



**For more information,** please contact Human Resources at (844) 421-1834, ext. 6057 or via email at [HRServices@copic.com](mailto:HRServices@copic.com)



**COPIC's  
HR HELPLINE**

**(844) 208-4680**

*State regulations and legal environments may limit the scope or availability of certain programs/resources. Please contact COPIC for details about your specific state.*

**Managing human resources in health care comes with unique challenges. That's why COPIC offers our expertise through trainings, an HR Helpline, and other resources at no cost to insureds. We also provide HR consulting and tools (a fee-for-service applies) to support your needs.**

### TRAININGS

We host an array of trainings for office staff who are responsible for handling HR-related functions in your organization.

Our HR Best Practices is a new half-day seminar that provides current information aimed at reducing the risk of employment practice litigation. This seminar will provide best practices in talent acquisition, benefits/compensation administration, employee relations, policy interpretation, and employment laws.

Examples of other HR trainings that COPIC can provide:

- Hiring for Cultural Fit
- Managing Difficult Employees
- Generations in the Workplace
- Emotional Intelligence

We also offer on-site trainings that focus on key topics such as harassment prevention, respectful workplace, and customer service.

### HR HELPLINE

Practice managers encounter a variety of HR challenges, from dealing with complex employee issues to establishing administrative procedures. Regardless of the situation, it may be helpful to talk with an expert. COPIC's HR department is available to help manage and resolve issues such as developing office policies, performance and disciplinary issues, termination, and the application of federal employment laws, including ADA, FMLA, ADEA and FLSA. And, we can help identify resources for practices to contact directly if we are unable to provide the appropriate guidance.

### DOWNLOADABLE HR RESOURCES

A library of resources is available through our website and provides access to commonly used forms, job descriptions, legal guidelines, and more.

### HR CONSULTING AND TOOLS (fee-for-service)

COPIC can offer more in-depth HR services upon request. Practices receive access to an HR professional to help on- or off-site with work geared toward employee relations, benefits enrollment and administration assistance (including FMLA administration assistance), compensation structure development, wellness programs, and performance management structure.