



HR WELLS call tree

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

Call Type	Option
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

Payroll Questions

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

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

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	
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	
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

ER Solutions	
For information on how to schedule an Employee Relations Consultation or to be directed to online resources such as Manager Center, Teamworks or the Employee Relations eForm	3

Employee Assistance Consulting (EAC)	
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

Verifications of Employment	
For verifications of employment, income, and benefits	5