

HR WELLS call tree

1-877-HRWELLS (1-877-479-3557)

| Call Type | Option |
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| 401(k) Plan and Retirement | |
| For 401(k), Cash Balance, Stock Purchase, and Long-term Incentive Compensation | |
| For the 401(k) plan | 1.1.1 |
| For cash balance or pension plan | 1.1.2 |
| For Stock Purchase Plan | 1.1.3 |
| For 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 |
| For retiree health care, life insurance, retiree medical accounts | 1.3 |
| If you are a former team member or retiree, and need to update your address, personal information, or to report a death of a former TM or retiree | 1.4 |

Team Member Care (formerly known as the HR Service Center)

Payroll Questions

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| For support with Time Tracker, Online Pay Voucher, W-2, W-4, and Direct Deposit | 2.1.1 |
| To change your health savings account payroll deductions | 2.1.2 |
| If you are on a leave of absence and have questions about your leave pay | 2.1.3 |
| For garnishments-related questions | 2.1.4 |
| If you are a manager or HR professional with questions related to terminations and in-store payments | 2.1.5 |
| For all questions about tuition reimbursement or the tuition reimbursement policy | 2.1.6 |
| For all other general payroll questions | 2.1.7 |

Benefit Questions

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| For support with the HRA-Based Medical Plan, Kaiser Medical Plan, dental, vision, flexible spending accounts, life insurance plans, disability plans, and legal services plan | 2.2.1 |
| For questions about the HSA-Based Medical Plan or the health savings account | |
| For questions about the HSA-Based Medical Plan | 2.2.2.1 |
| To change your health savings account payroll deduction | 2.2.2.2 |
| For questions about the health savings account | 2.2.2.3 |
| To change, add, or drop 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 |
| For questions related to prescription drug coverage, including both retail and mail order prescriptions, or to speak with a CVS/Caremark representative | 2.2.4 |
| For questions about health and wellness dollars, well-being programs and resources, support with the Rally website, or to speak with an Optum representative | 2.2.5 |
| For information on Cobra | 2.2.6 |

To report a death

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| To report the death of a Team Member | 2.2.7.1 |
| To report the death of a former team member, retiree, or retiree dependent | 2.2.7.2 |
| To report the death of a Cobra participant | 2.2.7.3 |

Call Type**Option****For leave of absence, disability benefits, workplace accommodation, or to report an injury that occurred at work**

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| To return a team member from leave or if you have questions about a Job Search, Administrative, or personal leave not related to a medical condition | 2.3.1 |
| For billing questions related to benefit premiums while on an unpaid leave | 2.3.2 |
| For Worker's Compensation or the Texas Injury Benefit Plan, for an injury that occurred at work | 2.3.3 |
| For questions on workplace accommodations | |
| For an accommodation requiring time away from work | 2.3.4.1 |
| For all other accommodation questions | 2.3.4.2 |
| For all other leave related questions | 2.3.5 |

For support with HR Online Tools

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| For all password resets, press 1 and you will be transferred to Technology Connection | 2.4.1 |
| For support with Time Tracker, Online Pay Voucher, W-2, W-4, and Direct Deposit | 2.4.2 |
| For support with Learning Center | 2.4.3 |
| For support with Staff Management, Nonemployee Profiles, Online Recruiting, and Jobs | 2.4.4 |
| For support with MRS, the Managed Resource System tool and IQ Navigator | 2.4.5 |
| For support with Workforce Analytics | 2.4.6 |
| For other HR online tools | |
| For Compensation Planning & Decisioning | 2.4.8.1 |
| For Talent Management | 2.4.8.2 |
| For all other HR online tools | 2.4.8.8 |

HR Advisor

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| To speak with an HR Advisor for objective consultation about corrective action and workplace conflict or other HR policies | 3 |
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Employee Assistance Consulting (EAC)

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| To speak with an Employee Assistance Consultant for confidential individual consultation on personal, family, and workplace concerns or for management consultation on a variety of team member behavioral health situations | 4 |
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Verifications of Employment

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| For verifications of employment, income, and benefits | 5 |
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