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Owner David Walker:  
SVP Chief  
Resources Ofcr  
Reh

Policy Area REHG-Resource,  
Engineering and  
Hospitality Group

Applicability Providence  
Systemwide

## PSJH-REH-1001 Corporate Card, Travel and Expense Policy for Caregivers

<b>Executive Sponsor:</b>	Greg Hoffman, Chief Financial Officer
<b>Policy Owner:</b>	Dave Walker, SVP Chief Resources Officer
<b>Contact Person:</b>	Pat Plaster, Travel Service; Kevin Blair, Service Delivery Program
<b>Scope:</b>	<p>This policy applies to Providence and its Affiliates<sup>1</sup> (collectively known as "Providence") and their caregivers (employees); employees of affiliated organizations, volunteers and others who are in the direct control of Providence (collectively referred to as caregivers).</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Is this policy applicable to Providence Global Center (PGC) caregivers?</p> <p>This is a management level policy reviewed and recommended by the Policy Advisory Committee to consider for approval by senior leadership which includes vetting by Executive Leadership Committee with final approval by the President, Chief Executive Officer or appropriate delegate.</p>
<b>Purpose:</b>	<p>To document and describe the Providence policy and procedures related to the use of Corporate Cards, Travel and Expense Reimbursement services. The purpose of the Corporate Card is to reduce the number of small dollar purchase orders and invoice requests. The use of the Corporate Card will eliminate the need to use personal funds for purchases while providing audit capability. The intent of this policy is to replace all credit cards in Providence with this method of payment. The threshold on the Corporate Card is \$5,000 for a single use transaction. If a higher limit is required, requests can be submitted to the Procurement Team. For travel related questions, caregivers are encouraged to connect with the Travel Services department via email at <a href="mailto:phstravel@providence.org">phstravel@providence.org</a>. For Corporate Card related questions, caregivers are encouraged to connect with the Procurement team via email at <a href="mailto:ProcurementCardAdmin@providence.org">ProcurementCardAdmin@providence.org</a>. For all other questions about this policy, caregivers are encouraged to connect with their core leaders for</p>

guidance.

**Definitions:**

- A. **REHG Program Administrator:** The person in the Resource Engineering & Hospitality Group (REHG) that is assigned as the program administrator.
- B. **Corporate Card:** A credit card issued to a Providence caregiver to be used for official business of Providence for small dollar purchase, travel, and entertainment.
- C. **Out-of-Town Travel:** Providence caregiver who travels and requires use of airfare or an overnight stay.
- D. **International Travel:** Providence caregiver who travels outside of the United States.

**Policy:**

- Corporate card
  - Corporate Cards must be used for all official Providence business related purchases, travel, and business. Exceptions must be noted within the Electronic Expense Reporting tool and approved by the core leader who is approving the expense reimbursement request.
  - Director-level or above within the department can define caregivers who are eligible to receive a corporate card.
  - Use of the corporate card for personal items is forbidden with few exceptions. Exceptions are only to be made in two cases: 1) where one charge includes partially personal item and that personal item will not be submitted in the Electronic Expense Reporting Tool; or 2) in case of emergency.
  - Incomplete, misuse, or untimely reconciliations may be grounds for the revocation of the Corporate Card.
- Travel
  - All Providence caregivers are required to utilize Providence contracted Travel Management Company (TMC) to book business travel.
  - Providence utilizes a corporate card as its principal payment method for all business-related expenses and is required for all business and travel expense.
  - Where caregivers are unsure of any item(s) in this Policy, they are required to seek clarification from their core leader or [phstravel@providence.org](mailto:phstravel@providence.org). It is everyone's responsibility to adhere to this Policy.
  - All travel reimbursement for out-of-town and local travel will be reimbursed using the Electronic Expense Reporting Tool. The travel reimbursement request must be submitted, along with all itemized receipts, for processing in a timely manner to ensure accurate accounting. Timely submission is considered to be within the billing cycle timetable.
  - Each core leader is 100% accountable for all travel within their department.
  - Prior to all business travel, domestic or international: Consult the Providence travel site, [US State Department Travel Advisories](#) and [CDC](#) for guidance and safety assurance.

## Section A: Corporate Card

### Requirements:

- A. Caregivers are eligible to apply for the Corporate Card with:
  - 1. Proper approval from Director-level or above within the division.
  - 2. Completion of the Corporate Card training (refer to reference section)
- B. Late payment fees are the responsibility of the card holders if card holders don't submit expense report by the billing cycle timetable. Extenuating circumstances approved by caregiver's direct supervisor and documented in Expense Reimbursement Tool will be considered for approval.
- C. Corporate Card cannot be used to purchase items over \$5,000 for a single use transaction.
- D. Caregivers are responsible for all the purchases on their card and for the security of their card. A lost or stolen Corporate Card must be reported to the REHG Program Administrator immediately.
- E. This program is not intended to avoid or bypass appropriate purchasing or payment procedures.
- F. Corporate cards should be used for purchases at merchant locations and for all appropriate and necessary business and travel expenses.
- G. Caregivers are responsible for the security of the Corporate Card and the transactions made with the card. Cards are issued in an individual's name and it will be assumed that any purchases made with the card will have been made by the caregiver.
- H. Using the Corporate Card
  - 1. All transactions must comply with the **REHG Procurement Process – Procedure**
  - 2. Purchases from vendors not accepting the corporate card is discouraged.
- I. Reconciliation of Charges
  - 1. Card holders are required to:
    - a. Obtain itemized receipts for each transaction charged.
    - b. Reconcile the Corporate Card statement matching the receipts according to the billing timetable.
- J. Unauthorized Use and Cancellation of Cards
  - 1. Any caregivers that suspect an individual may be abusing this policy in the use of a Corporate Card must notify the REHG Program Administrator (ProcurementCardAdmin@providence.org) and/or the [Integrity Hotline](#).
  - 2. Corporate card may be cancelled due to termination of employment at Providence, extended leave without pay, violation of Providence policies, non-timely reconciliation, or improper use.

## Section B: Travel Requirements:

1. **Providence Business Travel.** Providence caregivers required to travel for business will submit for ordinary and necessary expenses incurred through Electronic Expense Reporting Tool and those expenses will be paid by Providence. Travel requiring airline, rental car, and hotel booking will be arranged through Providence contracted TMC. ***The traveler could forfeit any and all reimbursement for air, car and hotel reservations if these were not booked through the Providence contracted TMC.*** Exceptions to this policy are for large meetings or conventions that require or offer to facilitate the hotel reservations through the meeting or convention's designated booking process or agent.
2. **Traveling Over a Weekend.** When extending a trip for personal purposes, any increase in fare must be documented and paid by the caregiver in the expense or corporate card portal. The airfare, hotel or car cannot exceed the original to/from airfare for business travel.
3. **Spouse or Companion Travel.** Travel expenses incurred by a caregiver's spouse or companion will not be supported by Providence unless the spouse or companion is required to, or invited to attend a Providence sponsored meeting.
4. **Air Travel.** Air travel must be arranged through Providence contracted TMC. Air travel should always be at the lowest fare, and never more than tourist or economy class. The least expensive airfare, which permits departures and arrivals at reasonable times, and reasonable distance traveled, will be allowed. Consideration shall be given first to Providence preferred airlines. **Any changes to the itinerary after tickets are issued must be approved by the caregiver's core leader due to ticket change fees and possible additional air fares resulting from itinerary changes. Director and above are excluded from core leader approval requirement.**
5. **Cancellations.** Cancellations to air travel can be made by accessing the trip in the online booking portal or by directly contacting the Providence contracted TMC. All airline tickets are the property of Providence.
6. **Rental Vehicles.**
  - a. Caregivers are encouraged to exercise discretion when choosing between ride-share services (e.g. Uber) and rental car.
  - b. All rental vehicle reservations will be arranged through Providence contracted TMC travel using Providence contracted rental vehicle companies. See the Providence [auto insurance site](#).
  - c. For Providence business out of the caregiver's home service area where mileage would be reimbursed for use of caregiver's own automobile, a mileage reimbursement calculation versus use of a local rental vehicle should be considered. The lower cost option should be utilized. Optional accessories (i.e. ski equipment, infant seats or any other optional accessories) are considered deviations from a standard rental vehicle cost are at the caregiver's expense **and will not be reimbursed.**
  - d. GPS is optional and at the discretion of the traveler when deemed necessary.
  - e. All rental vehicles will be returned at the completion of travel to the rental vehicle location with a full tank of gas and in the same physical condition as when rented.

- f. The refueling option offered at rental counters should always be declined.
- g. Vehicles should be inspected thoroughly before leaving the rental agency premises and any mechanical or vehicle body damage communicated to the agency personnel and documented.
- h. All caregivers should carry a current rental vehicle insurance wallet card, which may be found on the Providence Travel site
- i. All car rental invoices should be paid by the caregiver at time of rental car return.
- j. The caregiver will submit the receipts for via the Electronic Expense Reporting Tool.

**7. Hotel Accommodations.**

- a. Hotel reservations must be arranged through Providence contracted TMC unless related to a convention or training where a lower group rate has been arranged through the hotel.
- b. Caregivers are required to utilize Providence contracted and preferred hotels when traveling on Providence business, booking standard room type, with minimal exceptions (See Section 1 Business Travel).
- c. All travel will be confirmed at least seven days in advance of planned departure, unless an exception is granted by the caregiver's core leader due to extenuating circumstances.
- d. Accommodations should be standard rooms, reasonably close and convenient to the educational/business event location in lodgings corresponding with the purpose of travel. Accommodations will be reimbursed at one person per hotel room rate.
- e. The caregiver will submit the itemized receipts for reimbursement via the Electronic Expense Reporting Tool.

**8. Other Travel Expenses.** Only certain business-related costs incurred during travel are reimbursable. Some examples of other allowable travel expenses are as the following and refer to FAQ for detailed examples.

- a. Laundry and Dry Cleaning
- b. Gratuities and Tips
- c. Taxi/Car services

**9. Unallowable travel expenses.** Unallowable travel expenses will not be supported. Unallowable expenses include but are not limited to the following and refer to FAQ for detail examples.

- a. Traffic and Parking Citations and Fines.
- b. In-room movies
- c. Gift shop charges
- d. Magazines, books, and daily newspapers

- e. Childcare expenses
  - f. Pet care charges, including kenneling and grooming
  - g. Commuting expenses between home and primary work location, includes mileage, airfare, lodging, food etc.
  - h. Personal services or toiletries
  - i. Rental car mileage
  - j. Loss of or damage to personal property while traveling
10. **Daily Food Allowance.** Providence will reimburse caregivers for meals that are actually incurred, do not exceed established limits, and are supported by itemized receipts. Caregivers must submit the restaurant bill itemized receipt with a breakdown of items purchased and the names of the individuals whose meals are being reimbursed, including whether or not those individuals are caregivers of Providence. The maximum for all three meals shall not be greater than \$95\* per day (including tax, gratuity, and alcohol) without direct core leader approval.
11. **Alcoholic Beverages.** Reasonable alcohol purchased with meals and/or for business purposes is allowed.
12. **Entertainment.** Entertainment expenses are authorized only when incurred for the specific benefit of Providence. Reimbursement documentation should identify individuals or group in attendance, however if individuals from other organizations are entertained, the IRS regulations require the following:
- Name(s) of individual(s) entertained
  - Name of the individual(s) firm
  - The place of entertainment
  - What was discussed/ the purpose of the entertainment
13. **Mileage Reimbursement.** Providence will reimburse caregivers who use their personal automobiles for approved Providence business or educational purposes. This reimbursement is to account for gasoline use and wear and tear on the vehicle. Mileage for meals while on business travel is reimbursable. Personal or indirect miles will not be reimbursed. If a caregiver is involved in an automobile accident in their personal vehicle while on Providence business, caregivers will not be reimbursed for the cost of any personal insurance deductible.
- Reimbursement will be at the standard IRS mileage reimbursement rates in effect at the time of travel multiplied by the trip miles. IRS Standard Mileage Rates The trip miles will be based on the most direct route between locations per the expense tool calculator, GPS or MapQuest or similar mapping website.
14. **Same Day/Local Travel.** Caregivers must track the date of travel, the to-and-from locations, the mileage between locations and the business purpose of the trip on the travel expense form. Same Day/ Local Travel is defined as no overnight stay required. For Providence business out of or within the caregiver's home service area where mileage would be reimbursed for use of own automobile, the caregiver should perform a



mileage reimbursement calculation versus local rental car cost. The lower cost option should be utilized.

- Caregivers using their automobiles to travel to an approved temporary or alternate work location for official Providence business will be reimbursed by Providence for the traveled miles in excess of the caregiver's normal commuting miles. Should the caregiver go to their primary office location first, and then travel to the work destination, mileage will be based on the distance traveled between the primary office location and the work destination. This rule applies to both Providence properties and non-Providence properties. If a caregiver travels to two or more locations as a normal part of their job duties, it is not considered temporary travel.
- Travel from home to the caregiver's normal work location and back home are personal commuting miles, and are not reimbursable. Travel from home to either the airport or directly to an out of town location are reimbursable within previously stated guidelines.

15. **Violation of Policy.** Caregivers are encouraged to behave in alignment with our Mission and Values. Intentional misuse of travel as described in this policy will be considered a violation of Providence Code of Conduct Policy.

16. **Exceptions to Policy.** Not every circumstance can be covered by policy. Caregivers must exercise good judgment, align with their department budget and consult their manager with any questions. Any exceptions to these policies set forth herein require prior approval by their core leader, and must still be consistent with the spirit and intent of the policy. A reason for the exception must be noted in the comments of the expense report. A contractual agreement between caregivers and Providence may impact this policy.

17. **International Travel**

- a. **Business Class Airline Travel:** When international flight over seven hours is required, business class airline tickets are allowed. For other trips over seven hours, business class may be obtained through the approval of the department VP. The flight should be the lowest cost fare available for this class of travel and approval must be requested to ensure travel can be booked at least 14 days in advance of the travel to minimize costs. The approving VP or above should consider available budget, type of work to be performed and trip duration in approving this exception.
- b. **Passport/Visa:** Fees incurred in obtaining a Passport or Visa for international travel are considered reimbursable under the Providence Travel Policy. Passports must be valid at least six months beyond the date of return to the US. Please visit Providence Travel Services - International Portal for more information on passports, visas and general international travel.
- c. **Hotel Accommodations:** In international locations where negotiated hotel rates are not available, the caregiver may request the use of preferred negotiated rates of the host supplier or inviting organization upon approval by the caregiver's organizational VP or above. The hotel costs will be reimbursed by Providence.

## 18. Travel arrangements:

- a. **Flights:** Caregivers will utilize the expertise of a Providence contracted TMC to arrange tickets for international travel. \*\* Note – Paper itinerary is required for some international destinations that confirms your return date to the US.
- b. **Hotel:** Providence contracted TMC will arrange hotel accommodations and will engage the vendor if assistance is needed to secure their preferred rates.
- c. **Airport transfers:** Transfers should be made via the hotel at destination or a Providence contracted TMC to insure reliability and safety.
- d. **Meals:** The same meal maximums (See section 12 above) for domestic travel will apply, with few exceptions. [https://aoprals.state.gov/web920/per\\_diem.asp](https://aoprals.state.gov/web920/per_diem.asp) Meals and hotels can vary by country. For destinations where meals are more expensive, consult your core leader or department VP for guidance.
- e. **Visa Requirements.** If required, there are various visa options for international travel. It is the responsibility of the caregiver to secure passports and visas where required. For further information refer to: <https://travel.state.gov/content/travel/en/international-travel.html>
- f. **Inoculation and immunization requirements.** Inoculation and Immunization requirements depend on several factors like existing health, any chronic diseases, previous travel history etc. Caregivers can visit <https://wwwnc.cdc.gov/travel> to see the CDC recommended list of vaccines. It is always advisable to consult your healthcare provider/doctor to identify and administer the right vaccines for you. If an inoculation or immunization is required for travel, Providence will reimburse the caregivers for any amount not paid for by the caregiver's insurance.
- g. **Communication (US/Local)**
  - i. While traveling internationally, there are a few options available for business-related audio, video or text communication locally and back to the US. Wickr.com and WhatsApp are the preferred, secure apps for business communication.
  - ii. Any international service will be reimbursable once approved by VP or above. Confirm with your communications provider that international roaming and/or ISD calling is enabled on your phone. Caregiver should use the best judgment to select the most cost-effective option.
  - iii. Note the local customer care numbers for your communications provider in case of connectivity issues.

### Travel Assistance Program

1. All caregivers should check the Providence travel insurance policy coverage document to confirm the coverage and type of travel assistance services available to them.
  - a. Please carry a copy of your travel assist ID card with you at all times. For any travel insurance help, you can contact Europ Assistance at:



- b. Toll free in the United States or Canada: 1-800-286-3768
  - c. Collect outside of the United States: 1-240-330-1517
  - d. Email: OPS@europassistance-usa.com
2. When you call Europ Assistance, please be prepared to provide the following information:
- a. Name of caller, phone number, fax number, relationship to patient
  - b. Patient's name, age, gender and policy number
  - c. Patient's medical condition
  - d. Name, location, and telephone number of hospitals
  - e. Name and telephone numbers of the treating physician and when and where the doctor can be reached
  - f. Health insurance information, workers' compensation or automobile insurance information if the patient was involved in an accident You can call the travel insurance partner for any of the following services:
  - g. You require a referral to a hospital or doctor
  - h. You are hospitalized
  - i. You need to be evacuated or repatriated
  - j. You experience local communication problems
  - k. Please refer to the travel assistance program details mentioned in your travel assist ID card (sample attached) and your travel policy coverage document for additional details about the services covered. Refer to the HR Portal for information on reporting of work-related injuries, illnesses, or exposures.
3. Caregivers can contact Providence contracted TMC for any travel assistance

**References:**

Travel and Expense Profile Set up tutorial

Corporate Card Tutorial

[REHG Procurement Process – Procedure](#)

**Applicability:**

<sup>i</sup>For purposes of this policy, "Affiliates" is defined as any not-for-profit or non-profit entity that is wholly owned or controlled by Providence St. Joseph Health (PSJH), Providence Health & Services, St. Joseph Health System, Western HealthConnect, Kadlec, Covenant Health Network, Grace Health System, Providence Global Center\*, NorCal HealthConnect, or is a not-for-profit or non-profit entity majority owned or controlled by PSJH or its Affiliates and bears the Providence, Swedish Health Services, St. Joseph Health, Covenant Health, Grace Health System, Kadlec, or Pacific Medical Centers names (includes Medical Groups, Home and Community Care, etc.).

\*Policies and/or procedures may vary for our international affiliates due to regulatory differences.

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## Attachments

[FAQ for Concur Travel Expense and AMEX Card July 1 2022 final.pdf](#)

[PSJH Corporate Card FAQ - General caregivers.docx](#)

## Approval Signatures

Step Description	Approver	Date
PSJH President/CEO	Cynthia Johnston: Compliance Spec PSJH	10/2020
PSJH Executive Council	Cynthia Johnston: Compliance Spec PSJH	10/2020
PSJH Policy Advisory Committee	Cynthia Johnston: Compliance Spec PSJH	10/2020

## Standards

No standards are associated with this document