

# Frequently Asked Questions about W-2 Forms

Audience: Greater Charlotte Market Teammates

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## **When will I receive my W-2?**

All W-2 tax forms will be available online/post-marked by January 31.

## **I would like a paper W-2.**

If you have not completed a consent to receive your W-2 online, your W-2 will be delivered to the address listed in CORE Connect. Your correct address must be updated in CORE Connect no later than Jan. 3, 2025.

## **My social security number is incorrect!**

If your social security number is incorrect, please submit a service request to HRIS for correction. Payroll must be notified once the SSN is corrected so that we may provide a W-2C.

## **Why didn't I have any federal taxes deducted in 2024?**

If you checked the 'exempt' box on your W-4 or your W-4 deductions caused no taxes to be withheld. Payroll uses the information submitted in your most recent W-4 completed prior to payroll processing in order to calculate federal tax. According to IRS regulations, Payroll is unable to retroactively withhold tax.

The amount of income tax withheld is based on the amount of taxable wages you earn, pay frequency, and the W4 information selected on your W-4 tax form. It is the individual teammate's responsibility to review their own W-4 elections and make adjustments as necessary. Changes would only be applicable going forward, and will not impact wages already paid, including prior years. This IRS tax withholding estimator can be used to assist you with that decision <https://www.irs.gov/individuals/tax-withholding-estimator>.

The Payroll department cannot provide tax advice. Please consult a tax professional with questions regarding your individual situation.

## **I received an Error 100 message when trying to view my W-2.**

This message is likely a browser issue, and it is recommended you clear the cookies and cache of your internet browser, restart the browser, and try to log on again.

## **I am an active teammate and I need to change my address for correct W-2 mailing.**

The last day to update an address is January 3, 2025.

All active teammates should change their address through CORE Connect/Me. We are unable to reproduce a corrected W-2 for an incorrect address. The IRS does not accept Form W-2C for address changes.

## **Why did I receive more than one W-2?**

If you transferred from one market to another, such as from Atrium Health Floyd to Atrium Health Navicent, you will receive a W-2 from each company.

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## **The earnings in Box 1 does not match the YTD earnings on my last payslip of 2024.**

On your last payslip, YTD Earnings plus Imputed Earnings minus YTD Before-Tax Deductions equals your Taxable Earnings in Box 1 and 16 on your W-2.

YTD Earnings 35,000.00

Imputed Earnings 200.00

YTD Before-Tax Deductions (3,200.00)

Box 1 & Box 16 32,000.00

## **My tax preparer stated that my employer overpaid my FICA or Social Security taxes and I may need a refund.**

This may occur when teammates file online through a service like Turbo Tax. Teammates should review the entries made from Box #3 and Box #5 were correctly entered to report taxable income. Atrium processes your taxes based upon your tax withholding entries. We do not issue refunds for tax withholdings.

## **What is the amount in Box 12 on my W-2 form with a “DD” beside it?**

As part of Healthcare Reform, employers are required to report on teammates’ W-2 forms the amount of money paid for health insurance benefits by both the teammate and the employer. The amount in Box 12DD is a total of any premiums you paid for health coverage for yourself and your dependents, along with the amount that Atrium paid on your behalf. This amount is for informational reporting only and is not a taxable benefit.

Health Insurance (Before-Tax Deduction) 452.45

Medical ER (Employer Paid Charges) 1,485.69

Box 12DD 1,938.14

## **What is the amount in Box 12 on my W-2 form with a “T” beside it?**

The amount in this box represents adoption benefits.

## **What is the amount in Box 10 on my W-2 form?**

The amount in this box is the amount you contributed to the flexible spending dependent care plan. If you participated in the flexible spending medical plan, those contributions are not listed on your W-2 form.

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## **I terminated employment during 2024. How can I access my W-2?**

Terminated teammates will be able to register on my.adp.com using the following information along with personal identifiers such as zip code and SSN:

- Teammate ID
- Company Code: NTR
- Registration Pass Code: **CHZ1-AH**
- W-2s will be available on my.adp.com for three years.

## **Why are my Box 1 earnings different from prior years?**

A change in your pay rate from year to year will adjust Box 1 earnings. Other items that may contribute to Box 1 differences are bonuses, furlough, and taxable items submitted by Benefits or Finance.

## **Why are my 2024 federal taxes different from prior years?**

Beginning with 2020, the IRS introduced a new W-4 form that changed the way taxes are reported and calculated. Please review your W-4 on CORE Connect/Me and visit [irs.gov](https://irs.gov) for more information.