Hello! Thank you for choosing to work with our organization!

We very much appreciate your contribution to our organization and as such have established a Consultant Care Department to meet your needs while on assignment. Your Consultant Care Specialist is Mark Caputo. He can be reached via email at [mcaputo@matlensilver.com](mailto:mcaputo@matlensilver.com) or via phone at (908) 393-8663.

However if it is after hours and you require assistance, please refer to these FAQ’s which we hope you will find helpful.

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[**I am a previous employee of Matlen Silver. Where can I find copies of my pay statements and W2 forms?**](https://matlensilver.zendesk.com/hc/en-us/articles/12959794416411-I-am-a-previous-employee-of-Matlen-Silver-Where-can-I-find-copies-of-my-pay-statements-and-W2-forms-)

For access to your pay statements or W2s, please sign into ADP:  [www.my.adp.com](http://www.ipay.adp.com/)

Your user name is your first initial and full last name @matlegrp   (Example: Joseph Smith = jsmith@matlegrp)

If you have forgotten your password, you have the ability to reset it yourself, If that does not work, please contact ADP Support and they will assist you:  844-448-0325

[**What is a 1095-C and why did I receive it?**](https://matlensilver.zendesk.com/hc/en-us/articles/12145828295579-What-is-a-1095-C-and-why-did-I-receive-it-)

The 1095-C form contains information related to the health coverage your employer offered you during the calendar year and is issued to ALL employees, regardless if they enrolled in benefits or not. If you were not enrolled in benefits, there were no deductions taken from your paycheck.

The IRS does not currently require taxpayers to submit Form 1095-C with their tax returns. As required by the Affordable Care Act, employers must indicate whether they offered qualifying health care coverage to qualifying individuals for the entire calendar year. Some taxpayers who enrolled in coverage through the Marketplace may qualify for a premium tax credit and must file a tax return to claim the credit and/or to reconcile any advance payments made on their behalf during the reporting year. You should contact a tax advisor if you have any questions regarding your tax return and the information provided on the Form 1095-C.

[**Where can I get a copy of my W2 form?**](https://matlensilver.zendesk.com/hc/en-us/articles/9689917581979-Where-can-I-get-a-copy-of-my-W2-form-)

Log into ADP: [www.my.adp.com](http://www.my.adp.com/)

Your user name is your first initial and full last name @matlegrp (Example: Joseph Smith = jsmith@matlegrp) If you have forgotten your password, you have the ability to reset it yourself, If that does not work, please contact ADP Support and they will assist you: 844-448-0325. W2s are mailed and available online in ADP Total Source the last week of January.

[**How do I enroll in Direct Deposit?**](https://matlensilver.zendesk.com/hc/en-us/articles/9689919415963-How-to-I-enroll-in-Direct-Deposit-)

Log into the ADP Total Source Portal and select Myself > Pay > Payment Options

ADP Total Source: [https://adptotalsource.adp.com](https://adptotalsource.adp.com/)

Your ADP username is your first initial and full last name @matlegrp   (ie: John Smith = jsmith@matlegrp)  If you have forgotten your ADP password, the system will allow you to reset it.  If not, please call ADP Support at 844-448-0325 and they will assist.

[**What is my ADP Total Source Login?**](https://matlensilver.zendesk.com/hc/en-us/articles/9689896528539-What-is-my-ADP-Total-Source-Login-)

ADP Total Source: [https://adptotalsource.adp.com](https://adptotalsource.adp.com/) Your ADP username is your first initial and full last name @matlegrp (ie: John Smith = jsmith@matlegrp) If you have forgotten your ADP password, the system will allow you to reset it. If not, please call 844-448-0325 and they will assist.

[**Where do I find my pay schedule?**](https://matlensilver.zendesk.com/hc/en-us/articles/9689893659803-Where-do-I-find-my-pay-schedule-)

Please refer to the onboarding package you received from the Matlen Silver Onboarding  Department.

[**How will I receive my first paycheck?**](https://matlensilver.zendesk.com/hc/en-us/articles/9689921215515-How-will-I-receive-my-first-paycheck-)

Your first check may go into the account(s) you designated for your direct deposit, depending on when your start date was within the pay cycle. If a live check, we will send it UPS overnight to the home address you entered in ADP.  Please enroll in direct deposit as soon as possible to avoid possible payment delays.

[**Where is my check?**](https://matlensilver.zendesk.com/hc/en-us/articles/9689995652251-Where-is-my-check-)

First, refer to the pay schedule to confirm your pay date. If correct, please see if the funds were deposited to your bank account if you are enrolled in direct deposit. If it was a live check, the payroll department would be sending it to you UPS overnight. Please check your front door and surrounding area. If nothing, please contact the payroll department.

[**How do I take a 401k distribution, request a loan or rollover my funds?**](https://matlensilver.zendesk.com/hc/en-us/articles/9690020089883-How-to-do-take-a-401k-distribution-request-a-loan-or-rollover-my-funds-)

Please call VOYA at 855-646-7549 and they will assist.

[**Is there a 401k company match?**](https://matlensilver.zendesk.com/hc/en-us/articles/9690025964187-Is-there-a-401k-company-match-)

At this time, there are no employer contributions.

[**If I am eligible for 401k but never enrolled, do I have to wait for an open enrollment?**](https://matlensilver.zendesk.com/hc/en-us/articles/9690017406619-If-I-am-eligible-for-401k-but-never-enrolled-do-I-have-to-wait-for-an-open-enrollment-)

No, there is no open enrollment period for 401k. Once you are eligible, you can enroll at any time providing you are 21 years of age or older.

[**When am I eligible for 401k?**](https://matlensilver.zendesk.com/hc/en-us/articles/9689972374939-When-am-I-eligible-for-401k-)

You are eligible the first of the month following 6 months of employment. Once your eligibility date approaches, VOYA will send you full details on how to enroll.

[**How can I get help with my timesheet hours?**](https://matlensilver.zendesk.com/hc/en-us/articles/9689946676251-How-can-I-get-help-with-my-timesheet-hours-)

Please contact [timesheet@matlensilver.com](mailto:timesheet@matlensilver.com)

[**Where can I get copies of my pay stub(s)?**](https://matlensilver.zendesk.com/hc/en-us/articles/9689871680539-Where-can-I-get-copies-of-my-pay-stub-s-)

Log into ADP: [www.my.adp.com](http://www.my.adp.com/) Your user name is your first initial and full last name @matlegrp (Example: Joseph Smith = jsmith@matlegrp) If you have forgotten your password, you have the ability to reset it yourself, If that does not work, please contact ADP Support and they will assist you: 844-448-0325

**How do I reset my password in ADP Total Source?**

Retrieve your User ID or reset your password in three easy steps.

Call 844-448-0325.

Select the Password Reset option.

Receive a reset link via the SMS text or email we have on file.

**When is my timesheet due?**

Matlen Silver and any required client timesheets are due no later than Monday morning, 10am EST following the week worked.

**How do I submit more than 8 hours per day?  I’m receiving an error on the Matlen Silver system.**

Email a request to [timesheet@matlensilver.com](mailto:timesheet@matlensilver.com), be sure to include your full name and the timesheet week ending date.  Your account will be updated to allow more than 8 hours per day.

**I need to change the hours on my timesheet but it is locked.**

Email [timesheet@matlensilver.com](mailto:timesheet@matlensilver.com). Be sure to include your full name, the timesheet week ending date, and correct hours.

**I am trying to enter my hours but the days are grayed out.  What should I do?**

1)  Complete the days that you are able to and **SAVE** your timesheet.

     2)  **Log out** of the timesheet.

3)  Email timesheet@matlensilver.com **with the number of hours that need to be added** and the hours will be entered for you.

4)  Be sure to include your full name and week ending date in the subject line of your email.

**How do I submit Paid Sick Leave?**

If you are eligible for paid sick leave, Select Project - Sick. Enter your sick hours on the necessary days.

A screenshot of a computer

Description automatically generated

**My timesheets are not approved. Will I still get paid on time?**

Yes, if you are a W2 employee.  You will be paid according to the hours that are submitted in the Matlen Silver timesheet system every other Tuesday.  Contact [Payroll@matlensilver.com](mailto:Payroll@matlensilver.com) for all payroll related questions.

For C2C employees, contact [AP@matlensilver.com](mailto:AP@matlensilver.com) for payment inquiries.

**My client timesheet follows a different period, how does this impact my Matlen Silver timesheet submission?**

All hours should be submitted to the same days in all systems, regardless of the total weekly hours.

**Fieldglass Users:  Need Fieldglass password reset?**

Please contact the Fieldglass Help Desk - [**fieldglasshelp@sap.com**](mailto:fieldglasshelp@sap.com)

A reset email with further instructions will be sent to the registered email on file.

**Vector Users:  Need Vector password reset?**

Please email [timesheet@matlensilver.com](mailto:timesheet@matlensilver.com) for a temporary password, be sure to include your full name.

**I’m a new 1099 employee, how do I get paid?**

Refer to the Corp Information Leaflet for all invoice details / instructions [here](https://drive.google.com/open?id=1EmKJl348PjQQZpXZ0oA4j6Pw3nIcSrLR).

**What are the Payment Terms for Corp Invoicing?**

Standard Terms = Net 60

All invoices will be processed from the date AP receives it and payment will be released on the 60th day.  You will begin to receive payments weekly, as long as you invoice us weekly.  See the chart below.

[Example of 60 Day Payment Terms](https://docs.google.com/spreadsheets/d/15HhfT4DB13mm0KWgNl6KRN4I1EhHTkbR7-B0sXxYiew/edit#gid=307358082)

**Do you offer ACH?**

Yes, complete and return an ACH Election Form to [AP@matlensilver.com](mailto:AP@matlensilver.com).  [Click Here](https://drive.google.com/open?id=1qW--yi0gyp3HzAB0JxAL8JgGjOkQhnzD)

**I haven’t received payment for my invoice, what do I do?**

Matlen Silver company policy is to allow 10 business days for USPS to deliver checks.  If you have not received your check after 10 business days, email [AP@matlensilver.com](mailto:AP@matlensilver.com) for assistance.

**My bank account has changed, who do I need to notify?**

If you are a W2 employee you will need to update your banking information through ADP Total Source for Payroll.  For any Non-Payroll related payments (corp invoices, expense reimbursement, referrals, etc.)  email [AP@matlensilver.com](mailto:AP@matlensilver.com)

**Why do I have to complete another payment form when you already have my payment details for payroll?**

Matlen Silver uses ADP Total Source as our PEO for all Payroll payments.  Matlen Silver Accounts Payable department does not have access to any information on the ADP site.  Bank account details must be provided to AP in order for us to pay you via ACH through the Matlen Silver Accounting system.

**I referred a consultant to Matlen Silver.  When do I get paid?**

We process all referrals for the prior month’s timesheets that have been approved around the 15th of the current month. Payment goes out around the 28th of the month. For Example: Consultant referred started September 19, 2022. The consultant that is receiving the referral will see the September hours paid at the end of October.  If you did not sign a Referral Agreement please contact [Compliance@matlensilver.com](mailto:Compliance@matlensilver.com).

**How are consultants reimbursed for business expenses?**

In order to be reimbursed for business expenses, you must show client approval. Expenses should be submitted to the client with all receipts via VMS or email (if no VMS exists).  Once approved, the consultant sends a copy of the approved expense to [ap@matlensilver.com](mailto:ap@matlensilver.com). Once received the turnaround time is 24-48 hours to be processed.

**Where do I download a copy of my offer letter, or other onboarding documents?**

Log into your onboarding portal, click on "*Onboarding History*" and click "*View*" for the document you wish to download.

**How do I check my onboarding status?**Please reach out compliance@matlensilver.com. They will be able to assist with any and all updates.

**Where do I download a copy of my offer letter, or other onboarding documents?**

Log into your onboarding portal, click on "*Onboarding History*" and click "*View*" for the document you wish to download.

**How do I reset my password for the onboarding portal?**

When logging into your onboarding portal, there should be a "Forgot my Password" option. If this cannot be located, please email compliance@matlensilver.comand someone will assist you as soon as possible.

**How do I enroll in benefits?**

If you are a new hire and are ready to select your benefits, please log in to your ADP Workforce Now profile by going to [www.my.adp.com](http://www.my.adp.com/)  Go to Benefits, then Enrollments, to review and select your new benefits.  If you are not a new hire employee and have questions about benefits eligibility,  please contact the ADP MyLife Advisor Team at 844-448-0325 for additional information.

**When can I enroll in benefits?**

If you are a new hire with Matlen Silver you will have 29 days from your date of hire to enroll in Matlen Silver health benefits; otherwise, you will have to wait for the annual open enrollment period unless you have a family status change (such as death, birth, marriage or loss of benefits, etc.).

**Who is our Vision insurance provider?**

Vision insurance is provided by VSP and is accepted by most Optical stores and Opticians offices.  If you are enrolled in vision benefits, you will not receive an ID or benefits card, but can create a profile and review your benefits here: [Create a vsp.com account](https://www.vsp.com/create-account)  or call: 800-877-7195

* [VSP Benefits Summary.pdf](https://matlensilver.zendesk.com/hc/en-us/article_attachments/12350295862171/VSP_Benefits_Summary.pdf)

600 KB [Download](https://matlensilver.zendesk.com/hc/en-us/article_attachments/12350295862171/VSP_Benefits_Summary.pdf)

* [VSP FAQ.pdf](https://matlensilver.zendesk.com/hc/en-us/article_attachments/12350346653083/VSP_FAQ.pdf)

1000 KB [Download](https://matlensilver.zendesk.com/hc/en-us/article_attachments/12350346653083/VSP_FAQ.pdf)

**How do I add my newborn baby to my Benefits?**

Within thirty days of birth, please notify ADP of the new addition to your family. You can either login through ADP Workforce[www.my.adp.com](http://www.my.adp.com/)  (Homepage>Benefits>Enrollments>Report a Life Change) or callADP MyLife Advisors at 844-448-0325 and they can walk you through the process.

**Where do I send questions related to immigration?**

Please email [immigration@matlensilver.com](mailto:immigration@matlensilver.com)

**How do I apply for Maternity/Paternity Leave?**

If you require a Leave of Absence due to pending birth of a child, please reach out to ADP MyLife Advisors at 844-448-0325 or email the Leave Administration Team: [leaves@adp.com](mailto:leaves@adp.com)  for more information.  They will advise you of your rights and any benefits and/or protections that you may qualify for while attending to the health of yourself and your child.

* Employee Name
* Company Name – Matlen Silver
* Leave request Start Date:
* Leave Reason:  Ex:  Own health, pregnancy/birth, care for family members, etc.
* Will you take leave in one block of time or intermittently
* Would you like a call back regarding your leave request, please provide the best contact number.

As always, if you have any questions or require assistance, please contact hr@matlensilver.com.

**Can I work while outside the US?**

Employees who must travel outside the country may request a Leave of Absence but cannot perform work for Matlen Silver while outside of the United States.

**Do I qualify for FMLA?**

Employees who have worked for Matlen Silver at least 1250 hours during the last 12 months or have been with the company at least 12 months, may qualify for FMLA protections.   Please contact the ADP MyLife Advisors at 844-448-0325 or email the Leave Administration Team: [leaves@adp.com](mailto:leaves@adp.com) to review if your Leave of Absence may qualify for FMLA protections.

**What do I do if I need a Leave of Absence?**

If you believe that you may require a Leave of Absence for any reason, please reach out to ADP MyLife Advisors at 844-448-0325 or email the Leave Administration Team: [leaves@adp.com](mailto:leaves@adp.com)  If you choose to email the ADP Leave Department, please include the following information in your email:

* Employee Name
* Company Name – Matlen Silver
* Leave request Start Date:
* Leave Reason:  Ex:  Own health, pregnancy/birth, care for family members, etc.
* Will you take leave in one block of time or intermittently
* Would you like a call back regarding your leave request, please provide the best contact number.

**How much bereavement time do I have?**

If you have experienced the loss of a member of your immediate family, please reach out to [hr@matlensilver.com](mailto:hr@matlensilver.com) for more information.

**What do I do if I have jury duty?**

Matlen Silver believes that it is the civic duty of its employees to accept jury duty service when called.  Please email [hr@matlensilver.com](mailto:hr@matlensilver.com) with a copy of the jury summons to obtain further information.

**What can I use Paid Sick Leave for?**

Paid Sick Leave can be used generally for the diagnosis, care, or treatment of an existing health condition of, or preventive care for, an employee or an employee’s family member.  Other uses may include safety needs related to domestic violence, victims of crime or other personal needs.  Please reach out to [hr@matlensilver.com](mailto:hr@matlensilver.com) if you have any questions.

**(Eligible Consultant Employees Only) How can I see how much Paid Sick Leave (PSL) I have?**

Paid Sick Leave accrual is determined by State and Local leave laws.  If you work from a State or City that requires that Paid Sick Leave be provided to you, please login to your timesheet at [User Login (matlensilver.com)](http://timesheet.matlensilver.com:8080/timecard/) to view your accrued and used Paid Sick Leave balances.  If you have any questions, please email the HR Group at [hr@matlensilver.com](mailto:hr@matlensilver.com).

**How do I find out how much Paid Time Off (PTO) that I have?**

If you accrue Paid Time Off (PTO) you will be able to view your balance by logging into your Timesheet at [User Login (matlensilver.com)](http://timesheet.matlensilver.com:8080/timecard/) Your remaining balance is the Used balance subtracted from the Entitled balance.  If you have any questions, please email the HR Group at [hr@matlensilver.com](mailto:hr@matlensilver.com).

**Who do I call if I have questions about my benefits?**

If you would like to ask questions about your medical, dental, vision, or voluntary benefits, please reach out to MyLifeAdvisors@adp.com or call 1-844-448-0325

**Can I add my girlfriend/boyfriend or significant other to my benefits?**

ADP extends the same benefit options to qualified domestic partners that they do to employee spouses. If you believe that your significant other may qualify as a domestic partner, please contact [hr@matlensilver.com](mailto:hr@matlensilver.com) to obtain more information.

**How do I make changes to my benefits?**

There are two ways to submit a request to update your benefits enrollments due to a Qualifying Life Event:

1. Login to your ADP Workforce Now profile by going to [www.my.adp.com](http://www.my.adp.com/)  Go to Benefits, then Enrollments, then Report a Life Change.  Here you can select a reason for your benefits enrollment request and submit to ADP for review.

If you would prefer, you can contact the ADP MyLife Advisor Team who can help you determine if you qualify for a special enrollment period due to a Qualifying Life Event and help you begin your enrollment process.  ADP MyLife Advisors can be reached at 844-448-0325.

**Can I make changes to my existing medical benefit selections?**

Unless there is a Qualifying Life Event, changes to current benefits cannot be made until the Open Enrollment period each Spring.

A Qualifying Life Event is essentially a change in your situation that makes it possible to enroll in benefits outside of the Annual Open Enrollment period.  Qualifying events include getting married, birth of a child, your or your spouse losing health coverage.

There are two ways to submit a request to change your benefits enrollments due to a Qualifying Life Event:

1. Login to your ADP Workforce Now profile by going to [www.my.adp.com](http://www.my.adp.com/)  Go to Benefits, then Enrollments, then Report a Life Change.  Here you can select a reason for your benefits enrollment request and submit to ADP for review.

If you would prefer, you can contact the ADP MyLife Advisor Team who can help you determine if you qualify for a special enrollment period due to a Qualifying Life Event and help you begin your enrollment process.  ADP MyLife Advisors can be reached at 844-448-0325.

**When is Open Enrollment?**

The Matlen Silver Annual Open Enrollment period begins in the Spring of each year, usually late April.  Benefit selections from the Annual Open Enrollment period will become active as of June 1st of that year.

**How long do I have to enroll into my new hire benefits?**

You will have 29 days from your date of hire to make your medical and voluntary benefit selections in ADP.  If benefits are not selected by the end of that enrollment window, employees will have to wait until the Annual Open Enrollment period which begins in late April each year to enroll into benefits unless they experience a “qualifying life event” such as loss of benefits, birth of a child, etc.

**How to access my medical, dental and vision insurance policy information including ordering or printing ID Cards, viewing benefits details, finding a provider, and checking the status of a claim?**

For member ID information, you will need to access the carrier's portal or contact the carrier over the phone. Carrier contact information can often be found with plan details on the summary of benefits and coverage.

Login or Register to United Healthcare  [myuhc - Member Login | UnitedHealthcare](https://member.uhc.com/myuhc)

Or call 877-844-4999 24 hours a day, 7 days per week.

**How to view my benefit selections in ADP Workforce Now**

Navigate to the **ADP Workforce Now** and log in.

1. Select **Myself > Benefits > Enrollments** once you are logged in.
2. Click **View Benefits**in the **Your Benefits**tile
3. Your Benefits Statement automatically displays as of the current date. If you want to view benefits as of a different date, change the date in the **Benefits as of** date field to the date you want to view by clicking on the **Calendar Icon**. Once the date is selected, the page will refresh with the correct benefits showing.

* Recent updates to WorkForce Now may list the field as **Select a date**

Click the **Download**button at the top left of the screen if you want to print a copy of your benefits statement.

**How do I contact Human Resources?**

Please email [hr@matlensilver.com](mailto:hr@matlensilver.com)

**What to do if I was injured on the job?**

Any workplace injury, accident, or illness must be reported to the employee’s immediate supervisor and [hr@matlensilver.com](mailto:hr@matlensilver.com) as soon as possible, regardless of the severity of the injury or accident.

**Where should I send a Verification of Employment from my lender or new employer?**

Please have verifications of employment sent to [HR@matlensilver.com](mailto:HR@matlensilver.com) along with a copy of a signed authorization document which will allow Matlen Silver to release your employment details.

**How can I get copies of my paystubs?**

To retrieve copies of your pay stubs, sign into [www.online.adp.com](http://www.online.adp.com/) , navigate to Myself → Pay → Pay and Tax Statements. You can view and download all available Pay Statements under the Statements & Activity section. You may also call the ADP Employee Center at 844-448-0325.

**How do I get a copy of my W-2?**

To retrieve copies of your W-2, sign into [www.online.adp.com](http://www.online.adp.com/) , navigate to Myself → Pay → Pay and Tax Statements. Available W2’s are located under the Tax Statements Section. New W2’s are also mailed to the address we have on file every January. You may also call the ADP My Life Advisors at 844-448-0325.

**How do I change my name with Matlen Silver?**

Please send your request for a legal name change to [hr@matlensilver.com](mailto:hr@matlensilver.com) along with a copy of a legal document that supports your name change.

**I need to change my address, phone number or email address.**

You can update your home address information by logging into your ADP profile, clicking on My Information, Profile and then Personal Information.  There you will be able to update your contact information including address and phone number.   If you have any difficulty, please contact the My Life Advisors team via MyLifeAdvisors@adp.com or call 1-844-448-0325.

**How do I change my tax withholdings?**

You can update your W-4 tax withholdings by logging into your ADP profile, clicking on the Pay tab, and then Tax Withholdings.  There you will be able to update Federal and State tax documents.