhaven.com, or call us at the numbers listed at the top of this FAQ.