

**We are pleased to introduce the HR Service Center, a new way for employees to get timely and accurate answers to their human resources questions.**

This dedicated team of HR professionals is committed to understanding your needs and providing you with the correct information as quickly as possible. **You can contact the HR Service Center today by calling (402) 354-2200.** Starting Jan. 1, 2023 you will also be able to reach out online – more information about this option will be shared in the coming weeks.

Whether you prefer to talk to someone in real-time or search for the answer online, the HR Service Center is here to guide you to the solution.

**What is the HR Service Center?**

A resource for the employees of Methodist Health System that will simplify the process of getting answers to HR questions.

**What kind of questions can the HR Service Center answer?**

Employees can contact this team for any HR-related topics including benefits, tuition assistance, learning and much more. When in doubt, start by calling the HR Service Center. Our Service Center Reps will either answer your question live on the call, follow up with you via email or put you in touch with the person who can best assist you.

**What hours is this service available?**

You can reach someone via phone Monday – Friday from 7:30 a.m. – 4:00 p.m. Outside of these hours, you can leave a voicemail and someone will follow up with you the following business day. Once our online platform is live, you will be able to send a question, search for an answer or submit an HR case 24/7.

**What is an HR case?**

Similar to an IT Incident or IT Request, the HR Case is our way of tracking employee questions and issues. Whether you call in or submit a case online, our HR Service Center team will make sure your case is resolved or escalated as quickly as possible.

**When would I contact the HR Service Center instead of someone I know in HR?**

The HR Service Center is your first point of entry into HR. This new simplified process allows our entire human resources team to serve you in the most effective way possible. In return, this provides you with the timeliest resolution to your needs.

**Questions?**

Give the HR Service Center a call at (402) 354-2200. They will be happy to talk through any questions and look forward to guiding you to the solution.