# **Work From Home (WFH) System Issue and Paid Time FAQs**

[Frequently Asked Questions and Answers](#_Toc130362864)

[Related Documents](#_Toc130362865)

**Description:** Information for System Issues and Paid Time for a WFH colleague.

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| **Frequently Asked Questions and Answers** |

Refer to as needed:

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| **#** | **Question / Statement** | **Answer / Resolution** |
| **1** | What happens if I have to go onsite after a system issue and I am unable to make up my hours at the end of my shift? | You can choose to work the missed time another day as long as it is in the same pay week. You may also choose to take MyTime or unpaid time. |
| **2** | Do I need to make up the time for system issues? | After initiating an IT service ticket (IT Central) or calling the IT Service Center (**1-855-280-4872**) to report the issue, contact your immediate supervisor or leadership.   * No, you do not have to make up the time for system issues. * Normal compensation is paid until the supervisor gives you notice to go onsite (normally within the 2 (two) hour window). |
| **3** | How long am I permitted to get an IT issue resolved before I need to go into the office? | The colleague should immediately report a system issue to the supervisor. The supervisor evaluates within the 2 (two) hour window on what options the colleagues have.  **Example:** Report to site, use PTO, UTO, or System Flex.  If the supervisor advises the WFH colleague to log out for rest of shift or until issue is resolved, colleague can use System Flex Option to make up hours if in the same pay week. Supervisor contacts Resource Planning (RP) to make changes to schedule. |
| **4** | If I am informed that I need to go into the office but choose to send a flex request, how long am I to wait for a response from Resource Planning. During this time period, am I considered to be on the clock and getting paid? | Your supervisor or a designated leader should call RP as soon as possible to get approval for the System Flex Option. Time spent waiting is paid time. |
| **5** | Is it still the supervisor’s discretion to send me into the office?  **Example:** There is 80 minutes left of a shift and it takes you 40 minutes (but less than 50 miles) to get into the office, can a supervisor make the call to keep you home based on the remaining time? | Yes, the supervisor makes the decision whether to send you on site or not and has the discretion to make other arrangements (like early out or flex hours to another day in the same payroll cycle). |
| **6** | Are we paid and considered on the clock during the waiting period where a service provider has to come to us? | For Internet Service Provider (ISP) outages’ up to 2 (two) hours is considered paid time.    Contact your immediate Supervisor to report the issue to discuss options (PTO/UTO/FHL or System Flex).    The Supervisor can make the decision to send you onsite any time after the system issue has been reported. |
| **7** | If the business area determines a need for the agent to report to a site during the two hour internet downtime period but they refuse, will the agent still be paid for the two (2) hours? | When the WFH colleague is precluded from performing their assigned job duties for any reason, it is their responsibility to inform their assigned supervisor or manager immediately (examples include but are not limited to power outages, inclement weather and technology issues, etcetera).  Management will determine an appropriate course of action if a colleague is precluded from performing their job duties.  **Downtime:** In the event of downtime due to lost power, system outage, weather or line problems with internet, or other unforeseen technical difficulty, the colleague may be requested to report to a CVS Health site for work as determined by business needs.  If the colleague does not have a designated site to report to, the colleague will notify management to discuss options.    **Paid or Unpaid Options:** Colleagues may use myTime, floating holiday or unpaid time (or any combination of the three) provided these elections are submitted and approved in advance per company and department expectations.   * If a WFH colleague expects internet, power, weather, or system disruption they should contact their supervisor immediately to discuss options. * If it is determined that the disruption could be longer than two hours, the leader and colleague will verbally discuss options and arrangements. * If the disruption or system issues occurs longer than 3 business days, the colleague may file for Personal Leave of Absence. |

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| **Related Documents** |

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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