

Welcome to Pinnacle Employee Services!

New Employee Guide



Instructions

ACTION NEEDED: Onboarding & I-9 Verification

The completion of the onboarding process is required in order for PES to process your paycheck. Failure to complete onboarding in a timely manner can result in delays in payment.

The onboarding email will come from noreply@prismhr.com, this email may go to your spam folder.

Be on the lookout for a request from your supervisor to bring your I-9 documents in person.



Direct Deposit Policy

After entering your direct deposit banking information during onboarding, it can take up to **10 business days** to verify your account. If your pay date falls during this verification period, you will receive a live check in the mail for that pay period.

Want to speed up the process? You may provide a bank document or voided check to bypass this verification period.



Health Savings Account (HSA) Setup

Once an HSA is elected during your benefit enrollment, additional steps are required in order to activate your HSA deductions. A voided check or a bank letter must be submitted to PES HR Department and must include the following information:

- o "Health Savings Account"
- o Employee's full name
- o Routing number
- o Account number

Please send HSA documentation to PES by email to HR@PinnaclePays.com or by fax to **(315) 475-0296**.

Benefit Need-to-Knows



Pre-Pay Premium Requirements

Medical, Dental, and Vision premiums require a one month's pre-payment of premiums. If the benefit enrollment is completed within 30 days of the effective date, double deductions may apply.



Short-term and Long-term Disability

STD and LTD insurance is currently offered through Guardian. This benefit is only offered once during your initial benefit enrollment.



Insurance Cards Timeframe

ExcellusBCBS and Guardian ID cards should be received within 7-14 business days.

Virtual Portals & Instructions



PrismHR stores employee data, including pay and benefits. Use it for onboarding, benefits enrollment, and accessing pay info via the "Portal" button.

Portal

Instructions



ExcellusBCBS is PES's Medical insurance carrier. Use the "Portal" button to access the provider network, view benefits, claims, and view/ print your ID cards.

Portal

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Guardian is PES's Dental, Vision, Life, and Accident insurance carrier. Use the "Portal" button to access the provider network, view benefits, claims, and view/ print your ID cards.

Portal

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What is a PEO?

A Professional Employer Organization (PEO) offers co-employment, allowing businesses to outsource HR, payroll, employee benefits, and workers' compensation management.

Contact Us



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