



A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE

WEEKLY CONNECTION WITH JENNIFER PEASLEE

2023 Code of Conduct

Last week, the NCCSP Board of Directors approved the new 2023 NCHC Code of Conduct and corresponding "Code at a Glance" Poster, shown below.

Our Code defines how we are to conduct ourselves and act with integrity in everything we do. It outlines our commitments to our government regulators, our community, the people we serve, and each other. Each of us are personally responsible for supporting our Core Values: **Dignity, Integrity, Accountability, Partnership,**



Continuous Improvement. We are also responsible to follow the law and conduct ourselves ethically.

I'm asking all employees to follow this Code of Conduct and demonstrate this commitment to integrity and accountability through your actions.

Thank you for your commitment to doing the right thing every day! Please stay tuned for more information on how to access the new Code of Conduct.

Jennifer Peaslee
Jennifer Peaslee
Compliance Officer

< 2023 Code at a Glance Poster will be posted to Communication Boards soon!

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NORTH CENTRAL HEALTH CARE STAFF'S COMMITMENT TO COMPLIANCE

DELIVER PERSON-CENTERED CARE.
Always put the needs of the those we serve first. The best test for every action and every decision is to ask yourself, "is this what's best for that individual?"

BE VIGILANT ABOUT SAFETY.
Never take shortcuts that compromise your safety, that of your teammates, or of those we serve.

DO THE RIGHT THING ALWAYS.
Demonstrate an unwavering commitment to doing the right thing in every action you take and in every decision you make, especially when no one's looking.

EMBRACE DIVERSITY AND INCLUSION.
We make better decisions when we consider multiple perspectives. North Central Health Care strives to welcome diversity and inclusion.

LEAD BY EXAMPLE.
Demonstrate dignity, integrity, accountability, partnership and continuous improvement daily. Always conduct ourselves ethically.

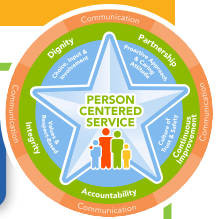
KEEP INFORMATION SECURE.
Choose to honor the confidentiality and privacy of those we serve. Protect our patients, clients and residents by keeping their Personal Health Information secure.

SPEAK UP!
We are ALL required to report any suspected violations or misconduct concerns. If you see something, say something.

TREASURE, PROTECT, AND PROMOTE OUR REPUTATION.
Consider how your actions affect our collective reputation, and be a proud ambassador for North Central Health Care, our team and our services.

715.848.4507 | NCHCCOMPLIANCE@NORCEN.ORG | WWW.NORCEN.ORG/COMPLIANCE

Person-Centered
Shout out



Jessica Sparks,
CNA, Mount View Care Center

Great team work, positive attitude - very energetic and treats residents great!

From: Laura Kalk



Occurrence Reporting Hotline
x4488 or 715.848.4488



Only significant or sentinel events requiring immediate notification to this hotline.



PHOTO OF THE WEEK



NCHC ALL-STAFF: HAVE YOU COMPLETED YOUR N95 MASK FIT TEST REQUIREMENTS YET?

**How do I know if I need to
complete N-95 Fit Testing?**

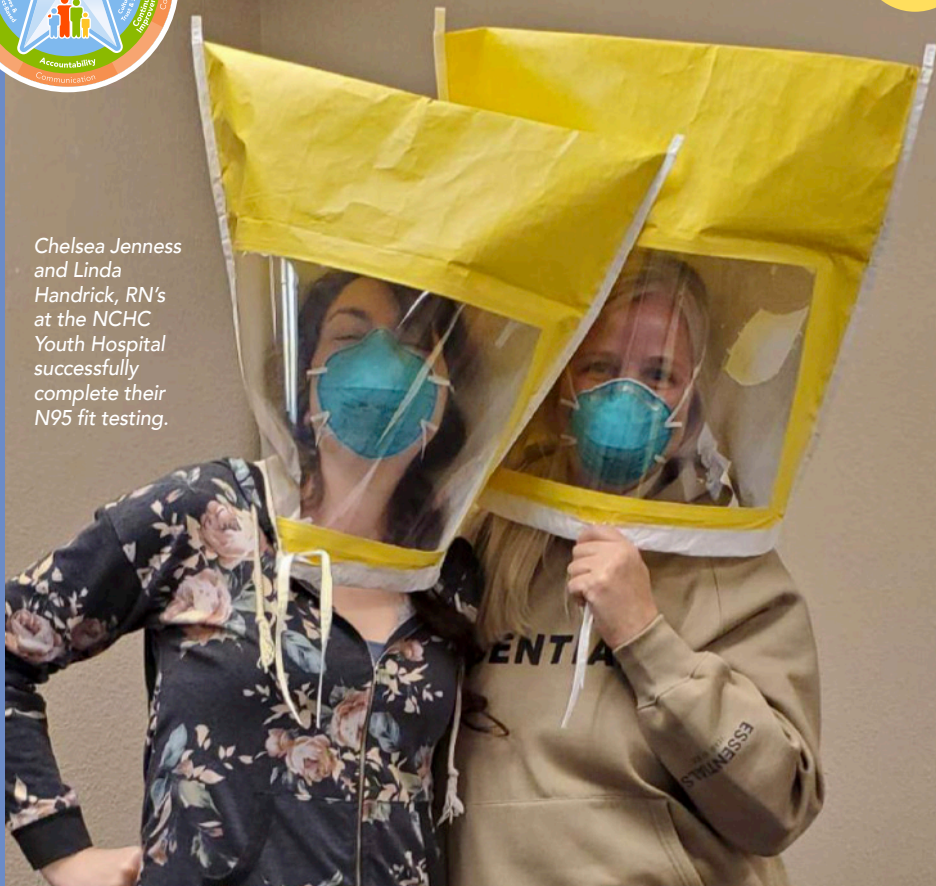
Log in UKG and click on UKG Pro Learning. All employees requiring N-95 fit testing will have the N95 Fit Testing Module assigned to them. Complete the module and sign up for your fit-testing appointment using the instructions provided in the module.

Nursing Home Employees: Your in-person fit testing sessions will be communicated in your programs as we are working to consolidate MVCC and Pine Crest fit testing at each location. Please watch for communications in your program areas. Complete your modules now!

Non-Nursing Home Employees: Below are the remaining in-person fit-testing dates and locations for non-nursing home employees. You will be required to complete these after your module is complete. All dates listed are located on the Wausau Campus in the Outpatient Services Conference Rooms.

- Jan 31 9:30a-6:00p – Iris Room
- Feb 2 9:30a-6:00p – DeSantis Room
- Feb 7 9:30a-6:00p – Iris Room
- Feb 9 9:30a-6:00p – Iris Room

If you have questions, please contact your manager as soon as possible.



Chelsea Jenness and Linda Handrick, RN's at the NCHC Youth Hospital successfully complete their N95 fit testing.

Don't delay! Complete your N95 Fit-Testing Modules and In-Person Testing now!

COMMUNITY TREATMENT SPOTLIGHT AWARD DECEMBER 2022

Kou Moua, Service Facilitator Community Treatment



Community Treatment is pleased to announce Kou Moua, Service Facilitator on the Marathon Adult Team, was nominated and selected as the December 2022 Spotlight Award. Congratulations Kou!!!!

"Kou is an awesome and good case manager to her consumers and coworkers. She is very professional and always going above and beyond. She always willing to jump in and assist her consumers with their needs. One example is her assisting one of her consumers by getting her housing documents at Social Security office with getting their SSI income letter and going to the courthouse to get her consumer's marriage paperwork to give to the landlord therefore the consumer was able to get her own place."

"Kou is a good partner/coworker when coming to assisting her coworkers. I as being a new case manager to community treatment was able to go to Kou and she will stop what she is doing and assisted me with my understand of my roles as a case manager and answer my questions to about treatment plans and assessments. Kou makes me feel welcome. Thank you, Kou."

"Kou is always willing to listen and take information provided and apply it to her consumer's situations. She is willing to lend a hand and has successfully transitioned from the ACT team to the Big Team in CCS. She asks appropriate questions and is interested in growing and supporting her consumer's needs." Thank you, Kou, for your efforts to your consumers and Community Treatment!



Congrats Kou!



Position Posting

Title: **Crisis Professional** Status: Full Time Location: Wausau Crisis Services



www.norcen.org/RJP

Provide crisis intervention, crisis counseling for individuals and families, referral and short-term follow-up, and collaborative community consultation, and education. Perform crisis line risk assessments to evaluate and triage to the most appropriate treatment setting. Starting pay for Non-Bachelors level is \$20.00 and Bachelors level is \$23.00/hour and Masters level is \$26.00/hour (plus shift differential of \$1.50 for PM shift and \$2.50 for NOC shift) Full Time 0.9 FTE (72 hours per pay period) PM shift works every other weekend and holiday. Shift time - 6p - 6a.

Apply Online: <https://bit.ly/CrisisPro23>

What is it like working as a Crisis Professional?

Check out the Realistic Job Preview Video Online!



Grab Some Extra Hours in Community Living as a PCW!

Opportunity for Current NCHC Employees

Looking to pick up Extra Shifts?



All current NCHC employees interested in picking up shifts as a Personal Care Worker in Community Living are welcome. **CNA certification not required.**

Talk with Your Manager & Contact Human Resources to Get Started!
<< hresources@norcen.org << Call 715.841.5164 >> Text 715.598.3663 >>



Let's talk retirement



WISCONSIN DEFERRED COMPENSATION PROGRAM

Join the conversation!

Meeting with your WDC Retirement Plan Advisor is an easy way to help make sure your savings and spending strategy fits you and your future. Schedule a one-on-one appointment. Additional virtual meeting dates and times can be found at https://nc_wisconsin.timetap.com/#/

New February Session Scheduled!

NEXT MEETING:

Individual Retirement Readiness Review with Shawn Bresnahan

Thursday, February 23
NCHC Wausau Campus
Badger Room, 10 am – 3 pm

What to bring to your one-on-one meeting once enrolled:

- Wisconsin Retirement System statement
- Social Security statement
- Other retirement account information
- Current paycheck stub (if applicable)

REGISTER ONLINE AT https://nc_wisconsin.timetap.com/#/



COMMUNITY PARTNER CONNECTION

Sharing Some Community Partner Events and Opportunities in Central Wisconsin

Part of being a good partner is helping our partners succeed by sharing their information. Please take a look at the community events and information below. If you have a community partner event to share, please email communications@norcen.org.



HABITAT FOR HUMANITY HOMEOWNER APPLICATION PERIOD OPENING SOON February 1 - March 24, 2023!

Each year, Habitat for Humanity of Wausau opens an application period for our Homeownership Program. The 2023 application period will take place February 1 to March 24, 2023.

Do you know someone who wants to be the next Habitat for Humanity of Wausau Partner Family?

Program Qualifications:

- A need for improved housing.
- Ability to pay an interest free mortgage and income between \$30,700 - \$69,420 depending on family size.
- Be willing to partner by completing 300 hours of sweat equity.

Attending an informational meetings is the best way to get more information on how to become a Habitat Partner Family. Everyone is encouraged to attend a session, but it is not required.

Register online for an informational meeting.



February 16 at 10am --
<https://bit.ly/Habitat2023-A>



February 21 at 6pm --
<https://bit.ly/Habitat2023-B>

To learn more about how to qualify visit <https://habitatwausau.org/home-ownership-program/> or reach out to Tiffany Arnold, Executive Director Habitat for Humanity of Wausau, 1810 Schofield Ave, Weston, WI 54475, tarnold@habitatwausau.org



Stepping On

for falls prevention

Stepping On is a 7-week group program to help you learn ways to avoid falls, stay independent, and keep doing the things you love.

You'll learn:

- To identify and remove or avoid fall hazards.
- Adaptable strength and balance exercises.
- How vision, hearing, medication, footwear, strength, and balance affect your risk of falling.

Tuesdays from 9:30-11:30 a.m.

Feb. 7 - March 21*

at SAFER Fire Station

224225 Hummingbird Rd, Rib Mountain

Participants attend ALL 7 sessions.

**If a session date is cancelled due to weather, it will be made up on March 28.*

To register, call ADRC:

1-888-486-9545

Stepping On is for older adults who:

- Have fallen in the past year even if not injured or have a fear of falling.
- Live at home or an independent apartment.

Stepping On is NOT designed for older adults who:

- Use a walker indoors or a wheelchair full-time.
- Have dementia or cognitive impairment.





DONATIONS NEEDED FOR THE UNITED WAY OF MARATHON COUNTY CAREER CLOSET

Do you have any clothing that is stored away in a box? Consider donating your clothes to United Way's Career Closet!

The Career Closet, is a project of United Way Emerging Leaders, works with local adults in need of business professional clothing for interviews and employment. Customers can utilize the Career Closet to secure two complete outfits for interviews and are able to return for an additional five outfits upon gaining new employment. There is no income restriction or other qualification procedures.

The Career Closet are in urgent need of these items:

- Men's belts sizes 38-52
- Men's jeans sizes 29-52
- Men's causal or athletic shoes, sizes 9-14 (Non-Skid especially)
- Men's black or khaki washable slacks sizes 28-52
- Men's XL T-shirts
- Men's and Women's socks
- Women's Scrubs tops and bottoms sizes XL-2XL
- Women's Steel-Toed Boots sizes 9 and 10
- Paper Bags

Donations are currently limited to 2 totes or garbage bags per person. May call ahead to determine if items are being accepted. Items can be dropped off at the United Way Office Monday through Friday from 8:30AM-4:30PM.

Any questions regarding the Career Closet or Donations, please contact the Director of Affinity Groups, Selena Yang at syang@unitedwaymc.org.



NCHC COMMUNICATIONS MANAGER JOINS UNITED WAY BOARD OF DIRECTORS

Congratulations Jessica Meadows

At the United Way of Marathon County's Annual Recognition Event and Annual Meeting, NCHC Communications Manager Jessica Meadows was officially voted in to serve on the United Way of Marathon County's Board of Directors. Serving as a member of the Board, Jessica will be directly involved with other Board Members and community leaders to carry out the Mission of our local United Way, *Uniting the Serve*. She will be an integral part of evaluating, investing, convening, mobilizing and connecting our community resources to those who need them most.

Internally, Jessica has served on the United Way Committee at NCHC for the past 10 years and has been honored as "Campaigner of the Year" in 2018, as well as a part of the "Committee of the Year" Award and NCHC's recognition with the "Shining Star Award".

Congratulations Jessica and thank you for your service to our community and NCHC.

WAUSAU WARMING CENTER IN NEED OF VOLUNTEERS!

Donations of Time and Food Appreciated! Can You Help?

As we gear up for a brisk winter, the United Way of Marathon County is seeking support the Warming Center by volunteering meals and time in February and March on Mondays! Additional shifts needing to be filled are **February 6th, February 20th, and March 6th**

Shifts include intake, kitchen, and providing meal assistance. Please <http://bit.ly/3HeG86M> Volunteer – Catholic Charities (cclse.org), or scan the QR code here to complete the volunteer application. Then click to "register" for the date(s) you are available to help support the Warming Center in the coming months.

Even if you do not have time to give, you can still register and provide a meal that can be dropped off for clients to enjoy. Questions? Please reach out to Director of Affinity Groups at United Way of Marathon County, Selena Yang at syang@unitedwaymc.org.



Scan the QR Code to register to volunteer or provide meals for the Warming Center!



GRAND OPENING!

join us!

OPEN HOUSE

WEDNESDAY, FEBRUARY 1ST

3:00 PM - 5:30 PM




Please join us to celebrate the grand opening of Community Partners Campus, Inc.

REMARKS 4:00pm
MURAL DEDICATION 4:15pm
TOURS 3:00pm - 4:00pm, 4:30pm - 5:30pm

360 GRAND AVE, WAUSAU WI 54403




Our Community Partners:

NERD ALERT

WEEKLY TECH TIPS FROM IMS


Opening a New Tab

KEY COMMAND: CTRL + T

Purpose: Open a New Tab in Internet Browser

How To:

1. Ensure internet browser window is open.
2. Hold down ctrl key located on lower left corner of keyboard.
3. Press T key once at same time as ctrl key. New tab opens.



Bonus Tip:

1. Hold down ctrl key located on lower left corner of keyboard.
2. Press tab key once at same time as ctrl key. Browser switches to next tab.

Why is this command relevant at NCHC?

- Compatible with internet browsers used here:
 - o Chrome
 - o Microsoft Edge
 - o Explorer
- Quickly add a new internet tab while other websites remain open.
- Navigate back and forth between websites with ease.

STAY TUNED FOR FUTURE TIPS!



Marathon County Employees Credit Union

Proudly serving Health Care Center Employees & their Families since 1965

Already a member: Thank you
 Not a member: Contact us today!

Apply online at www.mcecu.org
715 261-7680
cuteller@co.marathon.wi.us • 400 East Thomas Street
Wausau, WI 54403

All loans are subject to MCECU'S normal credit requirements.



IF YOU ARE **SHORT ON CASH,**
WE CAN HELP

We have loan options that can help you avoid unscrupulous lenders.



WHAT'S FOR LUNCH?

WAUSAU CAMPUS EMPLOYEE CAFETERIA



BREAKFAST HOURS

9 AM – 11 AM

LUNCH HOURS

MONDAY – FRIDAY

11:30 AM – 1:30 PM

HOT FOOD BAR \$.45/OUNCE
(Weekdays Only)

GRAB-N-GO HOURS

MONDAY – FRIDAY

9 AM – 5:30 PM

WEEKENDS:

GRAB-N-GO ONLY

JANUARY 30 – FEB 3, 2023

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAIN	Cheesy Meatloaf Baked Potatoes Wax Beans	Vegetable Beef Stew Biscuit Creamy COleslaw	Turkey & Dumplings Buttered Peas Dinner Roll	Shredded Roast Beef Mashed Potatoes & Gray Parslied Carrots	Teriyaki Chicken Breast Fried Rice Broccoli Florets
SOUP	Turkey Dumpling Soup	Cream of Tomato Soup	TBD	Beef Noodle Soup	Ham & Bean Soup
DESSERT	Cherry Delight	Bread Pudding with Caramel Sauce	Sweet Potato Crisp	Cinnamon Baked Apples	Pumpkin Fluff

FEBRUARY 6 – 10, 2023

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAIN	Smoked Paprika Chicken Mashed Potatoes Gravy	Lasagna Shredded Lettuce Salad Garlic Toast	Apple Butter Pork Loin Stuffing Roasted Butternut Squash	Turkey Dinner Casserole Dinner Roll Corn	Baked Cod Herbed Rice Creamy Coleslaw
SOUP	TBD	Beef Barley Soup	Garden Vegetable Soup	TBD	TBD
DESSERT	Brownie Bottom Cheesecake	Peaches	Snickerdoodle Krispy Bar	Banana Strawberry Cup	Cranberry Crunch



THE BISTRO

MONDAY - FRIDAY | 7:30AM - 3PM
HOT FOOD AVAILABLE UNTIL 2:30PM

PANINI OF THE WEEK



HAWAIIAN CHICKEN | \$6.50

GRILLED CHICKEN | SESAME GLAZE | RED ONIONS
GRILLED PINEAPPLE | SHREDDED CABBAGE

LATTE OF THE WEEK

Salted Turle



\$1 OFF LARGE LATTES EVERY MONDAY!

LUNCH

- PANINI COMBO (1/2 PANINI, CHIPS, WATER) 5.00
- TURKEY BACON GUAC PANINI 6.00
- TURKEY BACON GUAC WRAP 5.75
- 3 CHEESE PANINI (ADD CHICKEN FOR \$1) 3.50
- GRILLED HAM & CHEESE PANINI 4.50
- GARLIC BACON PANINI 5.00
- CHICKEN BACON RANCH WRAP 5.25
- CHEESE QUESADILLA (ADD CHICKEN FOR \$1) 4.50
- CALZONE 4.50/5.00
- CHEF SALAD/CHICKEN SALAD 5.50

SIDES + SNACKS

- CHIPS 1.00
- NUTS 1.50
- HUMMUS 2.50
- M&M CHOCO CHIP COOKIE 1.25
- MARSHMALLOW CRISPY BAR 2.00
- PEANUT BUTTER CRISPY BAR 2.00
- CHEESECAKE 2.00/ 3.50

BEVERAGES

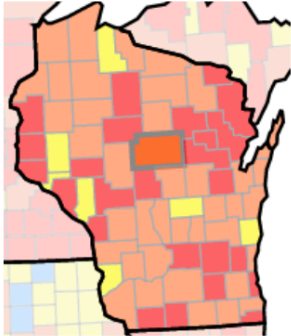
SELECTIONS VARY - JUICES, YOGURT DRINKS, VEGGIE DRINKS, ENERGY DRINKS, COFFEE & TEA, VARIOUS WATERS 1.00-3.50

**Please note: All sales subject to Sales Tax.*



CURRENT TRANSMISSION LEVELS BY COUNTY | JANUARY 26, 2022

Temperature screening is **NO LONGER** required for Employees or Visitors at any NCHC location.



MARATHON



LINCOLN



LANGLADE



Marathon and Lincoln Counties are in the Substantial Level, but must remain in that level for 2 consecutive weeks in order to move down a level. All counties remain in **HIGH** level.

Based on your county's transmission levels noted above, please take the following actions for your county of service:



All Nursing Home and Hospital Locations (Adult & Youth):

Staff, visitors and patients are **REQUIRED** to wear masks at all times in all areas including hallways, waiting rooms and meetings that include residents or patients.

Non-Nursing Home and Non-Hospital Locations:

Face masks are **RECOMMENDED**, but not required by staff, patients and visitors, except for when social distancing cannot be maintained in private offices, therapy rooms, exam rooms and while transporting any patient, client or resident in a personal or NCHC vehicle.

All Staff at ALL locations may remove masks while working alone in private offices, employee-only access areas and in areas prohibited to patients or residents, like staff-only meeting rooms, offices or lounges.

VISITOR NOTE FOR ALL LEVELS:

- When visiting Covid-19 Confirmed patients or residents, visitors are required to wear masks and eye protection and practice social distancing.

EMPLOYEE REPORTING

Employees are **REQUIRED** to report any signs of illness to their manager immediately.

- Employees should **STAY HOME** if they are experiencing any signs of illness. Managers and Employee Health will provide return to work guidance.
- Staff are required to use PLT or take unpaid leave due to symptoms or exposure.
- Managers are **REQUIRED** to report employees with symptoms, exposure or positive for Covid-19 in SafetyZone as soon as possible.
- Employee Health: 715.848.4396



Get your **FREE** at-home test kits!

The State of Wisconsin is offering free, rapid, at-home COVID-19 test kits to residents of eligible communities. Visit their online website to get test kits shipped to your home at no charge.

<https://sayescovidhometest.org/>



North Central Health Care
Person centered. Outcome focused.

Employee Recognition Awards

4TH QUARTER 2022 RECIPIENTS

OUTSTANDING TEAM PARTNERSHIP AWARD Pharmacy Team

Congratulations to the Pharmacy Team, recipient of NCHC's Outstanding Team Partnership Award. The Pharmacy Team goes above and beyond daily to provide exceptional care to clients, residents, and staff. The entire team works diligently to meet high work demands and ensure all medications go out the door in a timely manner despite the ever-changing variables that need to be addressed daily to ensure smooth operation.

Pharmacy Employees include **Cindy Schreier, Dustin Ehster, Jacob Bognar, Joanne Krasselt, Jodi Swid, Kendra Eisner, Mary Derby, Mary Osheim, Megan Kruzicki, Nora Fellenz, Royal Anderson, Tara Renteria and Jacie Cihlar!**



OUTSTANDING LEADERSHIP AWARD Giana Zubke-Brubacher, Community Treatment Youth

Congratulations to Giana Zubke-Brubacher, recipient of the Outstanding Leadership Award. Giana is a member of the Community Treatment Youth team. Karissa was nominated by Ryan Thiel.



Manager Meeting Presentation



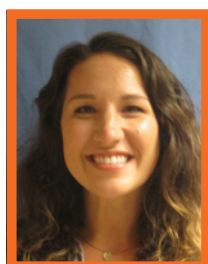
Giana Zubke-Brubacher and Marne Schroeder

"Giana has been an amazing manager, I feel that I can go to her whenever I need help professionally or personally."

"Giana is consistently going above and beyond to make staff feel supported. Giana is always willing to offer support, answer questions, and make me feel valued."

"Giana's willingness, support, collaboration, and dignity show that she is a true partner and leader in providing person-centered services, and our Core Values."

"Giana has a way of boosting morale within our team with all the continuous change and leading by example. This is what being a team is all about." Jamie Collins, Jennifer Rothmeyer and Erica Huffman were also nominated for this award.



OUTSTANDING SERVICE EXCELLENCE AWARD Alex Eichten, Communications & Marketing

Congratulations to Alex Eichten, recipient of NCHC's Outstanding Service Excellence Award.

"She is amazingly creative and really insightful."

"Alex has a continual commitment to continuous improvement. She wants and makes things better in all aspects of her job and really strives to provide high quality work that is better and more effective than the previous work she may have done."



OUTSTANDING PERSON-CENTERED SERVICE AWARD

Bobbi Hansen, Community Treatment Youth

Congratulations to Bobbi Hansen, recipient of the Outstanding Person-Centered Service Award. Bobbi is a service facilitator for Community Treatment Youth in Marathon County.

"Bobbi is one of the nicest and most genuine people I have ever met. I admire her determination. She never gives up on people."

Kristin King, Gina Laszewski and Kara Webb were also nominated for this award.


Nominate a Coworker or Team today! www.norcen.org/Recognition



Stay tuned. More information on how and when you can enroll coming soon!

 **Earned Wages** \$ 150.00
 Today at 3:39pm

 **Electricity** ✓ SCHEDULED
 \$120.14 🔄 On autopay

 **PAYACTIV** 3m ago

You just got paid 🙌
 Hi Jet, **\$125.00** was loaded onto your card.



Payday, reimagined

Payactiv has partnered with your employer to reinvent the way you get paid. Work your shift, and we'll make a portion of that money available, giving you more control over **when** and **how** you want to use it.

The funds you access simply get deducted from your next paycheck. It's not a loan, so there's no interest—just your money, in your hands.

PRO TIP 💡
 Access your wages for free with direct deposit to a Payactiv Visa® Card*¹

COMING SOON for NCHC Employees!

Watch your email, Communication Boards & social for sign-up and more info!



* The Payactiv Visa Prepaid Card is issued by Central Bank of Kansas City, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Certain fees, terms, and conditions are associated with the approval, maintenance, and use of the Card. You should consult your Cardholder Agreement and the Fee Schedule at payactiv.com/card411. If you have questions regarding the Card or such fees, terms, and conditions, you can contact us toll free at 1 (877) 747-5862, 24 hours a day, 7 days a week.

¹To qualify, there must be a history of at least 1 successful direct deposit of at least \$200 or more to the Payactiv Visa Card per pay period.



Frequently Asked Questions

How does it work?

Payactiv gives you access to a percentage of the money you worked for but haven't been paid yet.¹ The money that you access is then deducted from your next paycheck, giving you the flexibility to pay for things on your own schedule.

What are the benefits of a Payactiv Visa® Card*?

Earned wages transfer in real-time to the card, so you can take it on the go and use it everywhere Visa debit cards are accepted. No fees* to apply or activate, and there are no maintenance fees or minimum card balance requirement.

When you have direct deposit to the card², you can access wages in real time at no cost and increase your max access limit up to \$1000 per pay period.

*This is a Payactiv Visa Prepaid Card issued by Central Bank of Kansas City, Member FDIC, pursuant to a license from Visa® U.S.A. Inc.

How long does it take to get Earned Wage Access funds?

Transfers to the Payactiv Visa Card and other debit cards are made in real-time. Transfers to bank accounts are completed within 1-3 business days. Transactions made after 12:50 PM EST M-F are processed the next business day. (Please see fee table for details)

I worked yesterday, why isn't the accessible amount showing?

It's possible that we haven't received your hours from your employer yet. We usually receive that info at the end of each day, but if you continue to see an incorrect accessible amount, please contact us through one of the help resources below.

What happens on payday?

Money you access plus any fees incurred will show as deductions on your next paycheck.

Note that if you work in NY, NJ, MA, or PR, any fees incurred will be charged to the card specified on the transaction summary at the time of the transaction.

Is there a cost for using Payactiv?

Accessing your wages is free when you have direct deposit² to your Payactiv Visa Card. Other disbursement options are available for a small fee (see table below).

All other features in the app are free to use.**

Disbursement Type	Speed	Total Fees
Payactiv Visa Card with Direct Deposit of \$200 or more per pay period	Real-time	\$0
Payactiv Visa Card without Direct Deposit	Real-time	\$1.99
Other debit or payroll cards or Walmart cash pickup	Real-time	\$2.99
Bank transfers	1-3 business days	\$0

What do I need to sign up?

All you need is your **name, phone number, employer,** and **employee ID.** That's it! You can find your employee ID on your pay stub or ask your manager.

What's the catch?

There is no catch! Payactiv and the Payactiv Visa Card are not a loan or a credit card. That means there's no credit check and you'll never pay interest on the earned wages that you accessed. Ever.

¹ Earned Wage Access requires employer participation. Employees can only access a portion of the wages they have earned to date.

² To qualify, there must be a history of at least 1 successful direct deposit of at least \$200 or more to the Payactiv Visa Card per pay period.

* The Payactiv Visa Prepaid Card is issued by Central Bank of Kansas City, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Certain fees, terms, and conditions are associated with the approval, maintenance, and use of the Card. You should consult your Cardholder Agreement and the Fee Schedule at payactiv.com/card411. If you have questions regarding the Card or such fees, terms, and conditions, you can contact us toll-free at 877-747-5862, 24 hours a day, 7 days a week.

** Central Bank of Kansas City is the issuer of the Payactiv Visa Prepaid Card only and does not administer, endorse, nor is liable for the Payactiv App.

Stay tuned. More information on how and when you can enroll coming soon!

24/7/365 CUSTOMER SERVICE: 1.877.937.6966 • SUPPORT@PAYACTIV.COM • WWW.PAYACTIV.COM/HELP