

EMPLOYEE SERVICES NEW TELEPHONE TREE PROMPTS

PROMPT 3: RETIREMENT

- Pension
- Retirement savings plan
- Tax Sheltered Annuity (403b/457b)
- Retiree medical benefits

PROMPT 4: GENERAL INFORMATION

- Employment verifications
- Job applications
- Immigrations
- Fax number
- Directions to HFHS facilities

PROMPT 2: PAYROLL

- Time keepers/managers paycheck issues
- Paycheck inquiries
- Combined time off (CTO)
- Income Tax and W-2 questions

PROMPT 5: SELF SERVICE

- Personal or benefit change information
- Employee & Manager Self Service and other Human Resources technology support
- Forms and policies requests

PROMPT 1: BENEFITS

- Mid-year benefit changes
- Benefit inquiries-medical, dental and vision
- Leave of absence
- Combined time off (CTO), Flexible Spending and Helping Hands
- COBRA
- More options including Employee Discounts, A Plan, Tuition Reimbursement and Voluntary Benefits

PROMPT 6: OTHER QUESTIONS

- Transition to Work Program (TWP)
- Employee Assistance Program (EAP) personal counseling/support
- Death of an employee or family member

EMPLOYEE SERVICES / HR SHARED SERVICES

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Chat, HR Connect and sign-in for Self Service: www.henryfordconnect.com/hr