

**Policy:** Sentara Contractor Travel Policy

**Division:** Sentara Healthcare

**Manual:** Corporate

**Section:** Corporate Finance

**Original Date:** October 2, 2006

**Revision Date:** November 10, 2017

**Approved By:** System-wide Policy and Procedure Committee

**Location(s):** All Sentara Healthcare Divisions and Hospitals (SNGH, SLH, SVBGH, SPAH, SCH, SWRMC, SOH, SNVMC, SMJH, SRMH, SHRH, SAMC)

**Process Owner:** Travel Services Manager  
SHC Performance Improvement Planning Team 2014

**Revision Description (Most Recent):** Air travel advance purchase 21 days in advance, guidelines for multi-client and personal travel when requesting flights, requirement to utilize Special Project rate hotels, clarification on auto insurance coverage limits and responsibilities, clarification on acceptable meal reimbursement items, and expanded parking expense guidelines.

### Policy Statement:

This travel policy has been developed to provide contractors and vendors, whose travel-related expenses are to be reimbursed by Sentara, with an exceptional level of service and comfort while controlling travel expenses.

The purpose of this document is to ensure that contractors have a clear understanding of the policies and procedures for business travel incurred on Sentara's behalf.

**Exceptions:** Exceptions to be approved by Corporate Vice Presidents.

### Monitoring:

**Outcomes Monitoring** – The Travel Services (TS) Manager shall be responsible for ensuring that the following guidelines be adhered to when booking contractor travel arrangements.

All requests for travel (air, hotel and/or car) must be made by completing the Sentara Travel Request Form. This is to ensure the accuracy of the reservations and provide the supporting documentation required for auditing purposes. This form will be provided electronically to each traveler in advance of their first trip.

**Document Management** – The contact listed shall be responsible for developing, communicating and maintaining this policy and related procedures and job aids necessary for the implementation and continuance of the policy. This policy shall be reviewed at least every 3 years for repeal or amendment as appropriate.

### Air Travel

All air travel must be booked through Sentara Travel Services, at 757-455-7412, Monday through Friday, 8:00 a.m. to 6:00 p.m. Reservations should not be made directly with any travel vendor.

Bookings should be made as early as possible. Travelers should submit the required form at least 21 days from the date of travel or upon confirmation of travel schedule, whichever is earliest, in order to take advantage of advance purchase discounts and ensure availability of desired flight schedules. The traveler's loyalty status with any particular airline is taken into consideration but it not the sole determining factor as to which flights will be confirmed. Travelers are expected to select the lowest logical published airfare, determined by the Travel Services Representative ("Agent") and based on the following factors:

- ◆ The route requires no more than one stop and does not increase the total travel time by more than 2 hours each way
- ◆ Departure/arrival time is no more than 2 hours before or after requested time
- ◆ Non-refundable economy coach class is the only approved class of service.
- ◆ All tickets purchased are non-refundable and non-transferable.
- ◆ Only electronic tickets will be issued

At the time of reservation, the Agent will purchase the ticket using the Sentara billing account information. Once confirmed, the Agent will send an itinerary by e-mail to the travel as well as the primary Sentara contact. Seats will be reserved according to the traveler's stated preference, where available. The Agent is not authorized to purchase seat assignments. Travelers are encouraged to provide their airline loyalty account information which may provide them with access to preferred seating at no additional charge. The traveler is welcomed to visit the airline's respective web site to determine if there is a better fit based on their individual needs.

Multi-client tickets may be purchased directly by the traveler. However, Travel Services must receive a copy of the confirmation, including the total fare, within 24 hours of purchase. The expense being charged to Sentara must be indicated as well. Travel Services will validate the fare to ensure that Sentara is being charged a reasonable amount compared to the traveler's normal itinerary.

If travel is being requested to or from a destination other than their home city for personal travel, the Agent will determine the fare for travel between the work site and home city for the requested dates. Sentara will not purchase a fare for personal travel that exceeds the amount that would be expected to return the traveler to their home city. If the fare does exceed that amount, the procedure for purchasing multi-client tickets would apply.

### **Lodging**

Special Project Rates are available near many of our sites-of-care and are well below the Sentara regular business rate. These hotels are to be the exclusive hotel option for contract travelers unless unavailable. Special Project rates can only be confirmed by Travel Services and are only available for qualified stays. The Agent will recommend properties based on the main work site. A complete Special Project hotel listing will be provided to the traveler at the beginning of the engagement.

Once a hotel has been selected, the Agent will provide the following services:

- ◆ Confirm hotel room for the selected dates and provide a guarantee for late arrival.
- ◆ Request any special needs (non-smoking, king bed, etc.) that have been communicated by the traveler.
- ◆ If provided to TS, the traveler's loyalty program information will be included in the reservation.
- ◆ Arrange for the direct bill of the room and tax charges. The individual traveler will be responsible for any incidental charges.

Modifications to originally scheduled arrival or departure dates should be communicated to Travel Services as soon as possible. If there is a schedule change after-hours or weekends and Travel Services will not be open before the change needs to be made, the traveler must contact the hotel directly. Travel Services will need to be made aware of any changes or cancellations so we can confirm the billing with the hotel and update our records.

### **Rental Car**

Reservations must be made through Sentara Travel Services. All charges will be billed using the corporate travel account. Whenever possible the Agent will book rental cars using one of Sentara's preferred vendors; Enterprise, National or Hertz. The primary source of insurance is through the Sentara rental contract which includes the Collision Damage Waiver and Supplemental Liability limits of \$100,000/\$300,000 for bodily injury and \$50,000 for property damage. Additional or excess auto insurance above these limits will not be provided by Sentara Healthcare. Sentara's standard Vendor Terms & Conditions contains the following insurance requirement which applies to all independent contractors who provide services to Sentara Healthcare:

Business Automobile liability insurance with a combined single limit of one million dollars (\$1,000,000) per accident. Coverage should extend to owned, hired and non-owned automobiles. Automobile liability insurance is not required if a vehicle is not used in the execution of the contract.

Travelers are instructed to decline this coverage when signing the rental contract to avoid being double charged for the insurance. Sentara does not reimburse for optional features such as GPS, Roadside Assistance, or satellite radio.

The mid- to standard-sized category of rental cars will be booked for each traveler, except for the following situations:

- ◆ when two or more company employees are traveling together
- ◆ when cars in the authorized category are not available
- ◆ when transporting excess baggage such as booth displays

When picking up a vehicle:

- ◆ You will be asked to produce your driver's license.
- ◆ Renters must return their vehicles with a full tank of gas (or to the same fuel level as when the car went out).
- ◆ Renters will be reimbursed for actual fuel used when accompanied by a receipt.
- ◆ Do not accept the pre-purchase fuel option.

### **Mileage Reimbursement**

The reimbursement rate for the use of personal vehicles for business travel will be determined annually by the Sentara Accounts Payable department and is subject to change without notice. It is the contractor's responsibility to confirm the current Sentara mileage reimbursement rate before submitting a reimbursement request. This rate is intended to reimburse contractors for all costs incurred, including insurance, gas, oil, wear and tear and repairs. Such charges are not permissible as separate reimbursable expenses. Contractors should use their private automobile only if the itinerary or other aspects of Sentara business make it the most practical and cost effective method of travel.

### **Food Allowances**

Sentara will make reimbursements of up to \$50.00 per day for meal reimbursements. Each request for meal reimbursement must be accompanied by an itemized original receipt. Credit card receipts, hand written receipts, receipts that don't include the establishment's name, or receipts for meals incurred outside of the project's service area will not be reimbursed. Sentara does not reimburse for alcohol, tobacco, personal hygiene or any other non-food item purchase. Partial workdays will be prorated.

### **Parking**

Parking charges incurred for valid business reasons are reimbursable. This includes hotel and airport charges. Airport parking charges exceeding 5 consecutive days must be approved in advance. For extended trips, the traveler is encouraged to utilize alternative ground transportation to and from the airport. Reasonable taxi fares or ride-share charges will be reimbursed. Limousine or town car service is not authorized.

All reimbursement information will be submitted to Sentara within 30 days after the expenses have been incurred or as part of the company's monthly billing of project-related charges.

<b>Revision Date</b>	<b>Revision Description</b>
<b>Jan 12, 2015</b>	<b>Established policy as it relates specifically to outside contractor/vendor travel</b>

### **Related Documents:**

<i>Policy</i>	N/A
<i>Procedure</i>	N/A
<i>Job Aids</i>	Contractor Travel Request form, Special Project hotel listings
<i>Regulatory References</i>	N/A