



# ONCO Colleague Onboarding

## Frequently Asked Questions

As part of the acquisition of the Professional Services business from ONCO, we realize that current ONCO employees will have questions related to roles, hiring, and onboarding. If you have questions that are not addressed in this document, please contact [AskHR@savistarc.com](mailto:AskHR@savistarc.com) who will direct you to the appropriate resources.

### GENERAL EMPLOYMENT QUESTIONS

#### **What change is happening?**

Savista has acquired the Professional Services business from ONCO, which includes the transfer of operational functions and staffing resources. As part of this transition, employees currently supporting these functions at ONCO will officially become Savista employees on **November 2, 2025** (the "Transition Date"). Your role will remain the same, but your employment will shift to Savista, and you will work under Savista's policies moving forward.

#### **Where do I go to find more information about the transition?**

Savista has created an ONCO Onboarding microsite to support you during the onboarding process. The microsite is your primary source for up-to-date information about the move to Savista. Here you will find timelines, FAQs, benefits details, training schedules, and helpful contacts.

We encourage you to check the site regularly, as new information will be added throughout the process. If you still have questions after reviewing the site, you can always reach out to [AskHR@SavistaRCM.com](mailto:AskHR@SavistaRCM.com) for additional support.

#### **Am I guaranteed a position with Savista?**

Yes, ONCO employees will directly transition to Savista as part of this change. On **October 6, 2025**, ONCO Professional Services employees will receive a formal offer letter from Savista via your ONCO email outlining the new terms of employment, including job title, compensation and eligibility for benefits. The offer letter will need to be reviewed and signed by **October 17, 2025**.

#### **Will I have to apply or interview for a job with Savista?**

No. Employees transitioning from ONCO will be offered a position with Savista without needing to apply or interview.

#### **What happens if I don't sign my offer letter from Savista?**

If you do not sign and return your offer letter by the **October 17, 2025** deadline, you will not transition to Savista and will not have employment with Savista after the transition date. Your employment with ONCO will also end on **November 1, 2025** as part of the transition. We encourage you to review your offer letter promptly and reach out with any questions before the deadline.

#### **Will my title, duties, or reporting structure change?**

Employees will transition into the same or similar roles with no immediate changes to job duties, clients, or reporting structure.



**Will my hire date or years of service carry over?**

Yes, Savista will honor tenure with ONCO for certain benefits like PTO allocation and 401(k) vesting. Savista will also honor prior service hours with ONCO for consideration of eligibility under the Family Medical Leave Act (FMLA).

**I currently work remotely for ONCO. Will Savista honor my current work location and hours?**

Yes, your current work location and hours will not change at this time. Any opportunities to consider changes to your work schedule will be discussed with you after your transition to Savista. Operations leadership will determine what work requirements are best needed for the business going forward.

**Will my current flexible work schedule change?**

Savista will support a colleague's request for flexible scheduling if it is approved by the client, meets the expectations of the assigned project and the assigned work is completed within the required timeframe. If a colleague is moved to another project, the flexible schedule must be reviewed and approved by the client. A colleague's scheduled hours and general daily work schedule must be documented in Workday to ensure appropriate and accurate daily PTO accruals and holiday pay calculations.

**Am I able to work for other companies doing registry work?**

Savista allows colleagues to have outside employment, provided it does not interfere or overlap with your scheduled Savista work hours or affect performance expectations.

However, colleagues may not work for a direct competitor or other cancer registry vendors due to the confidential and proprietary nature of our work. You may hold a part-time position directly with a hospital or healthcare facility, as long as that organization is not a current Savista client. If you're unsure, please check with your manager about any other current employment or before accepting additional work.

**What are Savista's productivity standards?**

Productivity is measured on a weekly basis – benchmark is an average of 1.5 hours per case. Each colleague is expected to meet Productivity and Quality standards which are audited on a regular basis.

**What information will be released to Savista?**

ONCO will release basic information needed to transition the employment relationship from ONCO to Savista. This will include personal information required to facilitate your new hire onboarding process, and position information needed to maintain job continuity, including job function/titles, work hours and tenure.

**Will I need to complete new hire paperwork?**

Yes. As a new employee, Savista requires all transitioning employees to complete Savista's standard onboarding paperwork, including a new Form I-9. A checklist of documents required for onboarding is available on the Onboarding microsite under Policies & Documents.

**Is a webcam required to verify my I-9?**

For colleagues without a webcam, you can simply use your cell phone camera to complete the I-9 virtual verification. The meeting link can be opened on your phone, allowing you to show your identification documents clearly on screen during the session.

**Will Savista be doing background checks or drug screens as part of the onboarding process?**

Savista will not require new background checks or drug screens as part of the transition and will accept prior background check and drug screen attestation documentation from ONCO. Savista reserves the right to run future background checks or drug screens if required to meet client credentialing requirements.

**Will Savista offer a new employee orientation?**

Yes, Savista will be scheduling meetings to review benefits, policies, and payroll information and answer any questions you may have. Webinar schedules and registration information are available on the Onboarding microsite.

## PAYROLL AND COMPENSATION

**Will my pay rate change?**

No. Your current pay rate will remain the same as part of the transition to Savista. Compensation details will be outlined in your Savista offer letter, which you will receive on **October 6, 2025**.

**When does Savista review compensation?**

All ONCO colleagues will be aligned with Savista's annual Pay for Performance program, with the annual merit cycle occurring in Q2 each year. This provides colleagues an opportunity to highlight their work achievements and get important feedback from their managers on their performance and growth opportunities. ONCO colleagues will also be eligible for Overtime pay and extensive paid training to further their careers.

**Does Savista have a holiday bonus program?**

While Savista does not offer a holiday bonus program, colleagues will enjoy a wide range of valuable rewards including competitive pay, eligibility for overtime, immediate 401(k) eligibility with company match, generous PTO, nine paid holidays, extensive paid training, education assistance, and a variety of wellness and recognition programs that support your overall well-being and career growth.

**How often will I be paid by Savista, and when is the first paycheck?**

Savista processes payroll on a biweekly, arrears basis, following the same payroll schedule currently used by ONCO. This means there will be minimal disruption to your pay cycle. Your first paycheck from Savista will be issued on **November 21, 2025** covering hours worked from **November 2 to November 15**. Please refer to the [Savista Payroll Calendar](#) available on the Onboarding microsite for additional pay date information.

**Will I be required to clock my time in Workday?**

Yes, colleagues are required to clock in and out in Workday daily to document general hours worked. However, colleagues are not required to time punch per abstract.

**Are colleagues subject to downtime in between projects? Is downtime paid?**

Savista maintains a steady volume of work and does not anticipate downtime between projects for colleagues. In the rare instance that a colleague is waiting for system access or project start, we assign them to a special project to complete during downtime. If you have additional availability or an interest in working extra hours, please inform your manager - additional assignments may be available based on business needs.

**Will I need to elect new tax withholding allowances and set up a new direct deposit?**

Yes, you will need to elect new federal and state tax withholding allowances (if applicable) and set up your new direct deposit via Savista's payroll as part of your onboarding. Since you will be changing employers, your social security taxes will start over as per federal guidelines.

**Will I have two W2s for 2025?**

Yes. Because you will be employed by both ONCO and Savista during different parts of the 2025 tax year, you will receive two separate W-2 forms: one from ONCO reporting your earnings up to your last day with them, and one from Savista covering your earnings from the transition date through the end of the year. Both W-2s will be needed when you file your 2025 taxes.

**PAID TIME OFF AND LEAVE**

**How does Savista's PTO plan work?**

Savista provides most employees with a front-loaded "Use-It-or-Lose-It" PTO plan. This means your full annual PTO allotment is granted at the start of each calendar year and must be used by December 31. Any unused time does not carry over into the following year, unless otherwise required by state law. In 2025, your PTO will be prorated based on your transition date to reflect the portion of the year you are employed by Savista. Your prorated PTO balance will be available to you immediately.

For employees working in states that require PTO to be accrued, Savista complies with all applicable state laws. These states include **California, Colorado, Illinois, Kentucky, Maine, Massachusetts, Montana, Nebraska and North Dakota**. If you are in one of these states, your PTO will accrue over time and carry over into the following year, up to a maximum combined balance of 120 hours.

To ensure a smooth transition, Savista will allow employees with pre-approved PTO through 2025 to "borrow" against your future PTO balance. These will be handled on a case-by-case basis.

**Will my ONCO service count toward my years of service for PTO with Savista?**

Yes, Savista will honor years of service for eligibility for PTO. Based on your recognized service time, you will be mapped to the appropriate accrual tier under Savista's PTO plan, ensuring you continue to receive paid time off at a comparable or improved rate. Your PTO balance will be visible to you in Workday.

**Am I able to take PTO between now and the transition date?**

Any PTO between now and **November 1, 2025** must be requested and approved by ONCO management in advance. All current attendance policies and practices will remain in effect through the transition date.

**What if I already have approved PTO scheduled for after the transition date?**

If you have PTO scheduled after the transition date, Savista will make every attempt to honor all pre-approved time off requests through 2025. Any PTO requests made after October 6 will be reviewed by ONCO and Savista leadership to ensure appropriate coverage for client commitments and deadlines. Any PTO requests made after **November 2, 2025** will follow Savista's normal PTO approval process.

**What holidays does Savista observe?**

Savista offers 8 paid holidays, plus 1 floating holiday to be used at your discretion. The holiday calendar is available to view on the Onboarding microsite under Policies & Documents.

**Does Savista offer any additional paid time off?**

Yes. In addition to regular PTO, Savista offers up to **5 additional days (40 hours)** of paid time off each year through our **Heart and Soul program** to Full-Time and Part-Time employees. This time can be used to volunteer with a verified 501(c)(3) charitable organization of your choice, allowing you to give back to causes that matter to you while still being paid.

**HEALTH AND WELFARE BENEFITS**

**When will my ONCO benefits end?**

Your current benefits with ONCO will end at midnight on **November 30, 2025**.

**When will my Savista benefits coverage begin? Will there be a gap in coverage?**

Your coverage under Savista’s benefit plans will begin **December 1, 2025**, ensuring there is no gap in coverage as you transition from ONCO. To help you make informed choices, Savista will host a series of live benefits education webinars during the week of **October 13, 2025** where you can learn more about the available plans and ask questions in real time.

The full webinar schedule and additional benefits information are available on the Onboarding microsite. You can also direct any questions to [benefits@savistarcm.com](mailto:benefits@savistarcm.com) or contact our live Benefit Coaches Monday–Friday, 9:00 a.m.–6:00 p.m. EST at 866-430-3007.

**Do I need to enroll in new benefits with Savista, and when?**

Yes, you will need to enroll in Savista’s benefit plans during the designated enrollment period during your onboarding. More information on the enrollment process can be found on the microsite, along with contacts and a schedule of live webinars you can join to learn more about Savista’s offerings.

**What type of benefits will I receive with Savista?**

Savista offers a comprehensive benefits program including:

- Two Medical options with company-funded HSA
- Wellness Program
- Dental, Vision, FSAs, and company-paid Life & Disability
- 401(k) with company match and immediate eligibility
- Voluntary Hospital, Accident and Critical Illness plans
- Legal and Pet Insurance
- Employee Assistance Program (EAP)
- Education Assistance Program
- Corporate Discount Programs
- Colleague Recognition Platform
- Free access to:
  - SOAR Training Program, including LinkedIn Learning
  - Calm Premium
  - Burnalong Fitness with gym discounts

A detailed Benefits Guide and live HR and Benefit webinar schedule are available on the Onboarding microsite.

**What is Savista’s plan year for benefits?**

Savista’s benefits plan year runs on a calendar year basis, from January 1 to December 31. Open Enrollment typically takes place in October or November for the upcoming plan year. Please note



that medical deductibles reset every January 1. New hire enrollment and open enrollment are two separate events. Your new hire enrollment will determine your benefits for the remainder of 2025. Open enrollment will determine your 2026 benefits. The timing to complete these enrollments will overlap. You will not be able to complete your open enrollment event until you have completed your new hire enrollment event.

**Will any deductibles I've met under the ONCO plans transition to Savista's plans?**

No, your deductibles will restart under Savista's plans as of your **December 1, 2025** benefits effective date, and again at the start of the 2026 plan year on January 1, 2026.

**Will my current HSA automatically be rolled over from ONCO to Savista's?**

Your ONCO HSA will not automatically be rolled over to your Savista HSA; however, if you would like to roll your ONCO HSA into your Savista HSA, you can call Fidelity at 800-544-3716 and a Fidelity representative will be happy to help you with your rollover.

You can also transfer your ONCO HSA by logging into Netbenefits.com. Choose the HSA account and select the Contributing tab. At the bottom, you will see a link to begin a transfer. In order to transfer your HSA, you will need the name and address of your ONCO HSA provider, and a recent statement from your other HSA provider to attach to your transfer request. Please keep in mind, many HSA providers will only transfer cash. Therefore, you may be required to liquidate investments (if you hold any) in order to transfer your HSA funds. You will not be able to transfer your ONCO HSA until your Fidelity HSA has been opened.

**Will my dependents carry over to Savista's plans?**

Dependents covered under ONCO's plans will not automatically carry over. During your Savista benefits enrollment window, you will need to actively enroll yourself and any dependents you wish to cover under Savista's benefit plans. Prior elections from ONCO, including dependent coverage or beneficiary designations, will not be transferred. Be sure to complete your enrollment during the designated window to ensure continued coverage for you and your family. You will be required to submit documentation showing proof that your dependents are eligible to be covered under our plans. Documentation includes items such as marriage certificates, birth certificates, etc. If you have any questions about required documentation, please contact [Benefits@savistarcm.com](mailto:Benefits@savistarcm.com).

## 401(K) AND RETIREMENT

**Does Savista offer a retirement plan, and will there be a match?**

Yes. Savista offers a 401(k) retirement savings plan that includes a company match of 50% up to the first 6% of contributions to help you build long-term financial security. As part of the transition, eligible employees will be automatically enrolled in the Savista 401(k) plan after 30 days, in accordance with plan requirements, with contributions deducted from your paycheck.

If you do not wish to participate, you will be provided with instructions on how to opt out or adjust your contribution rate after enrollment. Additional details about the plan, including vesting and investment options, will be shared during your benefits orientation.

**Will my ONCO service count toward my years of service for 401(K) vesting purposes with Savista?**

Yes. Savista will honor your years of service with ONCO for the purpose of 401(k) vesting. This means your prior service will be credited toward the vesting schedule for any employer matching contributions made under the Savista 401(k) plan. Full details will be provided during onboarding and in the 401(k) plan documentation.

### **Can I roll over my 401(k) to Savista's 401(k) plan?**

Yes. After your transition to Savista, you will have the option to roll over your existing 401(k) balance from ONCO's plan into the Savista 401(k) plan, provided it meets the plan's rollover requirements. Details on how to initiate a rollover, including timing, eligibility, and necessary forms, will be provided during onboarding.

## **SYSTEMS AND TOOLS**

### **Will I receive new computer equipment from Savista?**

You will continue to use your current ONCO computer equipment for approximately 4 weeks after transition. Savista IT will then send your new computer equipment with detailed instructions on how to migrate to your new computer.

### **Will I need to return my ONCO equipment?**

You will keep your ONCO peripherals such as monitor, keyboard and mouse since they will be compatible with your Savista issued PC. Once your Savista PC has been set up, you will be asked to return your ONCO PC. Instructions for returning your equipment will be provided after migration to your Savista PC.

### **When will I receive login information and access to Savista's systems?**

You will immediately receive login credentials via ONCO email for Workday, Savista's HRIS, which will allow you to access and sign your offer letter and complete the required onboarding tasks. Additional information and login credentials for other systems, such as email, will be sent from IT to your ONCO email address. Additional information on accessing Savista's systems can be found on the microsite under Policies and Documents.

### **What email address should I be using and when do I convert to Savista email?**

During the Onboarding period, you will continue to use your ONCO email address as your primary source for communications. Savista will communicate with you via your ONCO email until the November 2<sup>nd</sup>, 2025 transition date. After that time and upon receipt of your new Savista equipment, your Savista email address will be used going forward.

## **TRAINING**

### **What kind of training does Savista offer?**

Savista offers a robust training ecosystem to support both leadership development and technical skill-building:

- **Registry-Specific Training:** For ODS-C colleagues, Savista provides 10–12 hours of compensated training time through live webinars each year, enabling you to earn all required CEUs at little to no cost.
- **External Education Support:** Full-time ODS-C staff receive 18 compensated hours annually to attend external training or conferences to meet CEIP requirements (as required by NCRA).
- **Credential Support:** Savista also covers the annual dues for one registry-related credential.
- **SOAR Program:** Our Skills, Opportunities and Readiness development program provides structured learning paths for leadership, communication, and personal and professional growth.
- **LinkedIn Learning:** All colleagues receive free access to thousands of online courses across a wide range of topics, including business, technology, and personal development.



These opportunities ensure you can continue to grow in your career while staying current in your field.

**Does Savista cover annual dues and memberships, like NCRA, and how do I submit them?**

Savista covers annual dues for 1 professional credential per year for all Full-time ODS-Cs. After your November 2 transition date, instructions for submitting an expense reimbursement for 2026 dues via Workday will be provided.

**Does Savista have an Educational Assistance Program?**

Yes. Educational Assistance is available to FT colleagues for an approved professional certification or degree. To be eligible, colleagues must have 12 months of tenure, gain manager approval prior to enrolling in the class, be in good standing, and receive a B or better for the class. Coursework must be related to your current role or in support of a role at Savista. Please refer to the full Education Assistance policy available on the onboarding microsite.

## CONTACTS AND SUPPORT

ONCO Onboarding Microsite: [Welcome to Savista](#)

**Savista**

- General HR Questions: [AskHR@savistarc.com](mailto:AskHR@savistarc.com)
- General Benefits Questions: [Benefits@savistarc.com](mailto:Benefits@savistarc.com)
- Live Benefit Coaches: Monday–Friday, 9:00 a.m.–6:00 p.m. EST at 866-430-3007.
- Workday Questions: [Workday@savistarc.com](mailto:Workday@savistarc.com)
- Leave of Absence Questions: [Leaves@savistarc.com](mailto:Leaves@savistarc.com)
- Payroll Questions: [Payroll@savistarc.com](mailto:Payroll@savistarc.com)
- IT Support: 833-435-7155