

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 and you have more than one month’s service, you’re eligible to earn PTO.

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

A: You start receiving PTO the beginning of the pay period following one month of service. PTO is received biweekly as long as you remain active and in a benefits-eligible position.

Q: How is my PTO rate determined?

A: Your PTO rate is based on your actual hours worked within the pay period up to your standard PTO Rate.

Example: Your standard hours are 80 hr./pay period with PTO rate of 8.0 hours. You work 60 hours that pay period and do not have PTO to use. For that pay period, you will receive 75% of your PTO Rate making your actual PTO received 6.0 hours.

Q: What is the difference between my PTO Rate and actual PTO received?

A: Your PTO Rate is based on your years of service, standard hours, and employee class. The table below shows the annual PTO schedule for full-time employees scheduled in the payroll system to work 80 hours per pay period. If the employee is scheduled to work less than 80 hours (but 48 hours or more) per pay period, they receive PTO as a percentage of the schedule (for example, 64 hours is 80%).

YEARS OF SERVICE	ANNUAL PTO SCHEDULE	
	Positions Below Director	Director & Above
Less than 1	176 hours	216 hours
1	192 hours	232 hours
2 – 4	208 hours	248 hours
5 – 9	232 hours	272 hours
10 – 14	256 hours	296 hours
15 – 19	280 hours	312 hours
20 or more	296 hours	328 hours

PRNs, part-time benefits-ineligible employees, and research fellows are not eligible for PTO. Clinic Practice Staff have a separate PTO policy and schedule. THPG physicians, mid-level providers, and medical residents/interns/fellows do not receive PTO according to this table, but may be eligible for time off based on their contract.

Your actual PTO received is based on hours worked within the pay period up to your PTO Rate (see example above).

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

A: You may receive up to 300 hours of PTO.

Q: When can I see my PTO hours received for the pay period?

A: You will see your PTO hours on Mythr.org on Wednesday of the pay week.

Q: Which earnings hours are eligible for PTO?

A: Please see the eligible earnings hours [here](#).

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: Why were the PTO hours I received different than my PTO rate?

A: You either did not work the full standard hours in the pay period or you have reached the maximum balance of 300 hours.

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: Due to system limitations, the PTO accrual only shows hours earned in one role on the paycheck. The PTO earned on the secondary position will not show as PTO accrual on your paycheck but will be added directly to your total PTO balance. Your updated total PTO balance will show on your paycheck.

For example: an employee who has less than one year of service is eligible to receive 6.77 hours if working 40 hours per week. The employee works 32 hours per week in their primary role at Texas Health Dallas and 8 in hours per week in a secondary role at Texas Health Fort Worth, for a total combined 40 hours per week. The employee earns 6.77 hours of PTO for the pay period. The employee's paycheck will show 5.42 hours of PTO accrual for the hours worked in the primary role. The employee's additional 1.35 hours of PTO earned in the secondary role will be added directly to the PTO bank and the paycheck will show an additional 6.77 reflected in the PTO balance.

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

A: If you have more than one year of service, in most cases, you will be paid for any unused PTO up to a maximum of 300 hours, provided you give/work two weeks notice in writing; (four weeks for management employees and supervisors). If you fail to provide/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 80 hours and you will begin accruing PTO at a different rate.

Q: What happens to my PTO hours each pay period that I go over 300 hours?

A: Employees need to keep their balance below 300 hours, or PTO hours will be lost.

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 80 hours of PTO you will earn the next calendar year (in 8-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.
- PTO conversion is subtracted from the actual number of PTO hours that you receive instead of from your PTO rate.
- Ex: Your PTO rate is 8.0 hours but your actual PTO received is 6.0 hours, your PTO conversion amount will be deducted from the actual PTO received of 6.0 hours.

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. You may also donate up to 80 hours per PTO hours to certain charities as long as at least 80 hours of PTO in your PTO bank remains after the sale.

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). You may also donate your PTO to the Helping Hands fund. PTO may not be sold from the first or last pay periods of the year.

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:

Work Scenario	Pay
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:

Work Scenario	Pay
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 (<i>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</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 (<i>ie: 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 to on a day that is not a designated holiday:

Work Scenario	Pay
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:

Work Scenario	Pay
You are required to work but your regularly scheduled shift changes (<i>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</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 (<i>ie: 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>

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:

Work Scenario	Pay
You are scheduled to work but don't due to closure	enter PTO in MyTHR.org <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 MyTHR.org <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"> a) Absence due to Low Workload with PTO (PLWK). This is paid time using PTO. <p style="text-align: center;">-or-</p> <ul style="list-style-type: none"> b) *Absence due to Low Workload no PTO (ABLW). This is unpaid time without PTO.

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

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

Exempt Employees:

Regardless of your work location:

Situation	Action to Take
You work during the day (i.e. answer emails or text messages)	<p>You do not need to use PTO hours for the work day. You will be paid as normal.</p>
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	<p>You do not need to use PTO hours for the work day. You will be paid as normal.</p>
You chose not to work due to inclement weather, but could have	<p>Submit PTO hours for the full work day.</p>

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 PTO accrual and Success Sharing. *(Note: employees' PTO accrual each pay period is based on their hours worked. They will receive a lower PTO accrual for any period where hours worked is lower than their full schedule as defined in PeopleSoft.)*
- If an employee wishes to use ABL for a canceled shift, it must be requested on the Timekeeping SharePoint. Otherwise, no PTO or ABL will be entered. **Timekeeping does not make past pay period corrections for ABL.** *(Note: this excludes the Central Staffing Office (CSO) who should follow their own departmental process.)*

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.

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