FAQs
Supporting the health of our associates

Attendance

COVID-19–related absences for associates on an approved COVID-19 leave

1. What’s the reporting process if I need to be out for any COVID-19–related concerns?

**Hourly associates and OTR drivers:**
- Report your absence each day as you normally would.
- Contact Sedgwick if:
  - You’re going to be out for **more than three days**;
  - You fail the Walmart Health Screening and require quarantine;
  - You’re required to quarantine by a health care provider, government agency or by Walmart; or
  - You’ve been diagnosed with COVID-19.

Visit MySedgwick at One.Walmart.com/LOA to file a request for leave. Associates who need time away for three days or less should work with their manager or people lead for options.

**Salaried associates:**
- Report your absence each day as you normally would. The first two weeks of a Level 1 (unable to work or uncomfortable at work due to COVID-19 concerns and choose to quarantine/isolate themselves) or Level 2 (facility is part of a mandated quarantine or required to quarantine by a health care provider, government agency or by Walmart) leave should be coordinated with your HR leadership before filing with Sedgwick.
- Contact Sedgwick if:
  - You’re going to be out for more than two weeks for a self or mandatory quarantine; or
  - You’ve been diagnosed with COVID-19.

2. Will I get an occurrence if I miss work because of a COVID-19–related absence?

The attendance occurrence policy will be waived for associates who are placed on **an approved COVID-19 leave** for absences due to COVID-19–related concerns, symptoms or illnesses. Any leave request of three
days or less will be denied and is subject to standard attendance guidelines. Associates should work with their manager or people lead for options.

3. If my child's school or daycare closes, will I get an occurrence?

No. Time off as the result of emergency school or day care closure is considered authorized in the Attendance Policy. For childcare-related concerns, associates should work with their direct manager to determine if schedule adjustments are needed and can be supported. You may substitute available paid time off (PTO) or personal time pay for any unpaid time off, but you’re not required to.

4. If I travel for personal reasons to a location that requires quarantining upon return, is this a self-quarantine or a mandated quarantine?

If you choose to travel for personal reasons to an area restricted by your state and are required to self-quarantine per state guidance, it’s a Level 1 self-quarantine.

COVID-19 Emergency Leave Policy

Eligibility

5. Do I qualify for this leave if I fail the Walmart Health Screening?

Yes. Any associate who fails the Walmart Health Screening and is required to quarantine for more than three days can report their absence to Sedgwick for a Level 2 paid leave. Associates are expected to report their return to work once their recommended quarantine period ends.

6. Will my family members be covered under this policy?

No. This policy is only for associates. Hourly associates may be eligible for a leave of absence to care for a family member and can use paid time off during this time. Associates should contact Sedgwick if they’ll be out more than three days. Salaried associates and OTR drivers may be eligible for family care pay and a leave of absence. All associates are required to call in to their facility and report their absence as they normally would until their leave of absence is approved.

7. What if one of my immediate family members is diagnosed with COVID-19?

A key step in maintaining safety is to make sure associates who are living with someone who has tested positive for COVID-19 are also quarantining, even if they don’t feel sick.

The Walmart Health Screening includes this question:

“Do you currently live with anyone who has received their FIRST positive COVID-19 test in the last 10 days?”

Any associate or vendor who answers yes to this question will be required to quarantine for 14 days from the date the COVID-19 patient first tested positive. Associates should contact Sedgwick to notify them of the failed health screening and be considered eligible for a Level 2 leave.
Taking a Leave

8. Do I need to submit any documentation to take a leave of absence for COVID-19?

If you’ve been diagnosed with COVID-19 and can’t return to work after two weeks, you’ll need to provide medical documentation in order to be eligible for additional pay replacement. You’ll also need to provide us with the name of your doctor. Before you can return to work, a medical certification is required.

For mandatory quarantines, Sedgwick will require you to provide one or more of the following:

- Reason for quarantine
- If applicable, the name and phone number of the healthcare provider or authority requiring quarantine or
- If applicable, the number of days Walmart required you to quarantine

If you’re an hourly associate in New York, New Jersey or Hawaii, you’ll need to submit medical documentation from a licensed medical provider that has treated you for a diagnosis or symptoms of COVID-19 to qualify for your state’s short-term disability benefits.

If you’re a New York hourly, salaried or driver associate, you may also qualify for New York Paid Family Leave benefits. You’ll need a licensed health care provider who’s treating your family member to complete a form, which Lincoln will provide. You’ll also need to complete a Release of Personal Health Information form, which Lincoln will also provide. To start the process, file for a leave of absence with Sedgwick, who will notify Lincoln of your request.

If you’re advised to self-quarantine, New Jersey and Hawaii hourly associates may also be eligible to receive state disability benefits. You and your licensed health care provider will need to complete a form, which Lincoln will provide to you.

- In New Jersey, the definition of “sickness” now includes known or suspected exposure to illness as well as in-home care or treatment for yourself or a family member. You'll need to provide a notice of determination from a health care provider or public health authority that you or a family member’s presence in the community will put others at risk; and a recommendation, direction or order from the health care provider or public health authority that you or your family member be isolated or quarantined as the result of exposure.
- Paid Family Leave in New Jersey is administered by the state. You’ll need to contact Sedgwick to file for a leave of absence and contact the state to learn about eligibility for paid family care.
- In Hawaii, you’ll need a doctor’s note stating that you are ill or quarantined because of COVID-19.

9. If I take a leave of absence for COVID-19, will I get paid? If so, when?

If you choose to self-quarantine, you can use paid time off in order to receive pay but you’re not required to. If you don’t have any paid time off available, your self-quarantine will be unpaid. If you’re required to quarantine, failed the Walmart Health Screening, or have been diagnosed with COVID-19, you may be eligible for up to two weeks of pay. Visit MySedgwick at One.Walmart.com/LOA to file your leave as soon as possible if you are going to be out more than three days.
If you qualify for paid leave benefits, Sedgwick will coordinate your pay. Your payments will be processed through Walmart Payroll and you’ll be paid on regular paydays. When your leave is complete, you’re required to report your return to work to Sedgwick.

10. What if I’m mandated to quarantine and then get diagnosed with COVID-19?

You’ll receive a maximum of two work weeks of pay under the COVID-19 Emergency Leave Policy. If you’ve been diagnosed with COVID-19 and aren’t able to return to work after that time, you may be eligible for additional pay replacement for up to 26 weeks.

11. How is pay calculated?

12. Will my incentive award be affected if I take a leave of absence for COVID-19?

If you take a paid leave of absence, or use PTO while on an unpaid leave, your paid days away will count toward any incentive payout. If you take an unpaid leave, that time off will not count toward an incentive payout.


13. Will my job be protected while I’m on a COVID-19 Emergency Leave?

Yes. An approved leave of absence for a self-quarantine, mandated quarantine, diagnosis or Compelling Reason leave for which you receive time away or pay for Walmart’s COVID-19 Emergency Leave Policy is job-protected, in general, for up to a maximum of 52 weeks. Your position is not to be replaced; however, your role may be temporarily filled until you return.

14. What if I have the flu or strep throat? Does this policy apply to me?

No, this leave policy is just for COVID-19. Standard policies apply for other illnesses.

15. What if my child’s school or daycare closes or my child is required to quarantine?

School and childcare closures, as well as the need for your child to quarantine due to COVID 19, qualify for an unpaid, job-protected Compelling Reason leave. When filing with Sedgwick, please select the School/Child Care Closure reason at intake if you will be out for more than three days. You may substitute available paid time off or personal time pay for any unpaid time off.

16. What if I’m out for more than two work weeks due to COVID-19?

Time away under Walmart’s COVID-19 Emergency Leave Policy will be job-protected for up to 52 weeks. Your role may be temporarily filled until you return.

Under certain limited circumstances, the company may grant additional COVID-19 leave, up to a maximum of 52 weeks. If you need to extend your leave beyond 52 weeks due to a condition that you believe qualifies as a disability, you must request an extension from Sedgwick at least 30 days before you complete the 52 weeks of leave. The company will determine (a) whether you’re a qualified individual with a disability and (b) whether it’s reasonable to extend the leave for a specific period of time.
If you work in Washington State and feel you need to extend your leave beyond 52 weeks because you are at risk, you should request an extension from Sedgwick at least 30 days before you complete the 52 weeks of leave. The company will determine whether there are any options to allow you to return to work, or if additional leave should be granted.

17. Does FMLA time run concurrently with time under the COVID-19 Emergency Leave Policy?

Any time off under the COVID-19 Emergency Leave Policy will not run concurrently with any federal, state and/or company leaves. Time off under a Walmart short-term disability plan will run concurrently with applicable federal, state and/or company leaves.

18. I’m on disability leave for other reasons and have been diagnosed with COVID-19. Can I receive two weeks of pay under the COVID-19 Emergency Leave Policy?

No. If you’re already on an approved disability leave, you’ll continue under that leave.

19. How can I check on the status of a leave claim or request?

Associates, their direct supervisors and People Partners can view claim status through MySedgwick on One.Walmart.com/LOA.

20. If I go on leave, will I still need to pay premiums for my medical benefits?

Yes. To keep your benefits during your leave, you must continue to pay the premiums that are normally deducted from your paycheck. If you’re on a paid leave, these costs will be deducted automatically from your check.

If you’re on an unpaid leave, or if you exhaust your short-term disability benefits, you must pay your premiums yourself by the Friday of the end of each pay period.

21. If my state offers paid leave for associates who need time away from work to care for a seriously ill family member, am I covered under the state plan?

Associates in California, New Jersey, New York and Washington State with state-paid family benefits can apply through their state program with no impact to the benefits under the COVID-19 Emergency Leave Policy.

22. Will state disability programs impact benefits under the COVID-19 Emergency Leave Policy?

Benefits received under the COVID-19 Emergency Leave Policy are separate from state disability programs. Associates can apply for state benefits with no impact to benefits under the COVID-19 Emergency Leave Policy. The following states currently have state disability plans: California, District of Columbia (Washington, DC), Hawaii, New Jersey, New York, Rhode Island and Washington State.

23. Is COVID-19 covered under Workers’ Compensation?
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Claims filed under the COVID-19 Emergency Leave Policy will be paid in accordance with the Leave Policy. COVID-19 Workers’ Compensation claims will be determined based on state law. If a claim is payable under Workers’ Compensation, payment under the Emergency Leave Policy and/or disability will end.

COVID-19 Emergency Sick Time Policy

Legacy Sick Bank

24. What are the sick time banks?

Before Walmart started its paid time off (PTO) program in March 2016, associates earned sick time, which could be used to take off for their own illness, to care for a sick child, or for approved family care leave. Since 2016, this bank of sick time has been kept separate from PTO and protected PTO (PPTO) and has been available to use under limited circumstances.

25. When can associates now use their available legacy Sick Time banks?

Beginning April 15, 2020:

• All associates who are on an unpaid leave under the COVID-19 Emergency Leave Policy and have used up all of their PTO, protected PTO and personal time can now use their available sick time bank to be paid for missed time while on leave.
  – This includes associates who are on a Level 1 leave (unable to work or uncomfortable at work due to COVID-19 concerns and choose to quarantine/isolate themselves) and associates on the unpaid portion of a Level 2 leave (facility is part of a mandated quarantine or required to quarantine by a health care provider, government agency or by Walmart).

• Full-time associates who have used up all of their PTO, protected PTO, and personal time can now use their sick time bank to be paid for missed time to take care of an immediate family member who is sick and/or for their own illness, even if they aren’t on leave.

These changes will be in effect through July 5, 2021.

Associates can also continue to use their sick time in the circumstances described in the Hourly Paid Time Off Policy. This means that part-time associates only need to have exhausted their PTO and protected PTO before using sick time for illness or family care.

26. Why are we requiring associates to use up their other balances before using their sick time?

Many associates who are on unpaid leave due to concerns about COVID-19 are starting to exhaust their PTO/PPTO and personal time balances. This temporary change in policy is designed to provide associates with available sick time banks with an additional source of income to help them through the current situation.

27. Do part-time associates now have to exhaust all their personal time in order to use sick time when caring for an immediate family member who’s sick and/or for their own illness?

No. Part-time associates can still use their sick time as described in the Hourly Paid Time Off Policy. Part-time associates only need to exhaust their PTO and protected PTO before using sick time.
28. How do I verify whether an associate has exhausted their PTO/PPTO and personal balances?

You can see an associate’s current time off balances by logging into GTA Timesheet.

- Locate the associate.
- View “This Week” for “Date Selection.”
- Click on today’s date and then select “Balances” from the “View” drop down window.

29. How do I enter sick time on behalf of an associate?

Associates won’t be able to request their sick time bank through the GTA portal. A member of management will need to enter it on the associate’s behalf in GTA Timesheet using the reason time code “SICK.”

- Open GTA Timesheet.
- Click the pencil icon next to the date you need to enter time for.
- Click on “Adjustments.”
- Click on the “Time Code” type “SICK.”
• Enter the amount of time to be used and click “Submit.”

  ![Time Entry Example](image)

• Make sure the time is showing correctly on the timesheet.

If you enter the time incorrectly and you’re in the same pay week, you can remove the entry by viewing “Adjustments” in GA Timesheet and clicking the trash can icon next to the entry. You can also correct an entry by creating a new entry for the same date in the correct amount of time.

If you’re in the next pay week but within the same pay period, you’ll need to submit the Time Removal Form. This can be used to reduce or remove an entry, but can’t be used to increase an entry. The form needs to be submitted by noon CST on the final Thursday of the pay period.

Time from previous pay periods is finalized and cannot be removed.

30. How much time should I enter on behalf of an associate?

This temporary change in policy is designed to pay associates for time they’re missing from work after all available PTO/PPTO and personal time balances have been used. The associate should let the manager know how much sick time from their bank they’d like to use, not to exceed the hours of a missed shift in a single day. For an associate who’s on leave and no longer on the schedule, the associate can request up to 12 hours per day, not to exceed 40 hours per pay week unless usually scheduled to work more.

31. Are full-time associates still limited to using 80 hours of sick time?

No. Under this temporary change in policy, there are no limits on the number of hours associates can request to use from their sick time bank. However, the associate’s request can’t be more than 12 hours per day or more than 40 hours per week, unless they’re usually scheduled to work more.
32. Does an associate have to provide a doctor’s note in order to use their available sick time bank?

No documentation is required during this temporary change in policy. Sedgwick may require other documentation as part of the Emergency Paid Leave process.

33. Can we enter sick time on behalf of associates who aren’t missing work but are facing financial hardship due to other circumstances like the loss of another household income?

No. This temporary change in policy is only for associates on an unpaid leave under the COVID-19 Emergency Leave Policy and for associates who may not be on leave but are missing time to take care of an immediate family member who is sick and/or for their own illness.

34. We have an associate who had been on a Level 1 leave and exhausted all of their PTO/PPTO and personal time, but returned to work before the effective date of this policy change. Can we enter sick time for the part of that leave when the associate didn’t have other benefit time available?

No, this temporary change in policy only applies to work missed after April 15, 2020.

35. Can associates use their available sick time due to child care issues caused by schools/daycare closures?

No. Under this temporary change in policy, only associates on an approved unpaid leave under the COVID-19 Emergency Policy, as well as associates missing work for their own illness or to take care of an immediate family member, are able to use their available sick time bank after they’ve exhausted all of their PTO/PPTO and personal time balances.

36. What can we do for associates who are missing work while on an approved unpaid leave under the COVID-19 Emergency policy and have exhausted their PTO/PPTO and personal time balances but don’t have legacy sick time balances to help?

Associates who have exhausted all their PTO/PPTO and personal time balances and don’t have other time away benefits available can contact their manager or people lead to ask for assistance, if eligible, under the Associate with Critical Needs Trust (ACNT).

37. Can associates who have sick time and are not missing work donate some of their time to other associates who are missing work but don’t have sick time available?

No, due to possible tax implications and other issues, we’re unable to allow associates to donate PTO or other time-off balances.

38. How will facilities be charged for sick time used by associates under this temporary change in policy?

Facilities will be charged for sick time as it’s used on their PnL non-worked journal line. This was how sick time usage appeared on facilities’ PnL before changing to the PTO/PPTO program.
39. Will this temporary change in policy be extended beyond July 5, 2021?

Walmart will continue to monitor circumstances and review our policies to ensure that we’re appropriately supporting our associates.

40. Why can’t we keep this policy change in place beyond the COVID-19 emergency?

This temporary change in policy has been put in place to address specific circumstances currently facing our associates. We’ll continue to review our benefit programs to ensure that we’re effectively supporting our associates, facilities and customers.

Walmart Medical Plan Participants

Visiting a Doctor

41. I’m on a Walmart medical plan and need to see a doctor, but all the in-network doctors are booked. Can I go to an out-of-network doctor?

You can go to an out-of-network doctor, but you’ll pay more. You can see a doctor online right away with Doctor On Demand, instead of waiting for an appointment in person. Doctor On Demand is now $0 with most Walmart medical plans. Grand Rounds is also available to plan participants. To search for doctors in your area, go to One.Walmart.com/GrandRounds.

42. I think I may have COVID-19. Can Doctor On Demand help?

If you’re enrolled in a Walmart medical plan:

• Complete a two-minute self-assessment.
• Doctor On Demand is now $0 with most Walmart medical plans.
• Doctor On Demand can help you determine your risk and what your next steps are, but they can’t test for COVID-19.

If you’re not enrolled in a Walmart medical plan:

• Complete a two-minute self-assessment.
• The cost for a Doctor On Demand visit is $75.
• Doctor On Demand can help you determine your risk and what your next steps are, but they can’t test for COVID-19.

43. Do I have to wait long for a visit with Doctor On Demand?

Because of COVID-19, many people are using Doctor On Demand. They’re working hard to see as many patients as quickly as they can. Before you see a doctor, it helps to:

• Complete a two-minute self-assessment.
• Use the Doctor on Demand app to schedule an appointment time that works for you.
44. How much does it cost to get tested for COVID-19?

It depends. Doctors and hospitals charge different prices to administer the test. If you’re covered on a Walmart medical plan, the test will be covered at no cost to you.

45. What kind of provider treats COVID-19?

You should first call a primary care doctor in your area. Depending on your symptoms, that doctor may refer you to someone else for care.

46. What if I need/want to go to an out-of-network provider for care?

You should contact your medical plan administrator to discuss options for a network exception. The phone number is located on the back of your plan ID card.

47. Can I use my Health Savings Account to pay for cleaning supplies?

Contact HealthEquity at 866-296-2860 for questions about eligible expenses.

48. I keep hearing about COVID-19 in the news and am very stressed out. How can I get help?

- Tips to help keep calm are available online at One.Walmart.com/ResourcesForLiving. You can also call Resources for Living 24/7 for help coping with any unknowns in your life, including fears around COVID-19. Help is available at no cost, even if you’re not enrolled in Walmart benefits. Just call 800-825-3555.

- Psychologists and psychiatrists can work with you to understand and treat anxiety about COVID-19 or other issues. Virtual behavioral health visits through Doctor On Demand are now $0 with most Walmart medical plans.

49. If I’m quarantined, can I get my medicine delivered to me?

If you’re on a Walmart medical plan, you can use the Walmart Mail Order Pharmacy. Walmart Home Delivery Pharmacy will fill your prescription and mail it to your home in all 50 states with no charge for shipping.

Call 866-855-0740 for more information or to transfer your prescriptions. Our pharmacist will do the rest. You can also call OptumRX at 844-705-7493.

50. Can a Walmart or Sam’s Club pharmacy test me for COVID-19?

No. You can’t be tested for COVID-19 at a Walmart or Sam’s Club pharmacy.

51. Can I get my prescription refill early in case I get quarantined?

Yes. Patients with active prescriptions can temporarily get an early refill if they have remaining refills on file at Walmart, Walmart Home Delivery or Walmart Specialty Pharmacy. Controlled substances will not be permitted for early refills.
This decision will be continuously evaluated based on CDC guidance, federal and state declarations and other relevant data.

**Centers of Excellence**

52. Is there a Center of Excellence for treating COVID-19?

No. A primary care doctor in your area can provide treatment. Please call your doctor before arriving at the office. Your doctor may have specific procedures you should follow.

53. How will travel be handled under the Centers of Excellence program during COVID-19?

- For spine or joint replacement surgeries, patients can choose to stay in their local area for care at regular medical benefits. Patients will need to call Health Design Plus at 877-230-7037 to discuss a network exception and coordination through Grand Rounds.
- For cardiac surgery and cancer, the Centers of Excellence program is voluntary, and there is no requirement to travel.
- For weight loss surgeries and transplant care, travel is still required. Patients can choose to postpone care until they feel safe to travel.

**Walmart 401(k) Plan**

54. There has been a lot of change in the value of my 401(k) recently and some of it appears to be related to concerns about COVID-19. How safe are my investments?

Your 401(k) account is made up of various investment options and is subject to market returns. Your 401(k) investments are not guaranteed and are subject to market volatility. You should talk to your personal financial advisor for more information and to determine your level of investment risk.

55. What happens to my 401(k) loan payment if I become quarantined?

If you qualify for paid benefits, Sedgwick will coordinate your pay and your loan repayment will be deducted automatically. If you're not receiving a paycheck, you could be responsible for loan repayments. These can be made directly to Merrill. If you go on an approved leave of absence, your loan may be re-amortized when you return to work.

56. How can I get to my 401(k) money quickly if needed?

If eligible, you can take a loan or hardship withdrawal from your account. You can also withdraw money from your 401(k) if you're over 59½ or have rollover money in your account. You should talk to your financial advisor before requesting a distribution.
57. I was going to retire soon. Should I postpone?

Retirement is an individual decision that should be made after careful consideration. You should talk to your financial advisor about your retirement plans.

Resources

- People Services [800-421-1362](tel:800-421-1362)
- People partner—people lead or MHRM
- Facility manager