

**TENTATIVE AGREEMENT**  
**Between**  
**SEIU-HCMI**  
**AND**  
**The University of Michigan Medicine**  
**September 30, 2025**

The University and the Service Employees International Union (SEIU) recognize that the employees in the newly organized group are being incorporated into the existing SEIU bargaining unit and covered by the current Collective Bargaining Agreement (CBA).

The parties have reached a tentative agreement on the language outlined below. This agreement applies specifically to the employees in the newly organized group represented by SEIU. The only exceptions or additions are the specific topics and language listed below in this Master Tentative Agreement.

## **1. UNION RECOGNITION**

Pursuant to and in conformity with the voluntary recognition granted by the University of Michigan on April 17, 2025, the University recognizes the Service Employees International Union, Healthcare Michigan (SEIU-HCMI) as the sole and exclusive bargaining representative for the purposes of collective bargaining with respect to wages, hours, and terms and conditions of employment for all employees in the bargaining unit.

The following full-time and part-time Job Titles are included in this bargaining unit. Call Center Rep Associate, Call Center Rep Inbound Intermediate, Call Center Rep Intermediate, Call/Customer Service Tfr/Sch Asst Intermediate, Health Record Analyst, Health Information Analyst, Medical Coder Non-Certified, Medical Coder Outpatient, Medical Records Technician, Authorization Coordinator Intermediate, Patient Business Associate, Patient Financial Counselor, Clinic Lead, Medical Coder Inpatient, Cancer Registrar, Call Center Rep Senior, Pre-Certification Specialist, Patient Registration Specialist, Patient Registration Specialist Lead, Clinical/Resident Assistant employed by the University of Michigan. Supervisors, confidential employees, and all other employees are excluded.

A copy of the letter granting voluntary recognition is included in Appendix A.

## **2. BULLETIN BOARDS**

The University will provide the Union with space in the appropriate location for one (1) bulletin board per every 250 bargaining unit employees, not to exceed fourteen (14) in total and no less than three (3) in total. The bulletin boards will be placed in mutually agreeable non-patient care locations in work areas in which bargaining unit employees work on site and there are no other SEIU – HCMI bulletin boards present. The Union and Management will jointly select bulletin board locations and management will provide one key for all locks. Prior to a change in location

of an existing bulletin board, the University will discuss the matter with the Union to find a mutually agreeable location. The bulletin boards will be exclusively used by the Union. The size of these boards shall be sufficient to post four (4) 8-1/2 by 11-inch sheets.

All material posted must be in compliance with university policies authorized by Union leadership and designated as an official Union publication. The following types of notices shall be permitted to be posted in the designated bulletin boards: 1. Recreational, educational, and social events of the Union; 2. Union meetings; 3. Union elections, appointments; 4. Results of union elections; 5. Union updates to bargaining unit employees.

It is understood that items posted on shall not be derogatory or inflammatory.

In the event a dispute arises concerning the appropriateness of material posted, the Union President, or their designee shall be advised of the nature of the dispute. If the dispute is not resolved within forty-eight (48) hours, the notices shall be removed from the bulletin boards until the dispute is resolved.

### **3. RELEASE TIME**

The total annual release time provided under this Article is for the purpose of conducting union business. Union business includes the following: Grievance and Arbitration Procedure, the investigation of grievances, Union Orientation, Discipline, other Union activity relevant to the ongoing representation of bargaining unit employees at the University, and meetings with the University. Total annual release time provided to Union representatives and Stewards will be equal to the total number of bargaining unit employees on July 1 of each year multiplied by two (2) hours. A non-probationary employee who is duly elected or appointed, upon the timely written request to their Unit Leader, will be granted an excused absence without pay for a period of time sufficient to attend a meeting, conference or convention of the Union provided, however, that such request, in writing, is received no later than two (2) calendar months prior to the requested time off. In addition, no employee will be granted more than five (5) consecutive working days off at any one time. It is understood that such requests, even when approved, may be cancelled due to the patient care needs of the Unit.

#### **RELEASE TIME FOR UNION OFFICIALS**

The Union shall notify the Employer in writing of the names and roles of the Union representative and shall promptly notify the Employer in writing of any change. At the conclusion of their term in office, a Designated representative will return to a position held prior to taking a union position. Training and education will be available if needed.

##### **II. Steward Release.**

The Union will assign a Union representative to represent each work area and notify the University of the assignments and any changes. Each Union representative will provide their supervisor or manager with adequate notice for release time.

## **4. APPOINTMENT FRACTIONS, SHIFT CHANGES, PROMOTIONS, JOB POSTING**

### **GENERAL PROVISIONS**

The provisions of this Article shall be implemented in a manner consistent with all applicable laws and regulations. All open bargaining unit positions will be posted and filled utilizing the following criteria: Reasonable discretion will be utilized to take into account the appropriate credentials and or certification, experience, knowledge, skills, abilities, seniority, training, education, expertise, previous performance, attendance, and disciplinary history of all applicants. When applicable, an interview will also be utilized as a part of the assessment process. If it is determined that multiple candidates within the bargaining unit have relatively equal qualifications, university seniority will be used as the tie breaker for selection purposes.

An employee need not be considered for another position during the six (6) month period following a promotion or transfer. An employee who qualifies for a reasonable accommodation due to a disability may be given priority consideration for transfer into a vacant available position if they are qualified. It is further asserted that the selection for open positions will be made without regard to the employee's age, race, color, sex, gender identity, gender expression, religion, disability, height, weight, marital status, national origin or ancestry, sexual orientation, or veteran status, except where sex or age are bona-fide occupational requirements, as set forth by University Policy or applicable law.

### **1. PROMOTIONS**

Definition: A promotion is defined as the advancement of an employee to a higher level of responsibility and may be to another classification or position within the bargaining unit. A promotion will normally be accompanied by an increase in compensation to the same step in the higher pay grade.

- a. A promotion will be based on the criteria listed in the General Provisions section of this article, and the needs of the organization. An employee must have prior satisfactory work performance in order to be given consideration for a promotional transfer for which they have applied.
- b. The employer agrees to establish and maintain fair and transparent procedures for the selection and promotion of employees, including the posting of open positions, and the provision for internal candidates to apply.
- c. The effective date of the promotional move should normally be no later than four (4) weeks from the date the employee accepts the position.
- d. Promotions may be initiated by management or as the result of selection after the interview process.
- e. Employees who have been selected for promotion will be notified in writing, and the reasons for the selection will be provided upon request.

### **2. APPOINTMENT FRACTIONS CHANGES AND SHIFT CHANGES**

- a. Opportunities for open shifts or different appointment fractions will be communicated to the unit when the opportunity becomes available. Selection of the shift or appointment fraction will

be made by university seniority among applicants from within the unit where the vacancy occurs. Subsequent movement, if applicable, shall be made by utilizing the job posting process as established in this article.

b. An Employee may request to reduce their appointment fraction once during any rolling 12-month period for a period not to exceed ninety (90) calendar days for reasons that do not qualify under FMLA or ADA. The University shall make a reasonable effort to approve the request subject to operational needs.

## JOB POSTINGS

The following procedure is intended to provide employees the opportunity to apply for and receive consideration for regular job openings at the same time other candidates are being considered:

- a. Open bargaining unit positions will be posted for a minimum of seven (7) calendar days unless the opening is filled pursuant to other provisions contained within this Agreement.
- b. Internal job postings within the bargaining unit will be posted on the job board. The required and desired qualifications, classification, department, appointment type, hours, shift, geographic location, and weekend schedule will be included in the posting if applicable.

## 3. SELECTION

The selection criteria are outlined in the General Provisions section of the Article. The criteria used for selection will be job-related, measurable and or evidently related to the ability to perform the duties of the job successfully. The criteria will be applied to all candidates consistently.

In units where lateral practices can be accommodated, a lateral transfer in the same job classification shall be awarded to the senior internal applicant. In a lateral transfer within the same Pay Grade, the employee shall remain at the same step of the Pay Grade.

General information about the internal application and interview process, bargaining unit classification descriptions, will be made available by the Human Resources Department upon request. An employee wishing to apply for an open position must submit a resume to Human Resources via the University's application system. If an employee does not provide all requested information or has not properly completed the on-line application process prior to the closing of the posting, the employee shall not be considered.

An employee need not be considered for transfer during the six (6) month period following the employee's last transfer. Any new hire with less than six (6) months relevant experience need not be considered for transfer under this section during the six (6) month period following the completion of probation.

- a. The six (6) month period restriction does not apply to employees who have been placed in a position following a reduction-in-force.
- b. During the six (6) month period following a transfer, promotion or hire, the current manager will determine whether an employee may be considered for transfer. If a transfer is permitted, the usual transfer language applies.
- c. To ensure a fair and equitable interview process, employees scheduled to be interviewed for a job opening will be provided the same information regarding the interview process as all other candidates. Employees who are to be interviewed for a position will be informed about the interview process.
- d. Human Resources will not discuss discipline older than one (1) year with the hiring manager. If an employee is denied transfer or promotion due to the manager's reliance on discipline older than one (1) year, the request for transfer or promotion will be reevaluated without consideration given to the discipline.
- e. Employees who apply for a position will be notified of their candidacy status when a hiring decision is made.
- f. An employee who is considered for a regular job opening, and is not selected, may submit a request to know the reason for not being selected. The University will make every effort to provide the employee with feedback as soon as practicable. Employees who desire additional information about the position or their candidacy may contact the Human Resources Office or their Supervisor if the opening was within the employee's department.
- g. On behalf of the employee, the union may request information related to the status of the employee's candidacy, and the reason they were not selected.

## **5. REPORT IN PAY**

Bargaining unit employees, who are on site or hybrid employees working on site, who reports to work shall work a minimum of four (4) hours or be paid four (4) hours of pay at their hourly rate if the University cancels an employee's shift less than ninety (90) minutes prior to the start of the scheduled shift.

## **6. OUTSOURCING**

It is the intent of the parties that work typically performed by employees within the bargaining unit shall be performed by bargaining unit members whenever practicable. The University shall not contract out such work which results in the laying off or reducing the appointment hours of bargaining unit employees who regularly and customarily perform such work.

Consistent with the above, the University shall provide written notice to the Union of the intent to outsource work for a period of up to one hundred and twenty (120) calendar days if needed to address a temporary surge in workload demands, covering vacations, or an increase in vacancies. The University will request a meeting with the Union prior to the end of the 120 days to discuss their plan for an extension, length of extension, and plan to remedy the need for an extension.

If the University is planning to outsource an entire operating department or unit, the University shall provide a minimum of six (6) months' notice and agree to meet with the Union to discuss possible alternatives.

If the decision is made to outsource the operating department or unit, bargaining unit employees shall be subject to the provisions of Article 13 – Reduction in Force.

During the RIF notification period, the following shall be offered,

- Preferential hiring for a position for which they qualify with equivalent hours and rate of pay
- Retraining for another position at the University including paying for education or training to satisfactorily perform the duties of the position, during the RIF notification period. The parties by mutual agreement may increase the RIF notification period for purposes of completing the time needed for retraining.

## **7. ARTIFICIAL INTELLIGENCE**

Section 1. The use of Generative Artificial Intelligence (AI) technologies is intended to enhance patient care, operational efficiency, and employee support, while protecting employees' privacy and professional dignity. The University retains the right to introduce and utilize AI technologies in support of clinical, administrative, and operational functions.

The University shall not use an employee's name, image, photograph, voice, likeness, signature, biographical information, or other personal identifiers (collectively, "Personal Likeness and Information") without negotiating with the Union and the permission of affected employee(s).

Section 2. Current Bargaining unit employees defined as those employed on the date of contract ratification are grandfathered and shall not suffer layoff, reduction in hours, or loss of pay as a result of AI implementation. If an employee's duties are affected by AI implementation, the employee shall be guaranteed a position for which they qualify, with equivalent hours and rate of pay. The language above shall apply to employees hired after the date of ratification who complete two (2) years of service.

Section 3. The University shall provide the Union with at least ninety (90) days' written notice prior to implementing any AI technology that significantly impacts bargaining unit work.

Upon request, the University will meet with the Union to review the scope, purpose, and anticipated impact of such technology. The Union reserves the right to request effects bargaining.

Section 4. The parties agree that concerns regarding current or potential impacts of AI on employees' terms and conditions of employment may be raised and addressed through the SEIU Labor-Management Committee (LMC) meetings or through Special Conferences convened for the affected department or unit.

## **8. WORK SCHEDULES AND SCHEDULING**

### **1. WORK SCHEDULES**

The current practice in each department regarding work schedules including regularly scheduled days to work, shift assignments where applicable, and the normal start and end times of shifts shall continue including the method for selecting shifts and/or schedules.

### **2. FIXED SCHEDULES**

Departments or units currently working fixed schedules shall continue. Fixed schedules have the same scheduled days, start times and end times. Should a need arise to modify a fixed schedule no less than a 60 days' notice will be provided to the union and employee where practicable. The Union may request effects bargaining over the impact of the proposed changes. The request must be submitted to the University no later than five (5) business days after the schedule change notification. Effects bargaining can occur over the 60-day period but will not alter the implementation date.

### **3. SCHEDULE REQUESTS**

a. Departments currently using alternative schedules shall continue to do so. In the event that the operations necessitate a change, no less than a 60 days' notice will be provided to the union where practicable. The Union may request effects bargaining over the impact of the proposed changes.

b. Employees may request an Alternate or Temporary change to their work schedule once within a 12-month period for reasons not covered under ADA, FMLA. Approval of such requests will be based on first come, first-served basis, and subject to operational needs.

### **4. FLEX SCHEDULING**

Flex time is a scheduling arrangement allowing employees to vary their start and end times around designated core hours, provided they work the required number of scheduled hours per day or week and maintain operational coverage.

Units that currently have flex time processes shall continue to do so pursuant to current practice. Should a unit have an operational need such as evolving priorities, including documented workflow inefficiencies and/or service delivery impacts, or resource alignment necessitating a change or temporary discontinuation of this practice, the University agrees to meet with the union to bargain over the effects of the proposed change, duration of the discontinuation of the practice, or the plan to address the operational need that is the basis for the proposed change. Minimal staffing levels to meet operational needs must be maintained.

The Unified Contact Center (which includes any contact center onboarded to the UCC) and Radiology Call Center shall establish a flex scheduling program within 90 days of ratification that allows up to two (2) hours every month, it must be requested one week in advance and approved by management. Minimal staffing levels to meet operational needs must be maintained. The flex time must be made up during the regular hours of operation during the same work week and not result in overtime.

## 5. MEAL PERIODS AND BREAKS

a. Meal Periods and Breaks will be administered in accordance with SPG 201.31 Lunch Period and SPG 201.52 Rest Period.

b. Units that currently self-schedule breaks and meal periods shall continue per current practice.

c. With the permission of the employee's supervisor, an employee may exchange meal periods with another employee in the same job classification and unit.

d. For the UNIFIED CONTACT CENTER (UCC) employees can request up to three (3) times per quarter to change their scheduled break. Within 90 days of ratification the UCC, with input from departmental bargaining unit employees and the Union, will implement a fixed 30-minute meal period based on seniority among employees with the same shift start time. Should a unit have an operational need to change or discontinue this practice, the Union may request effects bargaining over the impact of the proposed changes.

e. Upon ratification of this agreement, the registration staff assigned to the Adult Emergency Department, and the Children's Emergency Department may transition to a straight shift model in accordance with a paid 20 minute lunch period as provided in section a above.

## 6. HOLIDAY SCHEDULING AND PRE-APPROVED PTO REQUESTS

- a. During the course of negotiations, the parties discussed the various practices by departments regarding how PTO and holidays are scheduled. At the time of ratification, the parties could not collect the multiple practices to develop one standard approach. To that end, the parties have agreed to continue the existing departmental practices. If either party should desire to change the practice, notification will be given to the other party, and effects bargaining will occur within 90 days after receipt of notification. Effects bargaining will not delay implementation.
- b. The University shall provide the Union with the current department/unit policies or a description of current practices used for scheduling pre-approved PTO and holiday requests within ninety (90) calendar days after ratification of the Agreement.

## 7. WEEKEND SCHEDULES

- a. Weekend work schedules shall be determined by operational needs and shall be assigned by seniority in an equitable manner. An employee will not be scheduled to work more than every other weekend unless that is the employees' regular schedule at the time of hire.
- b. Employees who are not required to work weekends shall continue to have their current schedule unless pursuant to subsection 'c' below.
- c. If operational needs change requiring services to be provided on the weekend, the union will be notified 60 days in advance or as soon as practicable and the Union may request effects bargaining over the impact of the proposed changes. The effects bargaining will not result in a delay of the effective date of the change.

## 8. EXCHANGE OF SHIFTS

With the permission of the employee's supervisor, an employee may exchange scheduled days off within the same work week with another employee in the same job classification and department.

## 9. ATTENDANCE

### 1. APPLICATION OF ATTENDANCE POLICY

Effective 90 days after ratification of this Agreement, all Verbal Warning disciplines will be deactivated before transitioning to the new Attendance Policy. They will be reset to no occurrences and managed in accordance with the new attendance policy going forward. Employees who currently have a Written Warning or above will remain at that step in the disciplinary process and transition into the new attendance policy.

## 2. EMERGENCY DEPARTMENT

No Call/No Show incidences incurred in the Emergency Department in the past six (6) months will be converted to tardies prior to transitioning to the new Attendance Policy.

## 3. SCHEDULED TIME OFF (PTS)

PTS is used for paid time off from work which has been requested in advance and approved by the manager/supervisor. Employees are generally required to give at least 48 hours' advance notice. Requests must be made in writing and are subject to manager/supervisor approval based on staffing levels and service requirements, supervisors will provide a reason if a request is denied. Approval of time off is not automatic simply because the employee gives 48-hour advance notice. Time off work with less than 48-hour notice may be approved in situations where staffing allows at the discretion of the supervisors. Available (accrued) PTO must be used to cover absences from work.

PTS can be revoked if accrued hours are not available at the time of the requested time off. If the approved time is revoked and the employee calls off work, disciplinary action will result unless there are mitigating circumstances which will be reviewed and decided at the discretion of management. It remains the responsibility of each employee to manage their own PTO balance.

## 4. UNSCHEDULED TIME OFF (PTU)

Subject to applicable law, time off work, which has not been approved in advance, is considered "unscheduled time" (PTU), resulting in an incident. Unscheduled time also includes time away from work, tardiness, leaving early, or any unauthorized absence from the work area (extending scheduled lunch or breaks).

## 5. INCIDENT AND CALCULATIONS

- a. Employees who work remotely: An incident is defined as any unscheduled time away from work over one (1) hour, an unscheduled full day, or consecutive days of absence.
- b. Employees who work on site: An incident is defined as any unscheduled time away from work over two (2) hours, an unscheduled full day, or consecutive days of absence.
- c. For employees working remote, one-third (1/3) of an incident is defined as an arrival between 6 minutes and 1 hour after the start of the shift, or any unscheduled time away from work between 6 minutes and 1 hour.
- d. For employees working onsite, one-third (1/3) of an incident is defined as an arrival between 6 minutes and two (2) hours after the start of the shift or any unscheduled time away from work between 6 minutes and two (2) hours.

- e. All incidents will be pro-rated, based on an employee’s appointment fraction, if the employee is less than full time.
- f. Time off for approved absences, extended sick leave and FMLA shall not be considered an incident.

5. NO CALL/NO SHOW

The first absence resulting from a no call/no show will result in a First (1<sup>st</sup>) Written Corrective Action and the establishment of a six (6) month review period. The second (2<sup>nd</sup>) absence of no call/no show during the review period will result in a Second Written Corrective Action and the restart of the six (6) month review period. The third (3<sup>rd</sup>) absence of no call/no show during the review period may result in termination. As always, mitigating circumstances, will be considered by the supervisor in determining appropriate action. Three consecutive days of no call/no show will be considered job abandonment resulting in termination.

6. CORRECTIVE ACTION PROCESS

Coaching, Review of Paid Time Off Guideline: The Supervisor will coach the employee on observed attendance concerns prior to progression to corrective action. Coaching will include the review of attendance guidelines to ensure an understanding of the process. When a pattern of unscheduled incidences is established, the below progressive discipline will be followed:

APPOINTMENT FRACTION	# OF INCIDENTS	CORRECTIVE ACTION
.8 – 1.0 (32 – 40 hrs./week)	4	Verbal
.8 – 1.0 (32 – 40 hrs./week)	3	First Written
.8 – 1.0 (32 – 40 hrs./week)	2	Second Written
.8 – 1.0 (32 – 40 hrs./week)	2	DRC

APPOINTMENT FRACTION	# OF INCIDENTS	CORRECTIVE ACTION
.1- .79 (4 - 31 hrs./week)	3	Verbal
.1- .79 (4 - 31 hrs./week)	2	First Written
.1- .79 (4 - 31 hrs./week)	1.5	Second Written
.1- .79 (4 – 31 hrs./week) hrs./week)	1.5	DRC

- a. **Verbal Warning:** This occurs when an employee incurs four or more incidences within a six-month period. A one-on-one meeting with the employee will take place to review each incident. The Unscheduled Absences Guideline will also be reviewed as a reminder of consequences incurred if the trend continues. A note summarizing the verbal warning will be placed in the

departmental personnel file. If the employee's attendance is corrected at the end of the six-month period, the employee is moved out of the corrective action process.

- b. **First Written Corrective Action:** This occurs when an employee incurs three or more additional incidences within six (6) months of verbal corrective action. The manager/supervisor will meet with the employee to review the memo, timelines, and consequences. A "First Corrective Action" memo is given to the employee. The memo clearly states that all future unscheduled absences may result in further disciplinary action up to and including discharge from the University. A copy of the memo will be sent to the employee's file in the Human Resources Department. If the employee's attendance is corrected at the end of the six-month period, the employee is moved back to the Verbal Warning step of the Corrective Action Process.
- c. **Second Written Corrective Action:** This occurs when an employee incurs two or more additional incidents within six (6) months of the first written corrective action. The manager/supervisor and employee will meet to review the memo and continued pattern of absence. The "Second Corrective Action" memo is given to the employee. The memo clearly states that all future unscheduled absences may result in further disciplinary action up to and including discharge from the University. A copy of the memo will be sent to the employee's file in the Human Resources Department. If the employee's attendance is corrected at the end of the six-month period, the employee is moved back to the First Written Corrective Action step of the Corrective Action Process.
- d. **Disciplinary Review Conference (DRC):** This occurs when an employee incurs two additional incidents within six (6) months of the second written corrective action. Contact Human Resource Consultant to review the circumstances and schedule the Disciplinary Review Conference. The decision in a DRC after the hearing may result in discharge from the University.
- e. **Review Period Reduced:** The review period will be reduced from 6 months to 4 months if an employee has no incident for 90 calendar days.
- f. **Right to Representation:** The employee will be given 24-hour notice of any disciplinary meeting and notified that they can bring Union representation, if they desire.

## 10. STAFFING AND WORKLOAD

The University and Union agree that optimal services require appropriate staffing levels within all departments. Staffing levels will take into account employee PTO, sick, and other leaves of absence; as well as accounting for replacing employees when there is turnover. Furthermore, the University acknowledges that it will make a good-faith effort to distribute workload equitably among the employees in the same job classification within a department or operating unit, consistent with patient care, operational unit needs and the terms of the agreement.

### **1. LABOR MANAGEMENT COMMITTEES OR SPECIAL CONFERENCES**

Per Article 23, workload and staffing concerns may be brought forward by the Union at Labor Management Committee meetings or Special Conferences when appropriate as outlined in Article 24.

### **2. TRANSPARENCY**

The University shall post and make available to the Union and employees the number of open positions and hiring status for the department. Employees in each department and job classification shall have access to their respective productivity dashboards (if available), inclusive of, vacant positions, personal and department-wide metrics. Departments that do not have a dashboard at the time of ratification shall create a transparent method for sharing this information with employees within ninety (90) calendar days.

### **3. MAJOR CHANGES**

The University shall provide to the Union thirty (30) days' advance notice anytime a change of ten percent (10%) or more in a calendar year is proposed to an existing productivity metric. The Union may request effects bargaining over the impact of the proposed changes no later than five (5) business days after the notification of the proposed change. The completion of effects bargaining must take place within 30 days after notification. The Employer may implement the proposed change upon completion of effects bargaining.

## **11. ESTA**

The parties agree that the State of Michigan's Earned Sick Time Act (ESTA) will be applicable to bargaining unit Employees after the ratification of this agreement and will be administered pursuant to the provisions of this article.

In the event ESTA is rescinded or modified during the term of the CBA in any way that is inconsistent with the provisions of the CBA, and provided that such changes in the law are applicable to bargaining unit Employees at the time they are enacted, the University and Union agree to meet and bargain in good faith regarding how such changes in the law will be applied to bargaining unit members.

The parties agree to follow the applicable University policies and procedures regarding ESTA. SEIU members will not have to follow the provisions in the Michigan Medicine policy requiring the reduction of their ESTA bank when selling back Paid Time Off (PTO).

## **12. WAGES**

### Wage Increases – Year 1 (Year 2 of SEIU I contract)

Employees will be assigned to a step on the wage scale according to their University of Michigan seniority. If the assigned step does not result in at least a 6.0% pay increase, the employee's pay

will be adjusted to the pay rate of the step that ensures a minimum increase, however their step level will remain commensurate with their University of Michigan seniority. Employees at the 25-year step with twenty-five (25) or more years of service shall receive an increase of six percent (6.0%).

Pay Grade Assignment and Step Progression

<b>Job Title</b>	<b>SEIU Grade</b>
Call Center Rep Assoc	A
Patient Registration Spec	A
Medical Records Technician	A
Patient Registration Spec Lead	B
Call Center Rep Inbound Inter	B
Call Center Rep Inter	B
Authorization Coord Inter	B
Call/CustSvc Trf/Sch Asst Inte	B
Health Record Analyst	B
Patient Business Associate	C
Health Information Analyst	C
Call Center Rep Senior	C
Clinic Lead	C
Clinical/Resident Assistant	C2
Medical Coder Non-Certified	C2
Patient Financial Counselor	C2
Medical Coder Outpatient	D1
Cancer Registrar	D2
Pre-Certification Specialist	D2
Provider Enrollment Specialist	D2
Medical Coder Inpatient	D2

\* Call Center Rep Seniors assigned to a Float Pool are not eligible for additional float pay under the provisions of the CBA

Step Progression Schedule October 2025

<b>SEIU II GRADE STEP</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>C2</b>	<b>D</b>	<b>D1</b>	<b>D2</b>
0	20.70	21.74	22.82	23.96	25.88	26.65	27.82
1	21.01	22.06	23.16	24.32	26.26	27.05	28.23

2	21.33	22.39	23.51	24.69	26.66	27.46	28.66
3	21.65	22.73	23.86	25.06	27.06	27.87	29.09
4	21.97	23.07	24.22	25.43	27.46	28.29	29.52
5	22.30	23.41	24.59	25.81	27.87	28.71	29.97
6	22.63	23.77	24.95	26.20	28.29	29.14	30.41
7	22.97	24.12	25.33	26.60	28.72	29.58	30.87
8	23.32	24.48	25.71	26.99	29.15	30.02	31.33
9	23.67	24.85	26.09	27.40	29.59	30.47	31.80
10	24.02	25.22	26.49	27.81	30.03	30.93	32.28
11	24.38	25.60	26.88	28.23	30.48	31.39	32.77
12	24.75	25.99	27.29	28.65	30.94	31.86	33.26
13	25.12	26.38	27.70	29.08	31.40	32.34	33.76
14	25.50	26.77	28.11	29.52	31.87	32.83	34.26
15	25.88	27.17	28.53	29.96	32.35	33.32	34.78
16	26.27	27.58	28.96	30.41	32.84	33.82	35.30
17	26.66	28.00	29.39	30.86	33.33	34.33	35.83
18	27.06	28.42	29.84	31.33	33.83	34.84	36.36
19	27.47	28.84	30.28	31.80	34.33	35.36	36.91
20	27.88	29.27	30.74	32.27	34.85	35.90	37.46
21	28.30	29.71	31.20	32.76	35.37	36.43	38.03
22	28.72	30.16	31.67	33.25	35.90	36.98	38.60
23	29.15	30.61	32.14	33.75	36.44	37.54	39.17
24	29.59	31.07	32.62	34.25	36.99	38.10	39.76
25	30.03	31.54	33.11	34.77	37.54	38.67	40.36

STEP PROGRESSION SCHEDULE OCTOBER 2026

<b>SEIU II GRADE STEP</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>C2</b>	<b>D</b>	<b>D1</b>	<b>D2</b>
0	21.42	22.50	23.62	24.80	26.78	27.58	28.79
1	21.75	22.83	23.97	25.17	27.18	28.00	29.22
2	22.07	23.18	24.33	25.55	27.59	28.42	29.66
3	22.40	23.52	24.70	25.93	28.00	28.84	30.10
4	22.74	23.88	25.07	26.32	28.42	29.28	30.56
5	23.08	24.23	25.45	26.72	28.85	29.72	31.01
6	23.43	24.60	25.83	27.12	29.28	30.16	31.48
7	23.78	24.97	26.22	27.53	29.72	30.61	31.95

8	24.13	25.34	26.61	27.94	30.17	31.07	32.43
9	24.50	25.72	27.01	28.36	30.62	31.54	32.92
10	24.86	26.11	27.41	28.78	31.08	32.01	33.41
11	25.24	26.50	27.82	29.21	31.55	32.49	33.91
12	25.62	26.90	28.24	29.65	32.02	32.98	34.42
13	26.00	27.30	28.66	30.10	32.50	33.47	34.94
14	26.39	27.71	29.09	30.55	32.99	33.98	35.46
15	26.79	28.12	29.53	31.01	33.48	34.49	35.99
16	27.19	28.55	29.97	31.47	33.98	35.00	36.53
17	27.60	28.97	30.42	31.94	34.49	35.53	37.08
18	28.01	29.41	30.88	32.42	35.01	36.06	37.64
19	28.43	29.85	31.34	32.91	35.54	36.60	38.20
20	28.86	30.30	31.81	33.40	36.07	37.15	38.77
21	29.29	30.75	32.29	33.91	36.61	37.71	39.36
22	29.73	31.21	32.77	34.41	37.16	38.27	39.95
23	30.17	31.68	33.27	34.93	37.72	38.85	40.55
24	30.63	32.16	33.77	35.45	38.28	39.43	41.15
25	31.09	32.64	34.27	35.99	38.86	40.02	41.77

### 13. DIFFERENTIALS AND PREMIUM PAY

Shift Differentials: Employees shall receive the following shift premiums for all hours worked. Employees with straight evening shifts (beginning on or after 11:00 a.m. and before 7:00 p.m. or in which the majority of hours are between 3:00 p.m. and 11:00 p.m.) shall receive the evening shift differential for all paid hours. Employees on straight night shifts (scheduled to start work on or after 7:00 p.m. and before 4:00 a.m. or who has a majority of scheduled hours between 11:00 p.m. and 7:00 a.m.) shall receive the night shift differential for all paid hours.

1. Effective 90-days after the ratification of this Agreement, bargaining unit members will receive the following rate of pay for shift differentials:

Weekday Afternoons - \$2.05 hr.	Weekend Day - \$2.00 hr. (Sat/Sun)
Weekday Night - \$2.30 hr.	Weekend Afternoon - \$2.60 hr. (Sat/Sun)
Weekend Night - \$3.00 hr. (Fri/Sat/Sun)	

2. Team Leader Pay: Employees will receive an additional one dollar (\$1.00) per hour for all hours worked when assigned Team Leader, Charge or Chief Tech responsibilities. For the purposes of this Article, classifications designated as “Senior” or “Lead” on the career ladder is excluded from receiving team leader pay.
3. Training Pay: Employees who are required to conduct training and validate performance competencies of new employees in the same job or job family will be paid one dollar (\$1.00) per hour while training the new employee(s).
4. Revenue Cycle Learning Liaisons who have successfully completed the prerequisite program shall be paid one dollar (\$1.00) per hour for all hours worked performing new hire and refresher training and creating and maintaining training materials.
5. Float Pay: Float pool employees shall be paid an additional two dollars (\$2.00) per hour above their regular wage, including differentials and premium pay, for all hours paid.
6. Float Senior Call Center Representatives are not eligible for float pay.

## 14. PAID TIME OFF (PTO)

### GENERAL PROVISIONS

The intent of the PTO program is to provide eligible Employees with flexibility in scheduling time away from work, provide an incentive to reduce unscheduled Employee absences, and maintain the organization's competitive position in the marketplace while continuing to be the place Employees prefer to work.

1. Bargaining unit employees will maintain the current PTO accrual as follows:

#### Hired before July 1, 2015

Years of Service	Rate of accrual for each month based on 40 hours	Hours	Maximum
0 – 4.9 years	13.334 hours	160 hours	240 hours
5 – 9.9 years	17.334 hour	208 hours	312 hours
10 years and above	21.334 hours	256 hours	384 hours

#### Hired after July 1, 2015

Years of Service	Rate of accrual for each month based on 40 hours	Hours	Maximum
0 – 4.9 years	12.667 hours	152 hours	228 hours

5 – 9.9 years	16.667 hour	200 hours	300 hours
10 years and above	20 hours	240 hours	360 hours

The monthly PTO accrual is effective and available for use on the first day of the month for which it is accrued, except when a status change occurs during the accrual month.

## 2. PTO ACCRUAL

During any calendar month in which a full time Employee starts or ends employment, completes 5 or 10 years, or starts or returns from any leave of absence, the Employee will accrue PTO hours depending on the day of the calendar month on which the event occurs:

Day of Calendar Month	Start of Employment, Completion of 5 or 10 Years, or Return from Leave of Absence	End of Employment or Start Date of Leave of Absence
1 through 10	100%	None
11 through 20	50%	50%
21 through end	None	100%

- a. Eligible Employees do not accrue PTO during a leave of absence without pay or while using the extended sick time plan or the maternity leave plan. For purposes of accruing PTO, unpaid leaves, extended sick and maternity leave usage are counted toward the total when determining if an accrual reduction is required.
- b. During any calendar month in which an eligible staff member is absent without pay, uses extended sick or maternity leave pay for 120 hours or more pro-rated by FTE, the full monthly PTO accrual will be deducted at the end of the month for which it is accrued.
- c. During any calendar month in which the eligible staff member is absent without pay, uses extended sick or maternity leave pay for less than 120 hours prorated by FTE but more than 56 hours pro-rated by FTE, half the monthly PTO accrual will be deducted at the end of the month for which it is accrued.
- d. Leaves of absence shall be counted as service time for the purpose of determining the appropriate rate of PTO accrual.
- e. Time worked above a 40-hour full-time appointment will not be counted when calculating PTO accrual or determining the appropriate rate of PTO accrual.
- f. Maximum PTO accrual shall not exceed 1-1/2 times the annual PTO accrual at any one time. No PTO may be earned above the maximum. In any circumstances resulting in a reduction in appointment fraction, any PTO accrual over the maximum for the Employee's new appointment will be paid out to the Employee.

- g. Part time staff accrual of PTO is prorated based on the percentage of the Employee's appointment. Employees with less than a 50% total appointment(s) are not eligible for the PTO Program.

### 3. USE OF PTO – SCHEDULED

- a. PTO will be used for all scheduled vacations, planned personal absences, doctor appointments, etc. At the Employee's option, the use of PTO for absences covered by a third party, such as automobile insurance coverage, may be waived.

### 4. PTO AND WORKERS' COMPENSATION DESIGNATION OF TIME AND COORDINATION OF BENEFITS

- a. The following provisions will apply in the event that an Employee sustains an accepted work-related injury necessitating time away from work:
  - b. No wage loss benefits shall be paid for an injury or occupational illness that does not cause disability resulting in wage loss for a period of at least seven (7) consecutive calendar days:
  - c. The first five days of absence following the day of injury will be covered by time from the Employee's PTO bank or One Time Bank. (PTO time has been identified in the PTO policy as time to be used for both incidental illness and longer-term absence due to illness or injury prior to beginning extended sick time.) For an Employee who has less than five days in his/her PTO or One Time Bank, the Employee will begin to receive benefits from Workers' Compensation as provided for in the Workers' Compensation Act. The day of injury will be paid as work time regardless of the hours actually worked.
  - d. Following five days of absence, Employees with one or more years of service will begin receiving extended sick time full pay. This will continue for up to 10 weeks (400 hours prorated by FTE). The payment of Workers' Compensation benefits will be coordinated with extended sick time benefits as provided for in the Workers' Compensation Act.
  - e. Following this 10 week (400 hours prorated by FTE) of absence, Employees will begin receiving 2/3 pay extended sick time. This will continue for up to 16.4 weeks (656 hours prorated by FTE). The payment of Workers' Compensation benefits will be coordinated with extended sick time pay during this period as provided for in the Workers' Compensation Act.
  - f. Following this 16.4 week (656 hours prorated by FTE) of absence, Employees will begin receiving half pay extended sick time. This will continue for up to 26.4

weeks (1,056 hours prorated by FTE). The payment of Worker's Compensation benefits will be coordinated with sick time benefits as provided for in the Worker's Compensation Act.

- g. An Employee who remains unable to work after exhausting half pay extended sick time (and any remaining One Time Bank hours) will begin a leave of absence. Workers' Compensation benefits will be paid at 80% of the average weekly wage as provided for in the Workers' Compensation Act.
- h. Non-Probationary Employees with less than one year of service will begin a leave of absence and receive Workers' Compensation benefits after the initial five days of absence if the absence has been determined to be compensable under the Workers' Compensation Act.
- i. An Employee who begins a medical leave of absence as described in g and h above will have any remaining PTO time retained in his/her bank.
- j. PTO may be used to supplement Workers' Compensation payments up to the Employee's base salary. The first day of a work-related injury is considered work time, regardless of the number of hours actually worked.

## 5. PTO SELL BACK PLAN

- a. Sell Back Plan - The annual PTO sell back plan allows Employees, except those in their probationary period, to request pay out for PTO accruals once per year. It is designed to allow Employees to have greater flexibility in their time off/ cash compensation configuration.

- b. The sell back plan standards are as follows:

Employees may request a payout of up to five days ( 40 hours) of their PTO accruals, providing that at least five days (40 hours), pro-rated by FTE, remain in their PTO bank balance at the time of pay out. There are two payout dates available each year to choose either January or May.

- c. The accrual hours paid will be deducted from the Employee's bank balance at the time of pay out.
- d. PTO accruals will be paid to participating Employees at their base pay rate in effect at the time the payout occurs in January or May. An employee's status on the 1st of the month the payout occurs determines their eligibility to receive the PTO accruals. Employees must also be on the PTO plan at the time of pay out to be eligible.
- e. Process for Selling Back Unused PTO Time:

1. Employees must give written notification to their supervisors requesting payment for unearned PTO accrual by January 15th or May 15th depending on which payout date they choose. Employees must complete their probationary period by January 1st or May 1st dependent upon payout month selected. Payments for PTO accruals will be made in the last paycheck of the month it was requested. Since each Employee requesting a PTO accrual payout is required to retain at least five days (40 hours), pro-rated by FTE, in his/her PTO bank at the time of payout, requests will be honored only to this minimum. For example, an Employee who requests payout for five days of their PTO accruals but then, unexpectedly, uses up all but eight days of his/her PTO prior to the payout would only be paid three days of advanced PTO accruals.
  2. Employees may also choose to retain a higher minimum PTO bank, which should be specified on the annual PTO accrual payout request form they submit. For example, an Employee who requests payout of five days of PTO accruals wants to retain a minimum of ten PTO days who then, unexpectedly, uses all but 12 days of his/her PTO prior to the payout would only receive payout for two days of their PTO accruals.
  3. Employees must notify their supervisor or timekeeper (as specified by their department) in writing that they wish to request a payout of their PTO accruals by no later than the 15th of the month they are choosing for payout; either January or May, and no earlier than the 1st of that month utilizing the payout form designated by the University.
- f. Once Employees have submitted their written request it may not be rescinded. Payment for PTO accruals will be made in their last paycheck received in the month chosen for payout; either January or May, as long as they are still on the PTO plan and otherwise eligible.

## 6. ONE TIME BANK

- a. Upon the start-up of the PTO program, Employees are credited with 40 hours (AKA One-Time Bank (OTB), or if a part time employee, the appropriate proportionate number of maximum accrued hours). Forty (40) hours will be credited to the PTO Bank to assist with the transition and accrual schedule. Employees were also credited with 100% of their accruals for vacation.

## 7. PTO AND TERMINATION

- a. Unused PTO will be paid to Employees upon termination of employment only when they have at least two years of service in a regular position, upon reduction in force, upon start of a military leave of absence (at Employee's option), and other leaves of absence as specified in Articles and, Leaves of Absence

## 8. PTO FOR CAMPUS EMPLOYEES

- a. Between the days observed as the Christmas Day and New Year's Day holidays, there shall be four (4) Season Days for bargaining unit Ann Arbor campus employees. An employee who works on a Season Day will be paid for the time worked at the employee's hourly rate and shift premium, if applicable.
- b. For each Season Day the employee works, an equivalent amount of time, not to exceed a total of thirty-two (32) hours for the season shall be added to the employee's PTO accrual. PTO usage shall be subject to the provisions of the PTO Article of this Agreement.
- c. Each Season Day shall be eight (8) hours and utilized within the consecutive thirty-two (32) hour period between the Christmas and New Year Holiday starting with the employee's start time on the calendar day on which the Season Day is designated.

## **15. PROFESSIONAL DEVELOPMENT**

1. Beginning January 1, 2026, each Certified Medical Coder, ODS Cancer Registrar, and Pre-Certification Specialist with an appointment of 0.5 FTE and above will receive an annual allocation as follows: ODS Cancer Registrar two hundred fifty (\$250), Certified Medical Coder and Certified Pre-Certification Specialist one hundred fifty (\$150) dollars.
2. Employees, in any department, who have access to additional travel or professional development funds from their Department shall continue to have access to such funds per current practice or departmental policy.
3. Expenditures to be covered by this fund must comply with the University's appropriate use policy and may include, but are not limited to, professional membership dues, conferences (including travel with prior approval), certification fees, exam fees, continuing education units, and needed materials for professional development. Expenses must be pre-approved and follow the University reimbursement process.

## **16. REMOTE AND HYBRID WORK**

The University and the Union acknowledge and agree that existing remote work arrangements between departments and their employees shall remain in effect, provided such arrangements are in compliance with the University of Michigan Flexible First-Remote Work Policy ("Policy"), subject to the following modifications:

- a. A Department may permanently or temporarily change or discontinue remote or hybrid work for a unit because of evolving operational priorities, documented

workflow inefficiencies and/or service delivery impacts, resource alignment, training or performance. The University shall provide as much advance notice as practicable to the Union and affected employees. The Union may request effects bargaining over the impact of the proposed changes. The request must be submitted to the University no later than five (5) business days after notification. Effects bargaining shall be completed over a 60-day period, which may be extended by mutual agreement. The Employer may implement at the conclusion of effects bargaining. Effects bargaining will not delay implementation in the case of a catastrophic event.

- b. A Department may permanently or temporarily change or discontinue remote or hybrid work for an individual for the purposes of training or performance, based on documentation that the employee is not meeting productivity or quality expectations.
- c. Employees will be given advance notice when being asked to attend onsite meetings, activities or to work on-site. Such advance notice shall reasonably be worked out with the affected employee(s).
- d. An employee who lives more than 120 miles distance from their primary onsite work location will not be required to come on-site for the replacement or repair of University equipment. Shipping costs will be at the expense of the University.
- e. The employees in a department/unit that currently work on site or hybrid may propose the feasibility of working remotely or revising their hybrid schedule with their management team. The management team shall provide a response within sixty (60) calendar days of receiving the proposal. If the proposal is denied, the management team will provide the reasons for the denial.

## **17. HOLIDAYS**

Unless otherwise specified below, university policy SPG 201.26-0 is intended for bargaining unit employees. The following holidays will be observed on the calendar day on which each occurs, except that a holiday falling on Sunday will be observed on the following Monday and a holiday falling on Saturday will be observed on the preceding Friday. Department or units that have six (6) or seven (7) day a week operation will observe Saturday and Sunday Holidays on the weekend workday on which they fall rather than the preceding Friday or following Monday

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Day

1. Providing sufficient other employees capable of doing the work required are available, an employee may substitute up to three (3) days of their choice that are of greater personal significance than the designated Holidays for any three (3) of the designated Holidays within

the calendar year in which the designated Holidays fall. A written request for such substitutions must be given to the employee's immediate supervisor on or before July 1 of each fiscal year.

2. The holiday shall be the consecutive twenty-four (24) hour period starting with the employee's starting time on the calendar day on which the holiday is observed. Each full-time and eligible part-time employee, other than an employee on layoff, or on any leave of absence except as listed in 'b' below, shall receive eight (8) hours pay or current practice, whichever is greater, at their hourly rate plus shift or special schedule premium if applicable, for the holiday, provided the employee meets the following eligibility requirement:
  - a. The employee works their last scheduled workday prior to and their first scheduled work day following the holiday, unless their failure to work on either or both such days is excused because of Approved scheduled Paid Time Off (PTO), Paid Maternity (Childbirth) Leave, Paid Parental Leave, Unscheduled PTO that is excused at the discretion of a supervisor, Jury Duty, Military service not exceeding fifteen (15) days, Earned Sick Time Act related absences or other extraordinary circumstances beyond the control of the employee which may require the employee to provide proof. An employee who is tardy in accordance with X article (tardy language), but finishes their schedule of work, meets the eligibility requirement.
  - b. An employee who is off work for Extended Sick, PTO, Paid Maternity (Childbirth) Leave, or Paid Parental Leave on a Holiday will receive Holiday Pay and will not be charged for Extended Sick, PTO, Paid maternity (childbirth) leave, or paid parental leave on that day.
3. Each part-time employee normally scheduled to work eight (8) or more hours per calendar week, other than an employee on layoff, who meets the eligibility requirement set forth in Section 2 shall receive pay for the holiday equal to either the number of hours, excluding over-time hours, they are normally scheduled to work on the day on which the Holiday falls, or the number of hours normally scheduled during the week divided by five (5), times the hourly rate plus shift premium.
4. An employee who works on the holiday will be paid holiday pay based on current practice plus one and one-half times their hourly rate and shift premium for time worked, if applicable. An employee who works on Christmas Day will receive two times their regular hourly rate of pay, including shift premium, if applicable, plus holiday pay per current practice.
5. If an employee is regularly scheduled to work on Christmas Day, New Year's Day or Independence Day that falls on a Saturday or Sunday, and the employee is regularly scheduled off on the Friday or Monday of the observed holiday, then such an employee will be eligible to receive holiday pay based on the Saturday or Sunday that the holiday occurred only.

