

# HR WELLS call tree - 1-877-HRWELLS (1-877-479-3557)

## 401(k) Plan and Retirement

### 401(k), Cash Balance, Stock Purchase, and Long-term Incentive Compensation

401(k) plan	1.1.1
Cash balance or pension plan	1.1.2
Stock Purchase Plan	1.1.3
Long-term Incentive Compensation plans	1.1.4
To begin retirement benefits, or if you are planning your retirement and have retiree benefit related questions	1.2
Retiree health care, life insurance, or retiree medical accounts	1.3
For former employee and retiree address changes, changes to personal information, or to report a death of a former employee, retiree or retiree dependent	1.4

## Employee Care

### Payroll

Support with Time Keeping, Online Payslip, W-2, W-4, and Direct Deposit	2.1.1
If you are on a leave of absence and have questions about your leave pay	2.1.2
Garnishments-related questions	2.1.3
If you are a manager or HR consultant with questions related to terminations and payments	2.1.4
Questions regarding tuition reimbursement or the tuition reimbursement policy	2.1.5
All other general payroll questions	2.1.6

### Benefits

#### For Benefits

Support with Medical plans, dental, vision, flexible spending accounts, life and disability plans, and the legal services plan	2.2.1.1
Speak with MetLife about optional critical insurance or accident insurance	2.2.1.2
For support with the dependent verification process	2.2.1.3

#### Questions about the health savings account, flexible spending accounts, or health reimbursement account

For questions about the health savings account	2.2.2.1
For questions on flexible spending account or health reimbursement account	2.2.2.2
Questions about changing, adding, or dropping benefits because of marriage, birth, or other qualified life events that result in a gain or loss of eligibility of health insurance	2.2.3
Questions about pharmacy benefits with Express Scripts	2.2.4
Questions about health and wellness dollars, well-being programs and resources, or support with the Rally website	2.2.5
Information on Cobra	2.2.6

#### To report a death

To report the death of an employee or an employee's dependent	2.2.7.1
To report the death of a retiree or retiree dependent	2.2.7.2
To report the death of a Cobra participant	2.2.7.3

### Leave of Absence, Disability Benefits, Workplace Accommodation, or to report an injury that occurred at work

Support with returning an employee from a leave of absence or if you have questions about a Job Search, Administrative, or personal leave not related to a medical condition	2.3.1
Billing questions related to benefit premiums while on unpaid leave	2.3.2
Worker's Compensation or the Texas Injury Benefit Plan, for an injury that occurred at work	2.3.3
Questions on workplace accommodations	
For an accommodation requiring time away from work	2.3.4.1
All other accommodation questions	2.3.4.2
All other leave related questions including FMLA, Medical, Parental and Critical Care Leaves	2.3.5

### HR Online Tools

#### Support with Teamworks at Home or for other password reset requests

Teamworks at Home	2.4.1.1
All other password reset requests	2.4.1.2

Support with Time Keeping, Online Payslip, W-2, W-4, and Direct Deposit	2.4.2
Develop You	2.4.3
Support with My Team Management and Recruiting	2.4.4
Support with the Contingent Resource System (CRS)	2.4.5

#### For additional HR Online Tools

Compensation Planning & Decisioning	2.4.8.1
Talent, Career and Performance	2.4.8.2
All other HR Online Tools	2.4.8.8

## Employee Relations

For consultation around workplace issues including performance, attendance, punctuality, conflict and professionalism	3
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## Employee Assistance Consulting (EAC)

For confidential consultation with an Employee Assistance Consultant regarding personal or work concerns	4
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## Verifications of Employment

For verifications of employment, income, and benefits	5
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