



FAQ's

Paycom transition & pay change frequency

Q: I'm a weekly employee, what is changing for me?

A: As a weekly employee, you will be assigned a new client code and login for Paycom.

Q: I'm a biweekly employee, why are you changing my pay frequency from biweekly to weekly?

A: ATHENA's core values are to Make Our Clients' Lives Easier and Our Employees' Lives Better. We know that frequent pay matters and are making this change to help make your lives better.

Q: When does this change take place?

A: Beginning October 31, 2022, you will begin recording time in the new Paycom (client code 0BY53)

Q: I'm a biweekly employee, when will I receive my last paycheck for 2 weeks?

A: You will receive your last biweekly payroll check as planned on October 28, 2022.

Q: What is our new Paycom client code?

A: As of October 31, 2022, you will use 0BY53 (zero is the first character) to access Paycom.

Q: I'm a biweekly employee, when will I receive my first weekly paycheck?

A: You will receive your first weekly payroll check on November 4, 2022.

Q: When do I have to have my timecard approved by?

A: Timecards should be approved by the employee once they have worked their final shift each week, but no later than midnight each Sunday.

Q: What is the deadline for my manager to approve my timecard?

A: It is preferred that managers approve timecards as soon as possible once an employee has self-approved it, managers have until 12pm (noon) ET each Monday to approve employee timecards.

Q: I don't know my employee ID number, where can I find this?

A: Your employee ID number will be provided to you prior to this transition and at any time you request it. Conveniently, your employee ID is the same under both client codes and is also located on your pay stubs.

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Q: I'm a biweekly employee, how will this affect my garnishment(s)?

A: Garnishments are strictly followed as per court order. All garnishments will be reviewed and adjusted to reflect the new weekly payroll cycle.

Q: Will I have the opportunity to verify my information in the new Paycom?

A: Yes, all employees will be sent an Employment Verification Checklist within the new Paycom requesting that they validate all personal information. At that time, or at any time thereafter, you may update your data just as you do today.

Q: I'm a biweekly employee, how will this affect my benefit deductions?

A: Benefit deductions will be adjusted to reflect the weekly payroll cadence. Weekly benefit rates can be found at the end of the FAQ's.

Q: I need to update my address (tax withholdings, direct deposit, etc.). Can I still do this?

A: Yes, you can update any information you need/want to prior to October 19, 2022. Changes made after October 19, 2022, may not be immediately reflected in client code 0BY53.

Q: I am a biweekly employee with Union dues deducted from my check. How will this change?

A: We are working with the Union to ensure that this transition is smooth, and your Union dues are correct. We will communicate directly with you as more information is available.

Q: Why is my old login changing?

A: We realize that many of our employees would prefer to use their email address as their primary login when accessing Paycom. To ensure that you can do this, we must change your login to client code 0IN87 to a generic login (0IN87 + your employee ID #).

Q: I'm having trouble logging in, who can help me?

A: Please contact your Account Manager, Recruiter or Operations Administrator for assistance.

Q: I don't see my paystubs, historical W2's, onboarding documents, etc.? Where can I find them?

A: All historical data will remain under the Paycom client code 0IN87. You will have read-only access to this information moving forward.

Q: Am I going to get multiple W-2's from ATHENA for 2022?

A: No, you will receive one W-2 from ATHENA for 2022 and it will be uploaded to your new profile under client code 0BY53.

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Q: How can I reset my password?

A: Your password can be reset using the “Forgot Password” option on the Paycom login page. If this does not work, your Account Manager, Recruiter or Operations Administrator can assist you in resetting your password. Please contact them for assistance.

Q: Am I able to make changes to or enroll in benefits?

A: This transition is not considered a Qualifying Life Event (QLE) under IRS guidelines, therefore changes to benefit elections cannot be made at this time. The opportunity to enroll in or make changes to benefits will be during Open Enrollment which will be announced soon. For additional questions, please contact the ATHENA Benefits / Total Rewards team at benefits@athenaconsultingllc.com or 240-266-5811.

Q: I’m not sure what benefits I enrolled in, how can I check?

A: If you are unsure what plan you are enrolled in, you can locate this information in Paycom on the Benefits tile under “Current Benefits”.

Q: I have pending/approved time off requested for days after October 24, 2022; do I need to do anything?

A: Yes, please resubmit your time off request in the new Paycom account. Your manager will then be asked to approve the request in the new Paycom as well.

Q: How will this change affect my 401(k) contributions if I currently receive a biweekly paycheck?

A: Contributions made to a retirement account (401k or Roth accounts) as a *percentage* of your pay will *not* be impacted. The percentage originally elected will remain the same. However, contributions made as a set *dollar amount will be impacted* as a result of this change. Your current biweekly contribution will be divided in half to align with the new weekly pay dates. Once the new Paycom system is available, you will have the opportunity to update your tax withholding form(s), as well as other personal information.

Q: I have a set dollar amount of additional taxes withheld from my paycheck; will this amount change?

A: No. By law, employers are unable to modify tax withholdings unless the employee submits a new Federal and/or state W-4 withholding form. Once the new Paycom system is available, you will have the opportunity to update your tax withholding form(s), as well as other personal information.

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Weekly Benefit Rates:

ATHENA Consulting					
Field - Weekly* Medical, Dental, and Vision Rates					
Extended Plan Year: December 1, 2021 - December 31, 2022					
United Healthcare (UHC) - Medical Plans					
HMO BVPI (Plan A)			HMO BVOJ (Plan B)		
	Weekly	Monthly		Weekly	Monthly
EE Only	\$87.90	\$380.91	EE Only	\$69.41	\$300.77
EE + Spouse	\$307.16	\$1,331.01	EE + Spouse	\$264.62	\$1,146.70
EE + Child(ren)	\$231.27	\$1,002.16	EE + Child(ren)	\$197.06	\$853.91
EE + Family	\$397.13	\$1,720.88	EE + Family	\$344.73	\$1,493.82
HMO BVMS (Plan C)			HMO BKXL (Plan D)		
	Weekly	Monthly		Weekly	Monthly
EE Only	\$45.88	\$198.81	EE Only	\$20.84	\$90.31
EE + Spouse	\$210.51	\$912.20	EE + Spouse	\$152.92	\$662.66
EE + Child(ren)	\$153.53	\$665.28	EE + Child(ren)	\$107.21	\$464.56
EE + Family	\$278.06	\$1,204.94	EE + Family	\$207.12	\$897.52
United Healthcare (UHC) - Dental and Vision Plans					
Dental			Vision		
	Weekly	Monthly		Weekly	Monthly
EE Only	\$9.32	\$40.38	EE Only	\$1.45	\$6.27
EE + Spouse	\$21.44	\$92.89	EE + Spouse	\$3.33	\$14.44
EE + Child(ren)	\$17.24	\$74.71	EE + Child(ren)	\$2.68	\$11.61
EE + Family	\$26.09	\$113.07	EE + Family	\$4.10	\$17.77

*Benefits are deducted from 52 of 52 paychecks annually

