



Frequently Asked Questions and Answers

About Transitioning Over to a Contract
Staffed & Managed by InGenesis Arora.

*If you have further questions not answered here, e-mail
them to us via questions@ingenesisarora.com*

Dear Dental Team:

We know you have questions about your employment before and after **InGenesis Arora** takes over the staffing and management of this important contract. To help make this transition go smoothly for you, we are sharing some commonly asked questions and answers that employees have asked us. We may be adding more Q&As in the next few weeks, so please re-visit this page periodically.

Please read **ALL** the information below. If you still have a question not addressed here, e-mail us at questions@ingenesisarora.com and you will see a response within 1-2 business days. **No phone calls**, please.

We value your contribution of providing excellent healthcare services every day to the Military. We hope you will consider continuing that service by re-applying for your position as an InGenesis Arora employee. Thank you!

Sincerely, your InGenesis Arora Project Managers

Medical Staffing Professionals

Q. Why do I have to re-apply for my job?

A. Your employment records now on file with your current employer are confidential. We don't have access to them now, and won't get access to them in the future. As your new employer of record, InGenesis Arora is required by law (federal, state and local guidelines apply) to ask for all your confidential employment information and keep it on file. This is standard procedure for all our staffing contracts. Such data also helps us better serve your individual employment/placement needs.

Q. Can I apply for a different job?

A. No. At this time, we are only accepting applications for the positions employees currently hold with their present employer.

Q. When does InGenesis Arora take over the staffing contract?

A. Next contract is CONUS Dental South East Region, which has a start date of 1 October, 2009.

Q. How much time do I get to apply online for my job? Is there a deadline?

A. There IS a deadline. Between now and Friday, **10 Sept, 2009** we need to receive your online employee application (through the Internet) AND all your completed employee forms (by fax).

If we don't receive your online employee application AND the completed employee forms by the deadline, we will assume you are not interested in re-applying for your current position or working for this particular InGenesis Arora contract. In that case, we will begin the process of recruiting another qualified individual to fill the position you now currently hold.

Q. I don't own a computer, so I can't apply online. What do I do?

A. If you want to work for InGenesis Arora, and to continue working in your current position, you must use a computer to complete our online employee application. We do not accept "hard copy" applications.

If you don't own a computer, ask a co-worker, friend or family member who owns a computer; or go to your local library.

Q. How do I apply online?

A. Follow these steps:

- First, have in front of you important employment information (such as your resume) that you will need to apply for your job. It can take 15 to 30 minutes to complete the application online. You can stop the application process any time and come back to it at a later date to finish it.
- Use a computer to go to our company's Web site www.IngenesisArora.com. On the first page (Home page), click the **Join Our Team** tab found at the top right-hand corner.
- On the next page click the **Online Employee Application** link. Next, click the box that says **Apply Online Now** found on the top left-hand side of the page. You have now begun the application process. Follow the instructions on what to do for each step. The final step will ask you to
- Write down your unique **username** and **password** to use to login the Web site should you need to complete your application at a later time.

Q. How do I know if I successfully created my online employee account?

A. After you create your online employee account, our system will send you an e-mail containing both your user name (the e-mail you used to set up the account) and your password. Please print this e-mail and keep it in a safe place for handy reference, as you need this information every time you need to visit confidential employee-only Website areas at www.Ingenesisarora.com.

Q. When will I be contacted by your office about my job application?

A. Maybe. The bottom line is that we'll contact you when we NEED to contact you. Applicants will hear from our staff if we need more information during the credentialing process and/or to introduce ourselves. Don't worry if we communicate with you before or after we contact other people you know who also are re-applying for their positions! There is no "order" to our e-mails and phone calls. The timing of these communications does not reflect any preference for one employee over another in any way.

Q. If your staff contacts me, will I be called when I'm at work?

A. No, we will not call you during your work hours. If we need to talk to you we'll call you after hours using the phone number you gave us in your online employment application form. Most of the time we communicate with employees through e-mail. (Remember, only respond to our e-mails before or after work on a computer located outside of your workplace.)

Q. Can I fill out my employee application at work?

A. No. Out of respect for your current employer, co-workers and patients, we ask that you fill out our online application while you away from work. Make arrangements to do this confidential task before or after your work day at another location.

Q. I'm way too busy at work to fill out my online application; can my spouse do this task for me?

A. No. You--and you alone--must fill out and send us your online employee application form. No one else should do this confidential task for you. This is our agency's requirement, as well as a requirement of the federal government. Also, it's just good common sense for the employee to complete an application because only the employee will fully know everything that needs to be communicated with a future or current employer.

Q. Besides the online application, are there any other forms or information from me? If so, when do you need them? How do I get them to you?

A. Yes, there are multiple forms you need to print, fill out, sign and then fax to use IN ADDITION to completing your online employee application. These forms are found in the Forms Library section in the online employee application section (on the left side of the page right above the Electronic Signature area).

Please **FAX** all the completed forms at the same time, if possible, to this toll-free number: **(877) 372-2754**.

Q. I finished my online employee application. Where do I fax it?

A. When you complete your online employee application all that information is automatically sent electronically through the Internet to our office, so you don't need to fax or mail it to us. (In fact, we only accept this information electronically.) However, we do need certain employee forms faxed or mailed to us; you can find them in the Forms Library accessed in the online employee application section.

Q. Do I need to give you two professional reference letters?

A. Since you already are an employee, your professional references should be in your file with your current employer. During our credentialing process we will be reviewing the application materials you send us as well as your existing references on file. If there are any missing documents—including professional reference letters—we will send you an e-mail asking you to supply us with this information.

If you need to ask a co-worker or supervisor for a professional reference, please do so outside of working hours on your own time to be respectful of your current employer, peers and patients.

Q. When can I expect to receive a job offer?

A. You can help us speed up your credentialing by completing the online employee application and faxing in all your employee forms as soon as possible. After those documents are received, we will verify you are in good standing and review all materials. Applicants who will be receiving a job offer letter from us for this contract should expect to receive it before **20 Sept, 2009**.

Q. I started the online application process, but had to stop after a few minutes. How do I get back to it? Is it saved, or do I have to apply again?

A. After you begin your online employee application, the system lets you save it so you can go back later to finish it and submit to us. Please do NOT create a new application! That will only cause confusion--and slow down our efforts to process your application.

It's easy to return to your saved application.

- Go to www.InGenesisArora.com
- Click the "Join Our Team" tab at the top
- Click the **Online Employee Application** link again. You will see the same page you visited to start the application process.
- Find **Returning Applicant's Login** on right side of page. Enter your username and password, then click **Login** box. You will be taken to your saved employee application where you can pick up where you left off.

Q. I forgot my user name and/or password. How do I get this information sent to me?

A. Your username is the **e-mail** you used when you created your InGenesis Arora account. You can't change your username after you create your account. The system will send you a system-generated password after you create your account. When you login again, the system will ask you to change your password. Please create a password that's easy for you to remember.

Please write down both your username and password for your account, then put this confidential info somewhere safe but still easy for you to access.

If you forgot your password, do this:

- Go to www.InGenesisArora.com and click the **Join Our Team** tab.
- Click the **Online Employee Application** link. On the next page find the **Returning Applicant's Login** section on the right side.
- Enter your username in the text box. Leave the password box empty.
- Click the **Lost Your Password?** link found under the login boxes. Within a few minutes the system will send e-mail your password to e-mail address used to set up your account.

Q. What will be my salary with your company?

A. Information about your salary and all the benefits you are eligible to receive will be mailed with your job offer letter.

Q. When do I get my Statement of Work?

A. A Statement of Work also will be included with your job offer letter.

Q. Do you have an Employee Handbook? How can I get a copy?

A. Yes, we have an online Employee Handbook. (A printed copy is not available.) Our handbook was designed to answer almost every question an InGenesis Arora employee might have about a wide variety of employment issues. Please take time to familiarize yourself with this document--on your own time--before you transition over to our company. If you have any questions or concerns about its contents (*after* you read the document), e-mail us at questions@ingenesisarora.com.

Q. How do I renew my CAD security card?

A. Information about how to renew your CAD card will be mailed with your job offer letter.

Q. Will I get the same healthcare benefits, 401K and other perks as I am now with my current employer?

A. InGenesis Arora offers a variety of benefits; some are optional. Please refer to our [online Employee Handbook](#) for details.

Q. How soon does my health insurance kick in?

A. You must apply for health insurance within the first 30 days of employment with us. Until your insurance goes into effect, we'll pay you \$3.24 per hour (to comply with the federal government's Service Contract Act of 1965) so you can use those monies to help pay for your insurance.

Q. What about my anniversary date; do you recognize it?

A. Yes, we will recognize your anniversary date when you become an InGenesis Arora employee. However, we need your help! Ask your current employer to send us (by fax or mail) any paperwork which verifies the anniversary date now on file.

Q. I committed a felony and a misdemeanor on my record. Will these crimes work against me when I re-apply for my job?

A. "No" is the short answer. We take the time to carefully consider the uniqueness of each employee's situation, and then make our decision on a "case by case" basis.

If you have committed a felony or misdemeanor, you must **fully disclose** that fact on your online employee application. This information will be part of the thorough review process that determines whether or not you will be offered your current position once we take over this contract. Please be aware that even if the base managers give you a security clearance that InGenesis Arora reserves the right to not offer you that clearance or employment with this client or other clients. You should also know that having a felony or misdemeanor on your record does not automatically exclude you from employment with us.

Q. I have a question which has not been asked in this document. When is the best time to call your office to talk about it?

A. We are happy to answer any and all employee questions. However, don't call our office. Instead, e-mail us at questions@Ingenesisarora.com. You can expect an answer to your question(s) within 48 hours. We've found that e-mail is the quickest and best way to communicate with employees during transition times.