



CITY OF MEMPHIS HUMAN RESOURCES

In accordance with social distancing guidance from the CDC and public health authorities, the City of Memphis Department of Human Resources will transition to a remote service model and **WILL NOT accept in-person office visits** until further notice.

All services will be handled via phone, email or online. Below is a list of most frequently used numbers for HR service centers.

Additional HR Related Closures:

City Hall Employee Clinic will be closed until further notice and **Pop-up Café** will discontinue service.

Social distancing is important now more than ever, since we have evolved to the stage of community transmission. And remember, if you feel like you are in a risk category and need to self-isolate, please contact your doctor and notify your division director for guidance.



Human Resources Remote Service

Benefits

To add coverage, drop coverage, make other benefit changes, or if you have questions about retirement, filing a death claim, or medical support orders, please call or email 901-636-6800 - benefitsquestions@memphistn.gov

To contact the Benefits Office or to request an appointment, Call 636-6800 or visit us online at www.totalrewards.memphistn.gov using the "Contact Us" tab. You may also email us directly at benefitsquestions@memphistn.gov.

For complete information regarding Total Rewards, visit totalrewards.memphistn.gov

General Blue Cross Blue Shield Medical and Prescription questions
1-888-796-0609

Metlife Dental questions - 800-438-6388

Blue Cross Blue Shield Vision Coverage questions -877-342-0737

HRA Questions through Via Benefits- 1-866-201-0367

Mass Mutual Questions- call 901-864-8211 or email amaness22@massmutual.com

Wellness

General Wellness questions - Wellness@Memphistn.gov or 901-633-8661

24/7 Blue Cross Blue Shield Nurse Line - 800.818.8581

24/7 Physicians Now TeleHealth- Register for PhysicianNow at bcbst.com/member and click "Talk with a Doctor Now" or call 1-888-283-6691

City of Memphis Employee Clinic- 1520 Union Ave. 901-725-9055 or 901-276-2410 Employees are encouraged to call before coming to clinic. If symptomatic & meet testing criteria, they can receive testing in parking lot.

Concern Employee Assistance Program- Now conducting counseling by telehealth (video) or telephonic visits. Call 901-458-4000 or visit www.concernonline.org

Fitness Centers

All fitness centers will be closed until further notice.

Dental Incentive Email your dental cleaning Explanation of Benefits from Blue Cross to wellness@memphistn.gov.

Public Service Loan Forgiveness, Tuition Reimbursement, Student Loan Assistance Program - please call or email Wellness@Memphistn.gov or 901-633-8661





Leave

Short-Term and Long- Term Disability claims please call 800-368-2859
FMLA or ADA questions please call - 833-878-9034

Travel to any high-risk location requires notification to division director and Human Resources.



Workplace Safety & Compliance

Workplace Safety & Compliance – Sharli Adair, Manager 901-350-9679

Drug Testing

72 hours for processing. For questions and more information contact your OSHA coordinator.

OJI Appeal Forms

Employees can bring OJI appeals to Workplace Safety or scan or email the appeal form to safety@memphistn.gov. Call 901-390-0587 for more information.



Equity, Diversity and Inclusion

Forms necessary to initiate your concern can be found at www.memphistn.gov under "Forms" and can be submitted electronically to EDI@memphistn.gov.

If you need to speak directly to a member of the EDI team, here is our contact information:

Name	Title	Telephone Number	Email Address
Phyllis Thomas	EDI Officer	901.573.1824	Phyllis.Thomas@memphistn.gov
Kimberly Taylor	Interim HRBP Manager	901.410.6459	Kimberly.Taylor@memphistn.gov
Gregory Bethel	EEO/Labor Relations Coordinator	901.568.9925	Gregory.Bethel@memphistn.gov
Lakesha Becton-Robinson	Civil Service Coordinator	901.208.3695	Lakesha.Becton@memphistn.gov



Talent Management

For more information regarding:

General recruitment/ hiring/ job inquiries

Police and Fire recruitment

Training and I.D. Badges

talent.management@memphistn.gov

PublicSafetyRecruitment@memphistn.gov

otdcom@memphistn.gov

