Hiring Policy

Policy Section: Talent
Revision Date: April 2024
Next Review Date: August 2024

PURPOSE/INTENT

Blue Cross Blue Shield of Massachusetts strives to foster a strong and forward-thinking culture that enables it to meet individual and collective goals. That culture is bold, inclusive, innovative, and principled. It values integrity, compassion, trust, and collaboration. The purpose of this policy is to guide leaders and associates in the recruitment process.

ELIGIBILITY

This policy applies to all associates.

POLICY STATEMENT

Leaders who have an opening to fill must follow the procedure below. All openings will be posted for a minimum of 7 calendar days in order to ensure a strong applicant pool. Requisitions will automatically close once a position has been filled or is no longer needed. Leaders with positions that remain open after 6 months should work with their assigned recruiter to determine next steps.

PROCEDURE

Leaders who have an opening created by the departure of an associate or requesting to add to existing headcount, are required to create a requisition in Workday to start the approval and recruitment process (see Workday Guide). All positions will be routed to the Budget Oversight Committee for approval within Workday. If approved, your assigned recruiter will contact you and discuss the recruitment strategy once the position is fully approved. If your position is not approved, you will receive a notification from Workday.

WHEN TO CREATE A REQUISITION IN WORKDAY?

Termination – Associates whose employment terminates should have their position closed in Workday. If a Hiring Leader intends to backfill the position, **a new requisition is required**.

Add to Staff – If additional headcount is requested, **a new requisition is required**.

Transfer – **Hired into an Open Posting -** Associates who are transferred out of the department should have their position closed in Workday. If the Hiring Leader intends to backfill position, **a new requisition is required**.

Contractor Conversion to Permanent – a new requisition is required.

Temporary to Permanent – if defined at onset as a temporary to perm, **a new requisition is required.**

Student Intern (current undergrad/grad students) – a new requisition is required.

Transfer – Normal Career Progression - Associates who are promoted as part of a documented "normal career progression" program in their department **do not require a requisition**.

Transfer – Organizational Realignment – Transfers as part of an organizational realignment **do not require a requisition**.

Temporary Workers & Contractors – do not require a requisition.

BUDGET OVERSIGHT COMMITTEE APPROVAL

Posting internally and externally for a position – requires the creation of a requisition within Workday and is automatically routed to all required areas for approval including the Hiring Review Committee

Temporary, Contractors, Temp to Perm – requires approval from Hiring Review Committee (approval process outside of workday)

Student Intern (undergrad/grad students) – does not require approval from Hiring Review Committee

INTERVIEWS
Leaders are responsible for the scheduling of interviews. Recruiters will provide guidance on the process and screening of resumes.

FEEDBACK
All candidates who apply for an opening will receive a notification from Workday to confirm receipt of their application.

Hiring leaders are responsible for providing feedback to internal candidates that interview with the Hiring Leader. Recruiters will provide feedback to internal candidates that apply and/or are screened by the Recruiter but not selected to interview with the Hiring Leader.

External candidates who are selected for a phone screen or in-person interview will receive feedback and or status updates from the recruiter.

Feedback is a critical component of the hiring process, and it is expected that hiring leaders provide feedback on any candidate who they interview. Interview feedback forms are required to be sent back to the recruiter before moving into any offer conversations.

BACKGROUND/REFERENCE CHECKS
External offers of employment are contingent on the successful completion of a background check. Reference checks are not required for external hires.

Internal offers may be made after the hiring leader completes a reference check. Prior performance reviews are not to be used in the evaluation of an internal candidate offer. Please visit the BlueWeb here for a sample template for internal reference checks.

COMPENSATION

Hiring leaders and/or interviewers may not discuss compensation with candidates. This restriction includes, without limitation, discussions with candidates regarding their current, historical, or desired compensation. All conversations regarding compensation will be exclusively handled by recruiters or senior HR leaders in which the recruiter will provide a recommendation.

No associate, including recruiters and other members of Human Resources, may ask or seek from a job candidate, or the candidate's current or past employers, the candidate's current or past compensation.

The above restrictions on compensation questions and discussions apply to both internal and external job candidates.

OFFERS

External offers of employment are administered by the assigned recruiter.

For the internal offers, the hiring leader will complete a reference check with the associate's current leader prior to offer. This reference check should include discussion on a mutually agreed upon start date. If the reference is acceptable, the recruiter will be responsible for extending the verbal offer.

For both internal and external offers, once the candidate verbally accepts, the recruiter will create and send the Offer Letter to the Associate to e-sign in Workday.

INTERNAL HIRE START DATE

Once an associate has accepted an offer, the hiring leader will reach out to the applicant's leader to confirm the start date. The recruiter will complete a job transfer in Workday. Typically, the start date in a new area is on a "payroll" date, which occurs the Saturday before the next scheduled Blue Beginnings date. Associates should be moved to their new area within 2 payroll dates or 4 weeks. Exceptions can be made based on the seasonality of the departments work and other factors; however, the associate's salary increase should be processed in a timely manner.

RELATED DOCUMENTATION

N/A

FOR ADDITIONAL INFORMATION

For further information regarding this policy, please contact AskHR at x6-4747 or via email at AskHR@bcbsma.com.