

**Albemarle County Payroll  
Health Club/Fitness Facility Payroll Deductions Frequently Asked Questions (FAQS)**

**1. Who is eligible for payroll deduction of Health Club/Fitness Facility monthly membership fees?**

Payroll deduction is available to employees who are eligible to receive benefits administered by Human Resources and who receive a County of Albemarle payroll deposit issued by the Department of Finance including: Local Government, Education, Jails, Juvenile Detention Center, for example.

**2. How do I know if my health club or fitness facility is a participating vendor?**

- a. Please visit [BeWell Albemarle](#) for the most up-to-date fitness information and discounts.
- b. Contact the vendor of your choice to inquire, or
- c. Visit the benefits section of your [Greenshades](#) employee portal.

**3. I am already an ACAC member and my membership fees are being deducted from my pay, do I still have to authorize this deduction in my [Greenshades](#) employee portal?**

YES! All current ACAC deductions will be deactivated on May 1, 2018. You MUST visit the benefits section of your [Greenshades](#) employee portal to activate a new deduction. Please see Question 7 below for step-by-step instructions.

**4. What happens if the participating vendor of my choice does not meet the minimum requirement for County employee membership (100)?**

You will not be able to authorize payroll deduction for your monthly membership, although special incentives may be available for County employees. Contact the facility for information.

**5. What happens if my participating vendor drops below the minimum requirement for County employee membership at any time?**

- a. Minimum enrollment of 100 participating employees must be met by January 1 of each year.
- b. Participation will be reviewed quarterly and notice of any anticipated shortfalls will be communicated to vendor(s) and employees impacted potentially by the shortfall.

**6. What types of fees may I authorize?**

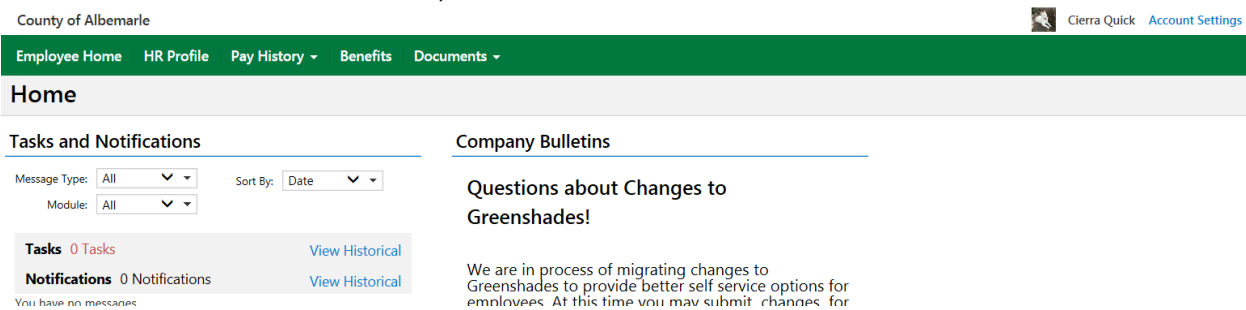
Only long-term (not temporary), employee monthly membership fees (see item 6. below); no registration fees, special fees, or partial-month fees qualify for deduction.

**7. Is there a limit on the types, amounts, or number of membership deductions that I may authorize?**

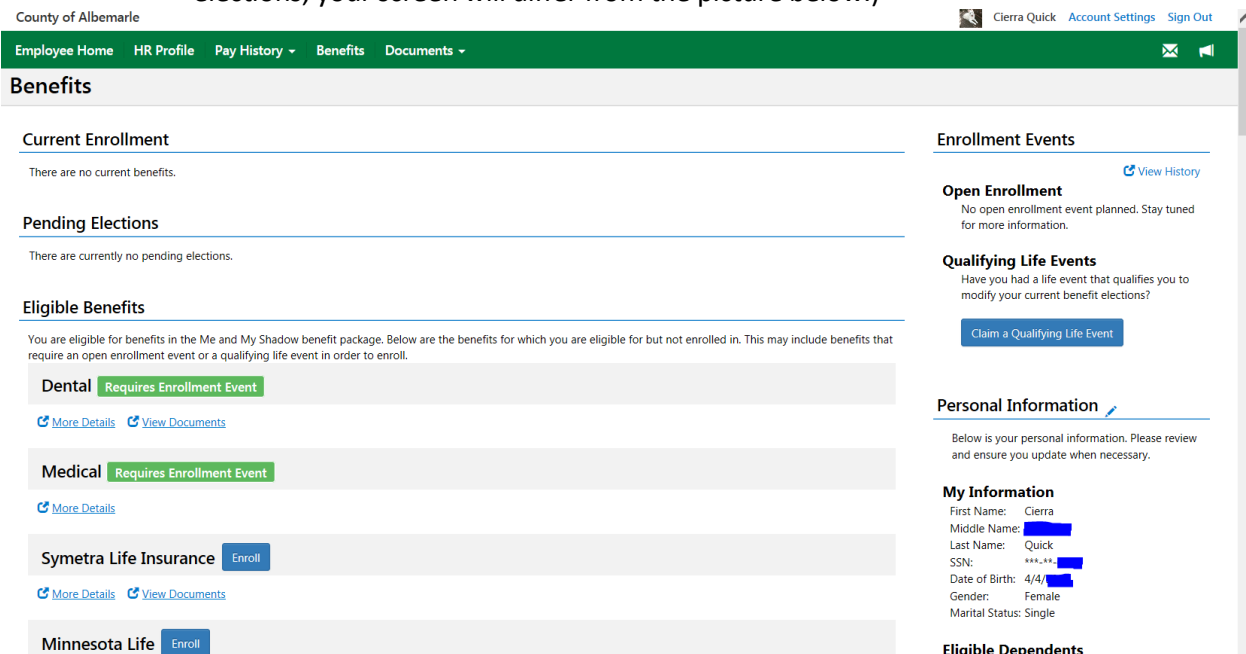
- a. There will be a maximum of three types of membership fee deductions offered per employee, per facility:
  - i. Employee Only
  - ii. Employee plus One
  - iii. Employee plus Family
- b. The amount per type of membership per facility will be posted in your [Greenshades](#) employee portal for selection. You may not change or alter this amount. If two County spouses share a membership, only one employee may authorize the deduction; deductions will not be split.
- c. You may authorize deduction for any facility offered as a selection in your [Greenshades](#) employee portal. This list may change as participation changes.

8. How do I authorize payroll deduction for my monthly health club membership?

- a. Contact or visit the health club/fitness facility of your choice. **It is the responsibility of the employee to complete all membership requirements at the health club selected.** The payroll deduction set up process described below does not replace the enrollment process required by the vendor; it is ONLY for automatic payroll deduction of the membership fee from the employee’s paycheck to the health club of choice. If at any time the employee cancels/alters his or her membership, it is the responsibility of the employee to update the deduction information via Greenshades.
- b. Ask if they are a participating vendor with the County of Albemarle. (Do they have 100 enrolled County employees?)
- c. Initiate enrollment with the health club/fitness facility. (Important!!)
- d. Visit the benefits section of your [Greenshades](#) employee portal.
  - a. On the home screen, select the **Benefits** tab.



- b. The Benefits summary screen will display your current elections, pending elections, and show all eligible benefits. (Note: This screen will look different for each employee based upon elections; your screen will differ from the picture below.)



- c. If you have questions about the benefit you wish to choose, click **More Details** to read about the benefit requirements.
- d. The **View Documents** option will display any required documentation.

- e. Scroll down until you find the health club you wish to sign up for and click **Enroll**.
- f. The options for each health club are broken into three plans: Employee Only, Employee + One, and Employee + Family.

ACAC Employee Only **Enroll**

[More Details](#)

- g. You will be taken to a confirmation screen, click **Enroll** again to confirm your enrollment.
  - i. As noted above, this process does not replace any signup requirements held by the health club. This process is for automatic deduction from your paycheck to the health club of your choosing.
- h. You will now see your election pending on your benefits summary screen.

#### Pending Elections

Below are your pending benefit elections. These benefits will become active on the benefit start date.

ACAC Employee Only **Pending** Effective: Upon Approval

[More Details](#)

Your Cost: \$69.00

- i. Once Payroll approves your request, the deduction will be active. Payroll will approve requests until the 20<sup>th</sup> of each month. Requests made after the 20<sup>th</sup> will be effective the following month.

#### 9. When will my payroll deduction for monthly health club/fitness facility begin?

If you have successfully authorized the deduction in [Greenshades](#) by the 20<sup>th</sup> of the month, your deduction will be processed by payroll that same month. (For example, if you authorize the deduction by April 20, it will be processed/deducted from your April 30<sup>th</sup> pay and remitted to the facility of choice for membership fees for the month of May.)

#### 10. What happens if I miss the deadline of the 20<sup>th</sup>?

Your deduction will be activated for processing the following month and you must make arrangements with your facility of choice for payment.

#### 11. How long will my selection for deduction remain in effect?

Your selection will remain in effect until you decide to change it in [Greenshades](#). Any changes made by the 20<sup>th</sup> of the month will become effective that same month as outlined in Questions 6 and 7.

#### 12. What happens if my pay after taxes and other mandatory deductions is not enough to cover the entire monthly membership fee selected?

Payroll will deduct up to the available amount; you must contact your facility of choice to make payment arrangements for the remainder.

### 13. How will my health club/fitness facility know how much has been deducted from my pay?

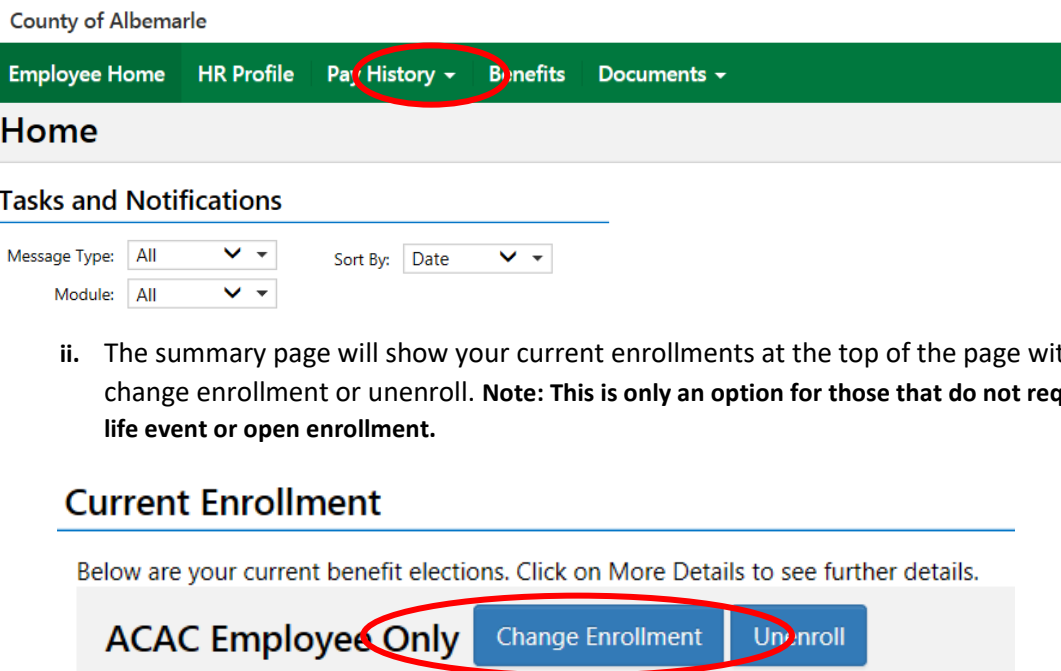
The County of Albemarle Payroll Division will transmit a monthly participation report to the health club/fitness facility by the 5<sup>th</sup> of each month.

### 14. What happens if I forget to authorize payroll deduction for my monthly membership in Greenshades?

If you forget to authorize the deduction in [Greenshades](#) by the 20<sup>th</sup> of the month, you must contact your facility of choice to make arrangements for payment until you successfully authorize the deduction.

### 15. I have cancelled or I want to cancel my membership, what happens now?

- a. Contact or visit your health club/fitness facility to initiate cancellation. Please note: If you choose to cancel or alter your health club membership, you must cancel/alter your plan through the vendor directly and unenroll/alter through Greenshades. Unenrolling from the deduction in Greenshades alone does not cancel your membership.
- b. Visit the benefits section of your [Greenshades](#) employee portal to terminate the deduction.
  - i. To begin cancellation, login to Greenshades and click on **Benefits**.



- iii. To proceed with cancellation, click **Unenroll**. Note: Please only click **ONCE**, this does not take you to another screen. The benefit will continue to show under current enrollment until approved by Payroll.

### 16. What happens if I forget to remove my authorization for deduction of monthly membership fees?

If you forget to terminate the deduction in [Greenshades](#) by the 20<sup>th</sup> of the month, you must contact your facility of choice to make arrangements for a refund of deducted fees. **Payroll will not refund the deduction or contact the vendor for refund.**