

## Paid Time Off (PTO) FAQs

**Clinic Practice Staff:** Your PTO plan is separate. To see a summary about your benefits, [click here](#).

**Urgent Care Staff:** Your PTO plan is separate. To see a summary about your benefits, [click here](#).

### **Q: Am I eligible to receive PTO?**

**A:** If you are classified as working at least 24 hours per week in the HR/Payroll system, you're eligible to earn PTO.

*NOTE: PRNs, part-time benefits-ineligible employees, directors, executives and medical residents/interns/fellows are not eligible for Texas Health's PTO Policy. Directors and executives should see the Senior Leader Time Off Guidelines.*

*Medical residents/interns/fellows should see their contract for information on time off. Time away from work for physicians and advanced practice professionals employed by THPG is based on their contract.*

### **Q: When do I start receiving PTO? How often do I receive it?**

**A:** You start receiving PTO on your date of hire or transition into a benefits-eligible position. PTO is received daily as long as you remain active and in a benefits-eligible position.

*NOTE: you also earn PTO while you're on PTO.*

### **Q: How is my PTO rate determined?**

**A:** Your PTO accrual is determined by how long you have worked at Texas Health and your weekly hours in the HR/Payroll system.

For a list of hourly accrual rates and the bi-weekly maximum that can be earned based on weekly standard hours and years of service, [click here](#).

**NOTE:** the PTO accrual amount listed on your paycheck is a combined total of the daily accruals you have received for the pay period. There is not a location in UKG to see your daily accrual.

### **Q: What is the maximum number of PTO hours that I can receive?**

**A:** You may receive up to 300 hours of PTO. PTO cannot be accrued over this amount, so any PTO accrued over the max allowed will be lost each day.

### **Q: When can I see my PTO hours received?**

**A:** Your PTO balance will increase after each day, but there is not a location in UKG to see your daily accrual. You can view your PTO balance in several places within UKG. Take a look at the guides [for the app](#) or [for the web](#).

### **Q: What date does the PTO balance on my paycheck correspond to in UKG?**

**A:** The PTO balance on your paycheck is the same balance on the last day of the pay period minus any PTO Conversion, PTO Sell, or PTO donation applicable to that pay period.

**Q: Do I receive PTO while on leave of absence if I'm using my PTO?**

**A:** No, you must be in an "Active" status to receive PTO.

**Q: How do I take PTO if I have two or more jobs?**

**A:** PTO is received on the combined standard hours of all active positions. If you take PTO from your secondary job, you'll need to work with your payroll department AND timekeeper to be sure that the PTO is applied correctly.

**Q: How do I earn PTO if I have two or more jobs?**

**A:** The PTO earned from both positions will be included in your daily PTO accrual.

**Q: Will my PTO payout be included in my final check if I terminate employment?**

**A:** In most cases, if you have more than one year of service, you will be paid for any unused PTO up to a maximum of 300 hours as long as you provide two weeks' notice in writing (four weeks for management employees and supervisors) and work through the notice period.

If you fail to provide and work through the notice period, your PTO balance will be reduced to offset the amount of notice not given. PTO hours may be used only during the notice period for PTO scheduled and approved by your supervisor before you give notice. *Note: PTO is not paid out to employees with less than one year of service.*

**Q: Will my PTO be paid out if I change to a PRN status?**

**A:** If you have more than one year of service, in most circumstances your unused PTO up to a maximum of 300 hours will be paid out within two to three pay periods after you change status. *Note: Employees with less than one year of service will not be paid out their unused PTO.*

**Q: What happens to my PTO if I transfer to a Clinic Practice Staff position at a THPG clinic?**

**A:** In most circumstances, you will be paid out any excess PTO balance over 160 hours and you will begin accruing PTO at a different rate.

**Q: When can I use PTO?**

**A:** You may use the PTO as soon as it is received subject to your supervisor's approval. Generally, you must use PTO when you are away from work on a regularly scheduled day, unless it would cause you to exceed the number of hours you are classified in the HR/Payroll system to work. You cannot use PTO if your absence is due to jury duty, bereavement pay, or unpaid administrative leave or suspension.

You may use PTO, but are not required to use it if:

- You are non-exempt and have not worked the hours you are regularly scheduled to work according to your status in the HR/Payroll system
- You are on military reserve training or duty
- You are not at work or are sent home because of low census or other business reason
- You are on a leave of absence

**Q: Can I take scheduled days off for a vacation without using my PTO?**

**A:** All employees must comply with the Attendance Management policy. Employees—whether exempt or non-exempt—who schedule time away from work should use PTO. If excessive time away from work impacts operational requirements, concerns will be addressed by the manager under the time and attendance policy.

**Q: How does PTO conversion work?**

**A:** During annual benefits enrollment, you can convert up to 78 hours of PTO you will earn the next calendar year (in 13-hour increments) to pay for your benefits. The value of the PTO hours will be added to your paycheck over 26 pay periods.

- To be eligible to convert PTO, you must elect at least one of the following benefits: medical, dental, vision, health care spending account, day care spending account, additional life insurance, additional AD&D insurance, additional long-term disability, accident insurance, critical illness, or hospital indemnity. You are limited to a combined total of 100 hours per year for converting, selling, and donating PTO. Anyone not eligible for PTO is not eligible for PTO conversion.
- Note: in UKG, PTO Conversion is deducted from your PTO balance the Sunday following the applicable pay period.

**Q: Am I able to use my PTO for other things?**

**A:** Yes. You may:

- Sell PTO two times a year, up to an annual total of 80 hours as long as 80 hours of PTO remain in your PTO bank after the sale. PTO may not be sold from the first or last pay periods of the year.
- Donate up to 80 hours per PTO hours to certain charities or to the Helping Hands fund as long as at least 80 hours of PTO in your PTO bank remains after the sale
- Note: in UKG, hours for PTO Sell and PTO donate will be deducted from your PTO balance the Sunday following the applicable pay period.

Due to IRS regulations, the combined amount of PTO that you can convert, sell, and donate must be 100 hours or less per year. When you sell PTO, you will receive 80% of the value of your sold PTO hours as a cash payment. You will be subject to applicable payroll taxes and 401(k) deductions (if enrolled in the 401(k) Plan).

**Q: Can I use My Flex Day and PTO hours together?**

**A:** Yes, subject to your manager's approval. If you plan to take off three days of work, you are able to use My Flex Day for one of the days, and PTO hours for the other two days.

**Q: What happens if I work when the time changes for Daylight Savings Time?**

**A:** If you are a non-exempt employee and work during the Daylight Savings time change, you will be short one hour of regular time on your following paycheck. If this happens, since you are missing the hour due to business reason, you may use your PTO balance to cover for the missed hour, but you are not required to do so.

**Q: Do I need to use PTO for time away from work for a Holiday?**

**A:** Generally, yes. Texas Health supports and encourages employees to time off to rest, relax, recharge and spend time with family and friends on holidays and offers the Paid Time Off (PTO) program so you continue to receive pay while you are away from work due to a holiday.

A list of Recognized Holidays by Texas Health can be found on the [My Texas Health intranet](#) under Employee Resources, then Working at Texas Health and then selecting Compensation. Because a large part of our business operates 24 hours a day, 7 days a week, holidays are noted with specific beginning and ending times. Only the designated holiday will receive differential pay, but sometimes departments close in observance on the weekday preceding or following the holiday date.

**Designated Holidays Recognized by Texas Health  
for Non-Exempt (Hourly) Employees**

If the department plans to be closed because of a designated holiday:

<b>Work Scenario</b>	<b>Pay</b>
You are scheduled to work but don't due to the closure	you can choose to take PTO or go unpaid  <i>NOTE: if you do not have PTO hours in your balance to use, you must take an unpaid day</i>
You are not required to work due to closure but receive approval to work on the holiday	you get regular pay <i>Note for timekeepers and managers: holiday pay will need to be removed from the employee's time</i>
You are not scheduled to work	you don't need to take PTO because you were not scheduled to work on the holiday

If the department is open on the designated holiday:

<b>Work Scenario</b>	<b>Pay</b>
You are required to work	you get holiday pay for the hours you work
You are required to work but your regularly scheduled shift changes (ie: <i>your start time changes, you get sent home due to low census or you are told not to come in due to low census</i> )	you can choose to use PTO or be unpaid. If you do wish to be unpaid, you must submit a request to your timekeeper to have this time coded as ABL
You are not scheduled to work	you don't need to take PTO because you were not scheduled to work on the holiday
You are scheduled to work but choose not to with approval from your leader (ie: <i>you take time off for the holiday</i> )	you can choose to take PTO or go unpaid  <i>NOTE: if you do not have PTO hours in your balance to use, you must take an unpaid day</i>

**Other Days Not Recognized as Designated Holidays by Texas Health (example: the day after Thanksgiving)**  
**for Non-Exempt (Hourly) Employees**

If the department plans to be closed on a day that is not a designated holiday:

<b>Work Scenario</b>	<b>Pay</b>
You are scheduled to work but don't due to the closure	you can choose to take PTO or go unpaid  <i>NOTE: if you do not have PTO hours in your balance to use, you must take an unpaid day</i>
You are not required to work due to closure but receive approval to work	you get regular pay
You are not scheduled to work	you don't need to take PTO because you were not scheduled to work

If the department is open:

<b>Work Scenario</b>	<b>Pay</b>
You are required to work but your regularly scheduled shift changes (ie: your start time changes, you get sent home due to low census or you are told not to come in due to low census)	you can choose to use PTO or be unpaid. If you do wish to be unpaid, you must submit a request to your timekeeper to have this time coded as ABL
You are not scheduled to work	you don't need to take PTO because you were not scheduled to work on the holiday
You are scheduled to work but choose not to with approval from your leader (ie: you take time off for the holiday)	you can choose to take PTO or go unpaid  <i>NOTE: if you do not have PTO hours in your balance to use, you must take an unpaid day</i>

**Recognized Designated Holidays and Other Days Not Recognized as Designated Holidays**  
 (example: the day after Thanksgiving)  
**(for Exempt employees)**

If the department plans to be closed:

<b>Work Scenario</b>	<b>Pay</b>
You are scheduled to work but don't due to closure	enter PTO in UKG  <i>NOTE: if you do not have PTO hours in your balance to use, and were ready, willing and able to work, you will be paid as normal</i>
You are not required to work due to closure but receive approval to work on the holiday	you get regular pay

If the department is open:

Work Scenario	Pay
You are scheduled to work some or part of the day	you will be paid as normal for the whole day
You are not scheduled to work	you don't need to take PTO because you were not scheduled to work
You are scheduled to work but choose not to with approval from your leader ( <i>ie: you take time off</i> )	enter PTO in UKG <i>NOTE: if you do not have PTO hours in your balance to use, you must take an unpaid day</i>

**Q: Do I need to use PTO during inclement weather?**

**A:**

**Non-Exempt Employee**

*If you work at a Texas Health facility (i.e. hospital, THPG office, etc.):*

Situation	Action to Take
You are unable to come to get to your work location due to transportation issues, home issues, etc.	You can use PTO for the missed day.
You are able and willing to get to your work location but are sent home or asked not to come in due to low census or a closed work location	You are eligible for ABL (Absence due to Low Workload) and can choose to take PTO or unpaid time off.  Submit a timekeeping request for: <ul style="list-style-type: none"> <li>a) Absence due to Low Workload with PTO (PLWK). This is paid time using PTO.</li> </ul> <p style="text-align: center;"><b>-or-</b></p> <ul style="list-style-type: none"> <li>b) *Absence due to Low Workload no PTO (ABLW). This is unpaid time without PTO.</li> </ul>

*If you work at home (i.e. telework):*

Situation	Action to Take
Your power is out at your home <b>and</b> your assigned work location (example: System Services Tower) is shut down	You are eligible for ABL (Absence due to Low Workload).  Submit a timekeeping request for: <ul style="list-style-type: none"> <li>c) Absence due to Low Workload with PTO (PLWK). This is paid time using PTO.</li> </ul> <p style="text-align: center;"><b>-or-</b></p> <ul style="list-style-type: none"> <li>d) *Absence due to Low Workload no PTO (ABLW). This is unpaid time without PTO.</li> </ul>
Your power is out at home <b>but</b> your assigned work location (example: System Services Tower) is operational	You are <b>NOT</b> eligible for ABL (Absence due to Low Workload).  Submit a timekeeping request for: <ul style="list-style-type: none"> <li>a) If you have PTO hours available, you should submit a PTO Request</li> </ul>

	<b>-or-</b>
	b) If you do not have PTO hours available, enter time off without pay using "Time Off – Excused Absence (No PTO Available)"
Your power is on at home <b>and</b> your assigned work location (example: System Services Tower) but you are unable to work due to another issue (water leak, car issues, etc.)	You can submit a timekeeping request to use PTO hours or go unpaid.

**Exempt Employees:**

*Regardless of your work location:*

Situation	Action to Take
You work during the day (i.e. answer emails or text messages)	You do not need to use PTO hours for the work day. You will be paid as normal.
You are unable to work due to the closing of your work location (i.e. Sports Medicine facility) but were ready, willing and able to work	You do not need to use PTO hours for the work day. You will be paid as normal.
You chose not to work due to inclement weather, but could have	Submit PTO hours for the full work day.

**Q: How does ABL work and when should it be used?**

**A:** ABL is a time reporting code that is used for low census only. All non-exempt employees are eligible to use the ABL time reporting code. The ABL code **should only be** used when an employee is sent home or canceled due to low census, did not work their scheduled hours and does not wish to use PTO for the missing time for this shift.

- ABL can be used if the employee’s start time is pushed back, employee is sent home early from their expected shift or is canceled for the entire day
- The ABL code should only be used the day the employee was canceled. It should not be a prescheduled event.
- ABL should not be used to bring the employee to standard hours.
- ABL cannot be used for holidays due to the department being closed.
- ABL is not an earning code, it is used for time reporting.
- ABL hours are not paid hours but do count towards Success Sharing.
- If an employee wishes to use ABL for a canceled shift, it must be requested in UKG.

**Q: Where can I find more information on PTO?**

**A:** You can find additional information on PTO in your Benefits Handbook, available 24/7 from work or home at [BeHealthyTHR.org](http://BeHealthyTHR.org).