

For one. For all.

2020 Team Member Giving Campaign

Frequently Asked Questions



Ballad Health Foundation is grateful for our team members, whose gifts make a difference in the overall health of the Appalachian Highlands. To make it easier for you to support this year's campaign, we have made some modifications:

- Team members whose 2019 commitment has been paid via ongoing payroll deduction will see their gift deductions and elections automatically carried over to the 2020 campaign. Of course, team members can always choose to discontinue, increase, decrease or reallocate their support at any time. Team members with ongoing payroll deductions will receive an email on Monday, Nov. 2, that allows them to make amendments to their gifts prior to Nov. 23. After that, changes can be made by contacting the foundation at foundationreply@balladhealth.org.
- Team members who gave their 2019 gift via a one-time payroll deduction or through a personal check, credit card or other means can renew their support during the Nov. 2-23 campaign period.
- Team members who did not support the campaign in 2019 are encouraged to make new commitments between Nov. 2 and Nov. 23.

Why the change this year?

During this unique time, all of our attention needs to be fully focused on winning the fight against COVID-19. Additionally, we recognize many of our team members appreciate the convenience of being able to continue their support year over year. In fact, during last year's campaign, we observed some confusion among team members who thought their gifts would be continued on an ongoing basis — especially among legacy Mountain States Health Alliance team members who had taken advantage of that system's recurring gift support. A survey of team members at the end of the 2019 campaign indicated team members had very positive feelings toward supporting the campaign.

Why does Ballad Health Foundation have a Team Member Giving Campaign?

As a not-for-profit healthcare system, Ballad Health treats every patient, regardless of their ability to pay. With most of our patients receiving care via Medicare or Medicaid, programs that pay less than the cost of care, there are many needs that go unmet. Ballad Health Foundation stands in this gap by providing funding for necessities for some of our neediest patients and team members, supporting our region's children through Niswonger Children's Hospital and providing for vital healthcare and wellness equipment, programs and facilities needs throughout the Appalachian Highlands. Private philanthropy has always been vital to our region's healthcare, and the needs brought on by COVID-19 have made this even more important.

What do I need to do to continue my giving?

No action is necessary, unless you wish to increase, decrease, reallocate or suspend your gift. You will receive a message from us on Nov. 2 with your own personalized giving link. Giving links will be live from Nov. 2-Nov. 23, so you can log in and make any changes, or you can ignore the link, knowing your gifts will continue, starting with the Jan. 22, 2021, paycheck. After that, team members can always choose to discontinue, increase, decrease or reallocate their support by contacting the foundation at foundationreply@balladhealth.org.

I've been making gifts through my paycheck; how will this change?

Unless you tell us otherwise, the final payment for your 2019 commitment will be fulfilled with the Jan. 8, 2021, paycheck. Beginning on Jan. 22, 2021, your gifts will be applied toward your new commitment.

What if I want to stop my gift?

You can stop your gift by either logging into FrontStream, our team member giving portal, or by emailing the foundation at foundationreply@balladhealth.org to let us know your intentions. Please allow at least one pay period to ensure internal deadlines are met.

How can I change the causes my gift supports?

What you support and how much you give is entirely up to you. Simply log into FrontStream, our team member giving portal, or email foundationreply@balladhealth.org to let us know your intentions. Please allow at least one pay period to ensure internal deadlines are met.

What cause needs the most support this year?

Great question! Prior to COVID-19, our region had many people living "on the margins" with limited incomes and assets. COVID-19 has, and will likely continue to, increase the number of people "on the margins." Gifts to our region's United Way organizations, as well as our own patient assistance funds, can go a long way in supporting these neighbors. If you're uncertain of exactly where to give, allocating your gift to Ballad Health Foundation's "area of greatest need" will give foundation leadership the flexibility to adapt your gift strategically as needs arise. Whatever you choose, you can rest assured your gifts will be well-stewarded and used to make a difference in our communities.

Will the foundation provide incentive gifts again this year?

To maximize the amount available to our charitable causes, we have decided to forgo incentive gifts. Every team member who donates will receive a Ballad Health mask mailed to their home as a token of our appreciation.

Can I donate PTO?

No. Since 2018, donation of PTO has not been an option. Ballad Health encourages team members to utilize their PTO to help maintain a positive work-life balance.

Can I use a paper form to make my commitment?

Yes, we encourage you to make your commitment through your personalized link, but you may use a paper form which can be returned to your facility's human resources office or via email to foundationreply@balladhealth.org, if that is more convenient.