

Frequently Asked Questions: Trilogy Transition

February 2026

Q: What is the significance of March 29, 2026?

A: March 29, 2026, marks the start of Kingston's transition to Trilogy systems. On this date, employees will begin receiving paychecks issued by Trilogy, transition to Trilogy's benefits offerings, and move to new systems for employee management (**INFOR** to **UKG**) and scheduling (**WFM** to **Smartlinx**). Employees will also be assigned a Trilogy employee ID, and those who require Outlook access will receive a Trilogy email address.

March 29 is also the effective date for title alignment. **Not all employees will experience a title change**, and for those who do, the change is in title only. **Job duties, responsibilities, reporting structure, and compensation are not expected to change at that time.** Title mapping ensures employees are accurately entered into Trilogy's systems.

Our goal is to complete title change conversations with employees prior to March 1. Guidance and talking points will be provided to Executive Directors and Administrators **soon** to support these conversations. Any future role changes will be gradual, individualized, and include training and support to new job functions.

Benefits:

Q: What resources are available to me to become educated on Trilogy benefits and other total rewards?

A: Please visit the Benefits section on the Kingston homepage. This page has been updated with education on Trilogy benefits, including the 2026 Benefits Guide, information sheets, and recorded training sessions introducing Trilogy products. In addition, we will be hosting Benefits, Growth, and Welcome Days onsite at every campus, taking place Tuesday, February 3rd through Friday, February 13th.

Q. When is my campus Benefits, Growth, and Welcome Day? What can I expect from this experience?

A: Kingston and Trilogy teams will be traveling onsite to support and prepare employees for the upcoming Open Enrollment. Open Enrollment will take place **February 11–February 18**, during which employees will elect their **Trilogy** benefits, effective **March 29, 2026**. All benefit elections will be completed through the **INFOR** system.

Beginning **February 3rd**, our teams will visit each campus to provide the following support:

- Onsite access to benefits experts to answer questions, walk employees through preparing for Open Enrollment, and introduce Trilogy's benefit offerings.
- Review of the new FAQ with real-time support in addressing employee questions.
- Introduction to the Trilogy Foundation and other employee focused initiatives available at Trilogy.
- Overview of the Kingston roadmap to Trilogy and what this will look and feel like at the campus level.
- Meet and greet to get to know some Trilogy faces.

See below Travel Schedule:

Tuesday, 02/03 - Kingston Home Office 9-12 pm

Tuesday, 02/03- Perrysburg Campuses hosted at Rehab of Perrysburg 1-6 pm

Wednesday, 02/04- Sylvania Campuses hosted at Care Center of Sylvania 1-6 pm

Thursday, 02/05- Residence of Vermilion 9-11 am, Kingston of Vermilion 1-6 pm

Friday, 02/06- Residence of Marion 1-6 pm, Kingston of Ashland 1-6 pm, Kingston of Miamisburg 1-6 pm

Monday, 02/09- Kingston at Dupont 9-11 am, Residence of Fort Wayne 1-6 pm

Tuesday, 02/10- Care Center of Fort Wayne 1-6 pm

Thursday, 02/12- Residence of Santa Fe 1-6 pm

Friday, 02/13- Residence of Hickory 1-6 pm

Q: Who is eligible for benefits at Trilogy?

A: Trilogy offers a comprehensive benefits package, including medical, dental, and vision coverage, to eligible full-time employees and their dependents. Part-time employees are eligible for all benefits except medical and basic life insurance.

Below is an outline of employment status at Trilogy by hours worked weekly:

- **Full-Time:** Employees who work 36 or more hours per week
- **Part-Time with Medical Benefits:** 30-35 hours per week
Medical Benefit Eligible per ACA: is available to employees who work an average of 30 or more hours per week
- **Part-Time:** Employees who work 15–29 hours per week
- **PRN:** Employees who work under 15 hours per week
- **Dependents can be covered up to age 26**
- **Spouses can be covered if their employer does not offer coverage.**

For a comprehensive breakdown of benefit eligibility by employee type, please refer to the Benefits Guide on page 5.

Q: Who does Trilogy use as their insurance carrier?

A: Trilogy partners with multiple carriers to ensure the best benefits for employees and their families. Guardian is the provider for dental, vision, life insurance, accident, critical illness, short-term and long-term disability. Anthem is Trilogy's medical insurance provider. Lucent Health works with Anthem

to help simplify your health insurance by providing access to your benefits information and insight into your healthcare expenses.

To learn more about Trilogy's benefit partners, please refer to the Trilogy Benefits Guide.

Q: What will Open Enrollment look like?

A: Open Enrollment will take place **February 11th–February 18th**, during which employees will elect their **Trilogy benefits**, effective **March 29, 2026**. All benefit elections will be completed through **INFOR**.

Q. When will my Trilogy Insurance Become active? When does my Kingston insurance end?

A: Your Trilogy insurance will be effective on March 29, 2026. There will be no action needed by the employee to end Kingston Insurance. Kingston HR leadership will work to coordinate ending Kingston Insurance to ensure there is a seamless transition to Trilogy insurance avoiding any lapse in coverage.

Q: What medical plans are available through Trilogy?

A: Trilogy offers several medical plan options through the **Anthem provider network**, providing flexibility and access to a wide range of trusted healthcare providers.

To learn more about Trilogy's medical plans, please refer to pages 7-13 of the Trilogy Benefits Guide.

Q: I want to see if my new insurance will be accepted with my current provider. How can I find this information?

A: Check out the Anthem Provider Search document located on the Kingston Homepage under Benefits. This walks you step-by-step through how to complete a provider search and confirm compatibility with Anthem Insurance.

This is also available within the Trilogy Benefits Guide- Check out page 12.

Q: Will my deductible and out of pocket maximum transfer over?

A: Yes. Trilogy will ensure that anything you have paid toward your deductible or out of pocket maximum since January 1, 2026, will automatically be rolled over to the Trilogy plan that you choose. You will not need to act on this as it will be taken care of for you.

Q: How will this impact my current Health Savings Account (HSA)? Where can I find out information about Trilogy's HSA?

A: Trilogy partners with Bank of America for their HSA services. At a later date Trilogy's benefits team will work with our employees who have an active HSA and present the option to do an electronic transfer. You will also have the option to not participate in the transfer and keep your current Kingston HSA. Please keep in mind that if employees choose to maintain their account with Voya, monthly account fees may begin, as Kingston is no longer the plan sponsor. If Employees are maintaining an account with an existing Kingston Account and Bank of America, they may be subject to two account fees.

When choosing your HSA contribution amount during Open Enrollment, please remember that if you plan to contribute the IRS maximum, you must subtract:

- Trilogy's employer contribution **and**
- Any HSA contributions you already made while employed with Kingston.

To learn more about Trilogy's HSA, please refer to the Trilogy Benefits Guide page 26.

Q: How will this impact my current Flex Spending Account (FSA)?

A: Trilogy does not offer a Health Care Flexible Spending Account. Kingston employees currently enrolled in our Health Care FSA must use funds by April 30 for eligible expenses dated prior to 03/29/2026.

Trilogy does offer a Dependent Care Flex Spending Account (DCFSA). Like Kingston, Trilogy has to adhere to the maximum contributions allowed to a DCFSA. Therefore, you must factor in your contributions made towards your Kingston DCFSA account when determining your participation and contribution to a new Trilogy account.

To learn more about the IRS threshold and Trilogy DCFSA visit page 28 of the Trilogy Benefits Guide.

Q: How does this impact my current 401(k)? Where can I find out information about Trilogy's 401(k) program?

A: If you currently participate in the Kingston 401(k) plan, you will have several options for your existing account. Your Kingston 401(k) cannot be moved until you are officially terminated in the VOYA system, which is expected by **April 10, 2026**. After that date, you may contact VOYA to explore your options, including:

- Rolling your funds into an Individual Retirement Account (IRA),
- Rolling them into your Trilogy account through Bank of America, or
- Withdrawing your funds (note: taxes and penalties may apply).

Enrolling in Trilogy's 401(k):

A: Trilogy partners with Bank of America (BofA) to administer the 401(k) plan.

Effective **07/01/2026**, Kingston employees hired **before 03/01/2026** will be automatically enrolled at a **3% pre-tax contribution**, unless you contact Bank of America to choose a different contribution rate or opt out.

After **03/29**, Bank of America will mail information directly to Kingston employees with details about auto-enrollment, including instructions on how to change your contribution or opt out of the plan.

Employees hired **on or after 03/01/2026** will be automatically enrolled **90 days after their hire date**, following the same process to change contributions or opt out.

To learn more about Trilogy's 401(k) plan, visit page 36 of the Trilogy Benefits Guide.

Compensation:

Q: When will weekly begin?

A: When we join Trilogy's employee system on March 29, 2026, we will join the weekly pay structure.

Q: Will my pay rate change?

A: There are no changes to pay rates being made at this time as part of the transition. Employees will maintain their current compensation as we move into Trilogy's systems. Over time, we will align with Trilogy's compensation practices, which are designed to be competitive and market-aligned. Any future compensation changes would be evaluated individually and communicated in advance.

Q: How do pay increases work at Trilogy and how will they be introduced to Kingston employees?

A: Trilogy provides annual pay increases for Home Office and salaried employees and a Quarterly Wage Investment (QWI) program for hourly campus associates.

Home Office and salaried campus employees: Trilogy provides annual increases, typically effective January 1. For Kingston employees who have not yet received a 2026 increase from Kingston, or who are new hires and have not previously participated in a pay increase process, Trilogy is exploring how to apply these adjustments during the transition.

Hourly campus associates: Employees who participate in Trilogy's QWI program receive a portion of their annual increase each quarter. Trilogy is evaluating how to transition Kingston employees into the QWI program, based on the timing of their last Kingston pay increase or their hire date if they are new employees.

At this time, no detailed adjustments have been finalized, and Trilogy's goal is to integrate employees into its market-competitive pay practices. More detailed guidance will be shared once the transition plan is finalized.

PTO and Holiday:

Q: What does PTO look like at Trilogy? Will my Kingston PTO transfer over?

A: Your Kingston PTO balance will transfer to a **reserved PTO bank** at Trilogy, which can be used through **April 1, 2028**. Starting **March 29, 2026**, you will begin accruing PTO into a **standard Trilogy PTO bank** according to Trilogy's accrual policy.

The chart below applies to **hourly campus employees**. Your Months of Service will be based on your length of service with Kingston:

Months of Service	*PTO Rate per Hour	Maximum PTO (assumes 40 hours per week)	Carryover Maximum
0-60 months	.0654	17 days (136 hours)	Unlimited
61-120 months	.0846	22 days (176 hours)	Unlimited
121-180 months	.1000	26 days (208 hours)	Unlimited
181-240 months	.1077	28 days (224 hours)	Unlimited
241+ months	.1192	31 days (248 hours)	Unlimited

Hourly Campus Employees:

- **PTO is available to both full-time and part-time associates.** Part-time associates are those regularly scheduled to work **15 or more hours per week**.
- **PTO can be scheduled one week at a time**, unless your supervisor approves additional time. If you have PTO available, it **must be used**—unpaid time off cannot be taken in place of available PTO.
- **There is no limit on PTO carryover.** Any unused PTO will automatically roll over into the next anniversary year until it is used.
- **After six (6) months of employment**, eligible associates may **cash out PTO monthly**. You must maintain a minimum of 40 hours of PTO when participating in a cash out. *(Your Kingston tenure will be transferred.)*
- **Cash-out options apply only to your Trilogy PTO bank.** PTO carried over into a reserved Kingston PTO bank may be used for time off but **cannot be cashed out**.
- **Hourly employees who are off on a holiday must use PTO to be paid for the day.**

The chart below applies to **salaried campus employees and Home Office hourly and salaried employees**. Your Months of Service will be based on your length of service with Kingston:

Months of Service	*PTO Rate per Hour	Maximum PTO (assumes 40 hours per week)	Carryover Maximum
0-24 months	.0616	16 days (128 hours)	80 hours
25-60 months	.0693	18 days (144 hours)	80 hours
61-120 months	.0808	21 days (168 hours)	120 hours
121-180 months	.0962	25 days (200 hours)	192 hours
181-240 months	.1038	27 days (216 hours)	192 hours
241+ months	.1154	30 days (240 hours)	192 hours

Salaried Campus Employees and Hourly and Salaried Home Office:

- **PTO is available to both full-time and part-time associates.** Part-time associates are those regularly scheduled to work **15 or more hours per week**.
- **PTO bank maximums are listed above.** Any PTO balance that exceeds the carryover maximum at your anniversary date will be **forfeited**.
- **This group is not eligible for PTO cash out.**
- **This group does not need to submit PTO for company-recognized holidays.**

Home Office Salaried Associates and Executive Campus leadership (Administrator, Executive Director, Director of Nursing, and Associate Director of Nursing) who follow Trilogy's My Time policy have already received education.

Q: What holidays does Trilogy recognize?

A: Trilogy observes these holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Holidays begin at 12:00 midnight and end at 11:59 p.m., the actual day of the holiday for pay purposes.

Programs and Incentives:

Q: Will there continue to be a weekend warrior program?

A: Trilogy offers similar programs, and we are currently cross-walking both Kingston and Trilogy offerings. We're confident that each program you've come to appreciate will either continue or have a thoughtful alternative available. Additional information about any future changes or integration with Trilogy's programs will be shared at a later date.

Q: What will happen to my Kaptain status?

A: Kingston will continue to manage the Kaptain program, and your current status, including any standard incentives tied to the program, will transfer over on **March 29, 2026. No new Kaptains will be appointed on that date.**

As of March 29, we will follow **Trilogy's Mentor program application and program details**. Trilogy's program is similar in purpose to the Kaptain program. At this time, we are reviewing both programs to understand how they align and to determine the best path forward. Additional information about any future changes or integration with Trilogy's programs including education will be shared at a later date.

Onboarding:

Q: Will I be expected to complete Trilogy new hire paperwork and/or attend Trilogy General Orientation?

A: We recognize that having every employee attend an entire General Orientation would be extremely time-consuming and could disrupt day-to-day work. To minimize disruption, there will be some required paperwork, focused on confirming that each employee's information is accurate and up-to-date in Trilogy systems.

Instead of a full orientation, employees will participate in practical training approaches, which may include:

- Department-led training
- Micro-learning modules
- How-to guides and job aids

Schedules, Staffing, and On-Call

Q: Will our schedules change on 3/29? Will there be self-scheduling?

A: At this time, self-scheduling is not an option offered by Trilogy. **We will be moving to a master schedule model**, which is already in place at some Kingston locations. This approach will be reintroduced to campuses and departments that are currently using self-scheduling. Supervisors and schedulers will work with each staff member to build schedules that balance individual availability with the needs of the campus.

Currently, **Kingston's staffing models and on-call procedures will continue**, but these may be updated over time as we align with Trilogy practices. Any changes will be thoughtfully planned and communicated in advance to ensure appropriate coverage and support for residents and teams.

If schedule adjustments are needed beginning on 3/29, your supervisor or scheduler will discuss those with you. Our goal is to maintain consistency wherever possible while supporting both staff and residents.

Uniforms

Q: Will our dress code change on 3/29?

A: Kingston uniforms will remain the same until a **targeted transition on July 1**. Details about new uniforms and the process for ordering will be provided as we get closer to that date.

Systems

Q: What systems will change on March 29, 2026?

A: All Kingston employees will be assigned a Trilogy employee ID. We will be moving from INFOR to **UKG** for employee management and from WFM to **Smartlinx** for scheduling and timekeeping. In addition, all employees will be given access to **RedeApp** a mobile employee communication and engagement platform. Employees will receive training and supporting resources on all systems prior to go-live.

Q: Will our work email address change?

A: **Yes.** Employees whose roles require a work email address will be issued a new Trilogy email address as part of the transition. Our IT teams are currently developing a plan to ensure historical emails are retained and accessible as needed. Additional details and timelines will be shared once the plan is finalized.

Q: When will we start being trained on Matrix?

A: We will be moving from PCC to Matrix through a phased transition occurring from April to June. Each campus will have its own rollout timeline to ensure a smooth changeover. You will receive detailed training schedules and your specific Go-Live date as we get closer to your campus transition window. Training will be provided in advance, so you feel confident and prepared before Matrix goes live.