

# Pickup Perks Overview and FAQ

## Program Overview

Pickup Perks is a shift pickup incentive program designed to incentivize and reward non-exempt, hospital-based full-time (FT) caregiver employees who work more than the minimum required number of hours over a designated period of time.

Individuals who meet and/or exceed the designated number of hours during a qualification period will be placed into one of three tier levels: SILVER, GOLD, or PLATINUM, and will earn points based on the tier they achieve within the quarter.

Employees must meet and/or exceed the tier requirements during each qualification period to earn the tier status for the subsequent reward period. Eligible employees must sign-up for the program to receive program rewards. If an employee has not signed up for the program by the end of a qualification period, the employee will forfeit any points earned.

At the beginning of each reward period, Human Resources will compile and share a list of affected employees and their applicable tier level and rates to PayrollAssist for processing of employee's pay differential.

Earned points can be redeemed for an hourly pay differential that will be applied to all hours worked in the reward period. The Pickup Perks hourly differential will be noted in SAP. This will appear on an employee's paycheck in the Hours and Earnings section. The pay differential is calculated on all hours worked, and will not affect the base hourly rate. It is an additional rate, separate from the base hourly rate, and only the base rate is used to calculate overtime.

## Eligibility Criteria

- Pickup Perks is applicable to all non-exempt, hospital-based full-time caregiver employees.
- You must sign-up for a Gratia account to be eligible to receive rewards.
- All eligible employees must remain in a full-time status to be eligible for the program.

## Eligible Nursing Positions

- RN Resident
- Registered Nurse
- Float RN
- Charge Nurse
- Certified Rehab RN
- Wound Care RN
- Wound Care LPN
- Clinical Supervisor IRF
- Certified Nurse Assistant
- CNA Apprentice
- Nursing Assistant
- Nursing Assistant Apprentice
- Licensed Practical-Vocational Nurse
- Licensed Practical-Vocational Nurse - Apprentice
- Dialysis RN

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## Program Definitions

### Qualification Period

Qualification periods are defined as the four (4) quarters of the calendar year (Q1: Jan 1-Mar 31; Q2: Apr 1 - Jun 30; Q3: Jul - Sep 30; Q4: Oct 1- Dec 31). Eligible employees must work a pre-determined number of hours in order to be eligible to receive a pay differential for the subsequent reward period. The qualification period begins on the first calendar day of the quarter. Employees must sign-up within a qualification period to access earned rewards.

### Reward Period

Reward periods align with the four calendar quarters (Q1: Jan-Mar, Q2: Apr-Jun, Q3: Jul-Sep, Q4: Oct-Dec). Eligible employees who earn and redeem their points for an hourly pay differential will receive the reward on all hours worked in the following quarter, starting from the first full pay period. This differential is separate from the base hourly rate, which remains unchanged for calculating overtime and PTO, with scheduled PTO paid at the base rate only.

### Qualifying Hours

Productive hours are typically associated with patient care activities and are used to calculate tier achievement.

Scheduled PTO hours are also counted towards tier achievement.

Hours excluded from tier achievement calculation are non-productive hours such as sick time, in-service, orientation, onboarding, unplanned PTO, jury duty, and bereavement. Hours are calculated using timekeeping data from Kronos. If an employee does not clock in or out via Kronos, and hours are manually entered into SAP after the pay period closes, these hours may not qualify towards tier achievement.

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## Tiers

Tiers are defined as one of three (3) levels in which an eligible employee would qualify for based on the number of hours worked during a qualification period. Employees who achieve a tier are awarded the corresponding points.

### For employees who work a 12-hr shift schedule (three (3) twelve (12)- hour shifts)

#### Silver Tier

- Minimum number of hours worked per quarter to qualify = 516 ( 48 extra hours or 4 extra shifts )
- Earn 9,360 points | Redeem for **\$2.00**/hour pay differential added to base rate

#### Gold Tier

- Minimum number of hours worked per quarter to qualify = 540 ( 72 extra hours or 6 extra shifts)
- Earn 18,720 points | Redeem for **\$4.00**/hour pay differential added to base rate

#### Platinum Tier

- Minimum number of hours worked per quarter to qualify = 564 (96 extra hours or 8 extra shifts)
- Earn 28,080 points | Redeem for **\$6.00**/hour pay differential added to base rate

### For employees who work an 8-hr shift schedule (five (5) eight (8) - hour shifts)

#### Silver Tier

- Minimum number of hours worked per quarter to qualify = 552 (32 extra hours or 4 extra shifts)
- Earn 9,360 points | Redeem for **\$2.00**/hour pay differential added to base rate

#### Gold Tier

- Minimum number of hours worked per quarter to qualify = 568 (48 extra hours or 6 extra shifts)
- Earn 18,720 points | Redeem for **\$4.00**/hour pay differential added to base rate

#### Platinum Tier

- Minimum number of hours worked per quarter to qualify = 584 (64 extra hours or 8 extra shifts)
- Earn 28,080 points | Redeem for **\$6.00**/hour pay differential added to base rate

### Reward Effective Dates:

Defined as the first day of a pay period after the start of each quarter (Q1: Jan 1; Q2: Apr 1; Q3: Jul 1; Q4: Oct 1).

Employees who earned tier based on hours worked during the qualification period will have their points auto-redeemed for the highest eligible pay differential. This will be applied for all hours worked during the reward period.

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## Rules & Notices

Points expire one year from awarded date.

Employees are subject to the same time and attendance practices as all hospital employees.

Employees will be given at least 30 days notice of any changes to the program prior to the end of any qualification period.

The program may be discontinued at any time with notice to employees.

Employees understand this agreement does not constitute a contract of employment or guarantee of employment. Employment with Lifepoint hospitals is based on mutual consent; either the hospital or the employee has the right to terminate employment at will, with or without cause, at any time.

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## FAQ

### **Are employees allowed to carry-over hours from one qualification period to the next?**

No, hours must be earned in a qualification period and cannot be carried over or extended from one period to the next.

### **If an employee takes PTO, does that count towards earning a higher tier?**

Yes, scheduled PTO is counted as productive hours only during the qualification period and will count towards achievement of the SILVER, GOLD, and PLATINUM tiers. The pay differential is separate from the base hourly rate, which remains unchanged for calculating overtime and PTO. Scheduled PTO is paid at the base rate only.

### **If an employee redeems points for the \$4/hr pay differential, then will they be paid this pay differential on every hour they work during the next quarter? Not just extra hours?**

The pay differential will be paid out on every productive hour worked during the reward period. Employees will NOT earn the pay differential on non-productive hours (i.e. i.e. sick time, in-service, orientation, onboarding, unplanned callouts, jury duty and bereavement), and the pay differential is not paid out on PTO hours.

### **How will the pay differential affect my base hourly rate and overtime calculation?**

The pay differential is calculated on all hours worked, and will not affect the base hourly rate. It is an additional rate, separate from the base hourly rate, and only the base rate is used to calculate overtime.

### **What happens if I change my employment status mid-quarter?**

If a part-time, PRN, per diem, or seasonal employee transitions to a full-time employment status in the middle of a qualification period, only the hours worked as a full time employee will count towards the tier requirements. If a full-time employee transitions to a part-time, PRN, per diem, or seasonal employee in the middle of a qualification or reward period, the employee voids the additional pay differential reward for the remainder of the period.

### **What happens if I work enough hours to earn a tier but haven't signed up for Gratia?**

All employees must have a Gratia account to access their earned rewards and redeem points for a pay differential. If an employee has worked enough hours in the qualification period (quarter) to earn a tier, the employee will need to create a Gratia account before the end of the quarter to be eligible for a pay differential in the reward period. Any points awarded to employees who do not have a Gratia account will be reset at the end of each quarter and will not rollover.

### **I've signed up! Is my reward redeemed automatically or can I use my points for a higher reward later?**

If you have signed up for a Gratia account, your account defaults to auto-redeem your points for the highest pay differential available at the end of each quarter. If you wish to continue accumulating points, you can change your settings under **Redeem Points** in the app. Turning off auto-redeem means you will need to manually select a pay differential and redeem your points. If you do not manually redeem your points, they will rollover to the next quarter. Employees can save up points from earning a tier quarter over quarter to redeem for a higher pay differential in a later reward period at their discretion. Points will expire a year from awarded date.



Scan here to learn more about Pickup Perks and view detailed FAQs on eligibility, qualifications, rules/notices, and answers to anticipated questions.