

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 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
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
Support with People Analytics	2.4.6
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
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