

<b>DEPARTMENT:</b> Human Resources	<b>POLICY DESCRIPTION:</b> Reference Inquiry and Wage Verification
<b>PAGE:</b> 1 of 2	<b>REPLACES POLICY DATED:</b> 9/1/05, 10/1/05, 2/1/06, 7/1/06, 3/1/08, 1/1/09, 1/1/10, 8/1/10, 10/15/10, 2/1/11, 11/1/12, 12/1/13, 4/1/15, 1/22/16
<b>EFFECTIVE DATE:</b> February 1, 2019	<b>REFERENCE NUMBER:</b> HR.ER.022 (formerly HR.OP.028 and HR.205)
<b>APPROVED BY:</b> Ethics and Compliance Policy Committee	

**SCOPE:** All Company-affiliated subsidiaries including, but not limited to hospitals, ambulatory surgery centers, outpatient imaging centers, physician practices, HealthTrust Workforce Solutions, service centers, Corporate Departments, Groups, and Divisions (collectively, "Affiliated Employers" and individually, "Affiliated Employer").

**PURPOSE:** To provide guidance for the administration and dissemination of former employee reference information and current employee employment verification.

**DEFINITIONS:**

1. **Termination Codes:** Used to determine eligibility for re-hire and future reference information are determined by the termination code. Termination codes are listed in the Employment Separation policy, HR.ER.012 and on Atlas.
2. **Thomas and Company:** Vendor to Affiliated Employers that provides employment verification and wage information to lenders, apartment managers, and other credit agencies to which a current or former employee may have made application. The service enables loan, rental, or credit applications to proceed quickly and efficiently..

**RESPONSIBILITIES:**

**Employment and Wage Verification**

1. Current and former employees will be required to sign an electronic authorization form with Thomas and Company allowing the release of information for employment verifications, lenders, apartment managers, or credit agencies.
2. Former employees requesting a reference check should be directed to call Thomas and Company at 866-722-5888.
3. Lenders, apartment managers, or credit agencies may access [www.thomas-and-company.com](http://www.thomas-and-company.com) to retrieve employee information by entering the Company code, HCA747. If there is any difficulty accessing the site, call 615-620-0569.
4. Affiliated Employers should mail all government agency requests directly to:

Thomas and Company Verifications Department  
P.O. Box 280100  
Nashville, TN 37228  
[Verifications@tntnash.com](mailto:Verifications@tntnash.com)  
[www.thomas-and-company.com](http://www.thomas-and-company.com)

**Reference Checks (former employees)**

5. The Affiliated Employer, through Thomas and Company Reference Check services, intends to disclose a terminating employee's eligibility for rehire and the termination reason code to a business reference inquirer. The Affiliated Employer will assign termination codes based on complete understanding of the facts available. Managers or designees may not negotiate termination codes to avoid declaring an employee ineligible

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for re-hire; reference Employment Separation and Limitations on Employment. Legal must be consulted and the local executive must approve any termination code that triggers ineligibility for re-hire.

**REQUIREMENTS:**

Legal must be consulted prior to disclosing additional employee information to a business reference inquirer beyond what is provided by Thomas and Company Reference Check as part of the reference inquiry process.

**DISCLOSURE:**

**If there is any conflict between the information in this policy and a Collective Bargaining Agreement (CBA), the CBA prevails for covered employees.**

**REFERENCED POLICIES:**

1. Employment Separation, HR.ER.012
2. Limitations on Employment, [HR.ER.019](#)
3. Termination Codes, Atlas
4. Employment & Wage Verification Procedures

**WORK INSTRUCTIONS:**

**PROCESS MAPS:**

To be completed at a future date