



HR WELLS call tree

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

Call Type	Option
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 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
Garnishments-related questions	2.1.4
If you are a manager or HR Consultant with questions related to terminations and in-store payments	2.1.5
Questions regarding tuition reimbursement or the tuition reimbursement policy	2.1.6
All other general payroll questions	2.1.7
Benefits	
Support with Medical plans, dental, vision, flexible spending accounts, life and disability plans, and the legal services plan	2.2.1
To change your health savings account payroll deduction, or for questions about the health savings account	
To change your health savings account payroll deduction	2.2.2.1
Questions regarding the health savings account	2.2.2.2
To change, add, or drop benefits because of marriage, birth, or other qualified life events that results in 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	
To return an employee from leave 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
Time Tracker, Online Pay Voucher, W-2, W-4, and Direct Deposit	2.4.2
Develop You	2.4.3
Staff Management, Recruiting Solutions, Jobs and the Talent Acquisition Collaboration tool	2.4.4
Contingent Resource System and the Nonemployee Profile System	2.4.5
Workforce Analytics	2.4.6
For additional HR Online Tools	
Compensation Planning & Decisioning	2.4.8.1
Talent Management	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
Employee Assistance Consulting (EAC)	
For confidential consultation with an Employee Assistance Consultant regarding personal or work concerns	4
Verifications of Employment	
For verifications of employment, income, and benefits	5