



THE STEPPING STONES GROUP
Transforming Lives Together

Onboarding Team Inquiries

Onboarding.Support@ssg-healthcare.com, Direct Line to Onboarding Representative is provided in Welcome Email

- TB Test Inquiries • Physical Forms • Onboarding, State & District Checklists • I-9 Related Inquiries • Kronos access or login • Driving Waivers

General HR Team Inquiries

HR.Requests@ssg-healthcare.com, 866-600-7598, Option 1

- Kronos access or log in • Updating address, contact information, tax allowances, direct deposit, etc. within Kronos • Jury Duty & Bereavement • Sick Time Inquiries • State mandated training questions (such as CA, IL, etc.)

Payroll Team Inquiries

HR.Payroll@ssg-healthcare.com, 866-600-7598, Option 2

- Questions regarding Kronos timecards • Changes to timecards in previous pay periods • Adding hours to timecard after timecards are locked • W2 • Tax Inquiries

Compliance Team Inquiries

Compliance.support@ssg-healthcare.com, 866-600-7598, Option 3

- District & state requirements • Fingerprinting/Livescan • HireRight Background Checks • State Misconduct Disclosure Forms • Change in district checklist/district requirements • Licensure/Credentials

Leaves Team Inquiries

HR.LOA@ssg-healthcare.com, 866-600-7598, Option 5

- Worker's Compensation • Any needs for leave of absence (maternity leave, etc.) • ADA Accommodations

Benefit Team Inquiries

HR.Benefits@ssg-healthcare.com

- Medical, Dental, etc. Plan Information • Benefit deductions on paystub • 401(k) • Student Loan • Concerns with benefit plans • Enrollment Assistance

Reimbursement Inquiries

Finance.reimbursements@ssg-healthcare.com

- Concur expense report instructions • Concur login questions • Schedule for receiving reimbursements • PDA allowance balance • Wellness Stipend Reimbursements

District Timecard Inquiries

Finance.timecards@ssg-healthcare.com

- Sending copies of timecards that get signed off on by district • Overtime Approval forms