

LANCASTER GENERAL HEALTH EMPLOYEE ASSISTANCE FUND FREQUENTLY ASKED QUESTIONS

Q. What is the Lancaster General Health Employee Assistance Fund (EAF)?

- A. The purpose of the EAF is to provide financial support for employees facing a wide range of temporary circumstances that cause or create personal or family hardships. These awards are intended to assist with immediate, essential expenses and are subject to federal, state and local taxes.

Q. Who is eligible to receive assistance from the fund?

- A. Regular Lancaster General Health employees in good standing who have completed 12 months of continuous employment, working at least 1,250 hours during the past 12 months, can request assistance from the EAF by completing an application*. The total amount of any individual distribution shall not exceed \$2,000, and no employee may receive more than \$4,000 in total distributions during their employment with Lancaster General Health.**

*Employees who have submitted a written notice of resignation from employment are ineligible to submit an EAF application.

**There is no guarantee that an eligible employee will receive assistance.

Q. How many times may I apply?

- A. An employee may only submit one application per emergency situation, and may not reapply for additional aid within 12 months of receipt of assistance.

Q. What examples are considered an emergency situation, making an employee eligible for assistance?*

- A.
- Unexpected severe illness or injury (excluding workers compensation) of an employee, spouse or dependent. *Pregnancy or complications due to pregnancy are not considered unexpected severe illness or injury
 - Destruction of employee's home or property by fire or natural disaster such as flood, tornado, hurricane, etc.
 - Death of immediate family member (spouse and children, including adopted and step children) if accompanied by other hardships, including uncompensated funeral expenses
 - Catastrophic or unusual expenses caused by severe illness or accident not already covered by insurance.

Q. What are the criteria for assistance eligibility?

- A. The need must be directly caused by an emergency or sudden unexpected event beyond the control of, or not deliberately caused by, the employee and is of such severity that the employee is not likely to have sufficient resources to cope with the event.

Q. What if an employee doesn't qualify?

- A. If the employee does not meet the criteria for assistance from the Employee Assistance Fund, or if an employee needs additional services, employee's should click the following link for additional community resources: [Community Services Resource Data Base](#) It is the employee's responsibility to contact the programs to see if they qualify for assistance from them.

Q. What are some examples that do not qualify for benefits from the Employee Assistance Fund?

- A. An employee's relative lost their home to a fire or disaster. Daily expenses incurred by staff that are not of an emergent nature.

Q. How do I apply?

- A. To ensure confidentiality and guarantee fair treatment, employees are requested to download the request and application form from www.lghealthbenefits.com, MyBenefits, Additional Benefits. Applications must be completed by the affected employee.

Q. What documentation is required?

- A. Employees seeking assistance have a responsibility to show that they are attempting to use good sense in resolving their crisis.

R. How confidential is this process?

- A. All requests will be assigned a number and all identifying information (name, address, date of birth, etc.) will be removed from the application before the application is presented to the EAF Committee. Every effort will be made to preserve an applicant's privacy.

S. What happens after I have applied for assistance?

- A. Once completed, forward to Human Resources, Attention EAF Committee. Requests will be reviewed within a week of receipt by a team (minimum of three Committee members and the Committee chairperson) of LG Health employees. This group has the very difficult responsibility of making sure that the funds are used in the most prudent manner possible. You will receive a written response when a decision has been made. Unfortunately, the Employee Assistance Fund may not be able to provide financial assistance to all applicants. However, if a request is approved, the funds will be disbursed either directly to the creditor and the employee or to the requesting employee by check. The employee will be advised as to where the funds may be picked up.

T. What happens after I have been denied for assistance?

- A. If an employee is denied assistance by the Committee, the employee must wait 3 months before reapplying. All LG Health EAF decisions are final. **There is not an appeal process.**

U. What limits apply to the Employee Assistance Fund?

- A. **Monetary Limits:** No more than \$2,000 may be awarded to an employee during any 12 month period; No more than \$4,000 may be awarded to any employee during their employment with LG Health.
Application Requirements: No more than one application per employee and/or per crisis situation; May not reapply for additional aid within 12 months of receipt of funds.

V. How can I help?

- A. LG Health has set aside dollars to start up this fund. However, our hope is that the fund will also receive contributions from employees. You may make contributions via the following methods. Please note, funds **may not** be designated to benefit a particular employee.

- Personal checks. These should be forwarded to the Development Office of Lancaster General Health.
- Credit card. Charitable gift forms can be obtained from the Development Office.

W. Is my gift a tax deduction?

- A. Yes. Employees contributing to the Employee Assistance Fund will receive an acknowledgment letter from the Lancaster General Health Development Office recognizing the gift as a tax deduction.

X. Will I receive public recognition for my gift?

- A. Employees who donate \$250 or more to the Fund will have their name posted on the donor wall located in the hospital hallway near the James Street lobby. If you wish to remain an anonymous donor, you may notify the Committee at time of donation.

Y. Who can I contact for more information about the Employee Assistance Fund?

- A. Further information and clarification can be obtained **confidentially** from Laura Tobin, 544-2696
Laura.Tobin@Pennmedicine.upenn.edu