



# Wellstar MCG Welcome Packet

Fall 2023

# Welcome to Wellstar MCG Health

This partnership between Wellstar, AUHS and Augusta University stems from our shared mission of creating a healthier future for Georgians and solving healthcare challenges across the state. Together, we will make a transformational impact on improving the health and well-being of every person we serve.

This packet will give you a preview of what you can expect during your first few weeks of the transition.

The [My Augusta Wellstar Intranet Page](#) will be the best place for you to get up to speed on the latest transition updates, learn more about Wellstar MCG Health and stay connected during the transition process. As more information becomes available, we will share it in a timely manner on this page.

Let's get started.

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# What the Transition to a Wellstar MCG Health Team Member Looks Like

As of today, you are now a team member of Wellstar MCG Health—welcome! Together, we will be the leading healthcare system in Georgia focused on improving the health and well-being of all our patients. At Wellstar, we are more than healthcare. We are PeopleCare. That means we don't take a one-size-fits-all approach to healthcare. Instead, we provide personalized care that takes into consideration each person's individual story and needs. We take this same approach for our team members. At Wellstar, we want all our people to feel fulfilled, and we are passionate about creating a culture where our team members are able to achieve their career goals while improving their overall well-being. We hope you are as excited as we are to join the Wellstar family—we are looking forward to the journey ahead.

In the short term, most of your work will not change, and you will keep using the same technology systems and human resources processes you do now. In the coming months, we will be working on transferring your systems to Wellstar platforms and will be sure to update you at the right time.

For all transition-related questions, email [welcometowellstar@wellstar.org](mailto:welcometowellstar@wellstar.org). You can also reach out to your direct leader or HR team.

# Week One Checklist & Frequently Asked Questions

We are excited to welcome you to the Wellstar family. We realize change can be difficult, but we aim to make this transition as smooth and seamless as possible. Below is a checklist to help you navigate your first week, including a transition FAQ guide with answers to your questions.

## Attend the Team Member Town Hall *(in-person or virtually)*

Thursday, Aug. 31 at 10 AM ET

- Attend in person at the Lee Auditorium on the main Augusta campus.
- Join the meeting virtually using the QR code to the right.



**Join Team Member  
Town Hall**



Point your phone camera  
here to get started

## Participate in Orientation

To prepare you for a successful onboarding experience, we invite you to visit the [welcometowellstar.com/mcg](https://welcometowellstar.com/mcg) site. There you will find information about the many orientation sessions we have created just for you.

- Attend one of the 35 virtual sessions that will be held Tuesday, Sept. 5 through Saturday, Sept. 9. Sessions are offered daily:
  - 12:00 AM – 1:00 AM
  - 7:30 AM – 8:30 AM
  - 10:30 AM – 11:30 AM
  - 1:00 PM – 2:00 PM
  - 2:30 PM – 3:30 PM
  - 8:00 PM – 9:00 PM
  - 9:30 PM – 10:30 PM
- You will learn about our shared mission, vision and values as well as answers to a few questions you've probably been considering.
- Orientation sessions are virtual (using Zoom), and a few will be facilitated live for certain groups. You have already received a communication if your team will be participating in a live orientation session.
- Scan the QR code to learn more about orientation sessions.
- During orientation you will learn more about SuccessFactors, our learning management system, which includes a robust learning library available to you via LinkedIn Learning. We can't wait to meet you and support your career journey with Wellstar.



**Join Orientation  
Sessions**



Point your phone camera  
here to get started

## Complete your required learning via SuccessFactors.

All team members will be assigned required learning via SuccessFactors, the learning management system at Wellstar, on Sept. 5.

- You will have 30 days to complete the required learning.
- More information can be found on the [welcometowellstar.com/mcg](https://welcometowellstar.com/mcg) site.
- Please review these [step-by-step instructions](#) on how to access SuccessFactors.

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## Get your swag!

Leaders and the HR team will be distributing Wellstar MCG Health swag across the Augusta campus and in Warm Springs, including branded badge reels, lanyards, pens, drawstring bags, hats and tumblers. If you don't get yours within the first two weeks, please let your leader or HR know.

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Have you noticed the fun lawn signs on 15th & Harper and in front of Georgia Children's? **Feel free to post a selfie and tag [#HealthierGeorgia](#) and [#WellstarMCGHealth](#).**

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## Keep using your current technology

That includes your desk phone, mobile phone, laptop or desktop, email accounts and everything else along those lines. As we work through integrating our technology, we will provide you with information and actions to take.

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Visit the [Wellstar Brand Resource Center](#) to download Wellstar-branded templates and logos.

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## Physicians only—Enroll in your benefits now.

Your benefits enrollment period for Optional Life is now open, and you have until Sept. 30, 2023, to enroll. You should have already received a communication with specific instructions on how to log in and enroll. If you have not received this communication, please reach out to your leader and HR team.

**Check out the [Wellstar MCG Health - Transition FAQs](#) on the My Augusta Wellstar Intranet Site.**

This comprehensive guide includes information on benefits, paid time off, IT, facilities and much more. We will continue to update as new questions arise.

# What's Happening with Pay & Benefits

## **In most cases, you will not see any change to your benefits for the next 12 months.**

- There will be no material changes to AUHS/AUMA team member benefits for the next 12 months. During this time, we will be working to plan for future changes. Current in- and out-of-network offerings will remain the same. Your current list of community providers (those who are in-network within your medical plan) will remain the same. Open enrollment will follow your current process for one year. New hires will continue to follow the process that AUHS currently has in place for electing benefits.
- Physicians have already received direct communications on changes and actions needed to enroll in new WHS and/or AUHS benefits. (See more information below.)
- We are committed to delivering programs that are designed to retain, recognize, motivate and incentivize colleagues to do their best in support of our company and our mission. We will offer a competitive mix of compensation, benefits and other programs designed to support the well-being of our workforce.
- Please see your HR team with any questions or for information regarding local benefits programs.

## **In most cases you will remain on your existing PTO plan.**

- You will remain on your existing PTO plan and accrual rates for 12 months, unless you have received a previous communication. After that time, you will be converted to the Wellstar PTO plan.
- Your accrued balance will transfer over, and your accrual rates will be based on your years of service with AUHS.
- Physicians have already received direct communications on changes.

## **Your years of service will be honored.**

- Yes, your years of service will be honored, using legacy date-of-hire (DOH) for purposes of eligibility for Wellstar benefits and employment years of service.

## **There will be no changes to your day-to-day responsibilities or compensation.**

- You should expect no change to your day-to-day responsibilities and no reductions or cancellation of current compensation programs for at least nine months following the transaction close.

## **I am a physician. What about me?**

- You should have already received a communication about the specific benefits you will receive.
- Your benefits enrollment period for Optional Life is now open. You have until Sept. 30, 2023, to enroll. This is an opportunity to enroll in this benefit without going through evidence of insurability. You will also see the Basic Life and Long-Term Disability (LTD) in which Wellstar automatically enrolls you. No action is required on your part to enroll in Basic Life or LTD. However, please log in to provide beneficiary information for Basic Life insurance. You should have already received a communication with specific instructions on how to log in and enroll. If you have not received this communication, please reach out to your leader and Human Resources team.

# Important Contacts & Links

Most contacts and resource links will remain the same on Day One. Please see below for a comprehensive list.

AUHS HR Website.....	<a href="http://my.augusta.edu/auhs-hr">my.augusta.edu/auhs-hr</a>
Employee Benefits.....	<a href="mailto:AUMCBenefits@augusta.edu">AUMCBenefits@augusta.edu</a> or (706) 721-7909
Employee Records .....	<a href="mailto:AUMC_Records@augusta.edu">AUMC_Records@augusta.edu</a> or (706) 721-5506
Compensation & Performance Management .....	<a href="mailto:AUHS_Compensation@augusta.edu">AUHS_Compensation@augusta.edu</a> or (706) 721-5766
Diversity, Equity & Inclusion .....	<a href="mailto:Aroberson@augusta.edu">Aroberson@augusta.edu</a> or (706) 721-7482
Employee Health & Wellness .....	<a href="mailto:Employeehealth@augusta.edu">Employeehealth@augusta.edu</a> or (706) 721-3418 (Option 2)
Employee Relations .....	<a href="mailto:AUHSEmployeeRelations@augusta.edu">AUHSEmployeeRelations@augusta.edu</a> or (706) 721-7693
Learning & Org Development.....	<a href="mailto:LOD_Health@augusta.edu">LOD_Health@augusta.edu</a> or (706) 721-6706
Talent Acquisition.....	<a href="mailto:AUHealthRecruiting@augusta.edu">AUHealthRecruiting@augusta.edu</a> or (706) 721-1523
AUHS Compliance Hotline .....	(800) 344-8104
Wellstar Corporate Office .....	(470) 644-0100
Wellstar Brand Resource Center.....	<a href="#">Brand Resource Center</a>
Welcome to Wellstar MCG Health Orientation / Onboarding Site.....	<a href="http://welcometowellstar.com/mcg">welcometowellstar.com/mcg</a>

For all AUMA provider-specific HR questions, contact Lauren Neville at [lneville@augusta.edu](mailto:lneville@augusta.edu) or (706) 828-6401.

For all Roosevelt Warm Springs-specific HR questions, contact Leonard Alfred at [lalfred@augusta.edu](mailto:lalfred@augusta.edu) or (706) 721-5766.

For any IT requests, please continue to submit your tickets through [ServiceNow](#) or call the AUHS Service Desk at 1-7500.

*If it is a Wellstar related question (e.g., orientation training on the SuccessFactors system at Wellstar), your question will be routed to Wellstar support staff, and they will follow up with you accordingly.*

To report cybersecurity concerns, call 72Cyber or email 72CYBER at [72cyber@augusta.edu](mailto:72cyber@augusta.edu).





# Thank You

We thank you for your continued support as we move through this period of transition and change. You are a vital part of the transition, ensuring that we continue our mission of creating a healthier future for all Georgians—without interruption. Together, we plan to make a transformational impact on improving the health and well-being of every patient we serve.

We are excited to welcome you to the Wellstar family and are looking forward to the journey ahead!