



HUMAN RESOURCES REMOTE CONTACT INFORMATION



➤ **Benefits Service Center**

- **General Active Employees Questions** – email us at benefitsquestions@memphistn.gov or call us at (901)636-6800
- **General Retired Employees Questions** – email us at retirementquestions@memphistn.gov or call us at (901)636-6800

Contact us to update, add or remove your coverage due to Qualified Life Events(QLE). Below are some of the City of Memphis' qualified life events.



- Adding A Child
- Marriage, Legally Separated or Divorce
- Change in Job Status (PT to FT, FT to PT)
- Loss of coverage eligibility from a different employer or Spouse Change of Job

If you have questions concerning Retirement, filing a death claim, or medical support orders, call us at (901) 636-6800 or request an appointment via our website at <https://totalrewards.memphistn.gov/> . For detailed information regarding your benefits and the Total Rewards Service Center, visit us at <https://totalrewards.memphistn.gov/>.

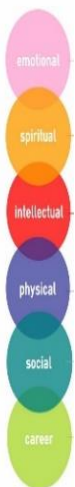
For questions or concerns regarding medical, dental, vision or prescription claims, provider coverage, or to simply get a summary of your benefits, contact the COM vendors below:

- Blue Cross Blue Shield of Tennessee(BCBST) Medical and Prescription (888)796-0609
- BCBST Dental (800) 565-9140
- BCBST Vision (877) 342-0737
- Via Benefits (866) 201-0367
- Mass Mutual (901) 864-8211 or email amaness22@massmutual.com

➤ **Wellness**

General Wellness Questions – email us at Wellness@memphistn.gov or call us at (901)633-8661

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- 24/7 Blue Cross Blue Shield Nurse Line (800)818.8581
- 24/7 Physicians Now Telehealth- Register for Physician Now at bcbst.com/member and click "Talk with a Doctor Now" or call 1-(888) 283-6691
- Free Wellness Clinics for Full and Part Time Employees
- Concern Employee Assistance Program- Now conducting counseling by telehealth (video) or telephonic visits. Call (901)458-4000 or visit www.concernonline.org
- Wellness Incentives for Dental Cleanings, Biometric Screenings & COVID Vaccinations
- Free Flu Shots for Wellness



Clinics

City of Memphis employees and their covered dependents do not have to pay a copayment or a deductible when visiting the clinic

Clinic locations and hours are below:

- 1520 Union Avenue
Monday & Friday 8 am – 4 pm
Tuesday - Thursday 10 am – 6 pm
901-725-9055
- City Hall – 125 North Main Level 1B
Monday – Friday 8am – 4:30pm
901-636-0111

Fitness Centers

- The City of Memphis offers FREE access to Fitness Centers at several worksites and Community Centers. Most centers are equipped with weights, power rowers, elliptical machines, treadmills, stair climbers, and much more! Contact Wellness@memphistn.gov or call the Wellness Coordinator at 901-636-6574 for additional information.
- **Public Service Loan Forgiveness-** This is a federal program that will forgive consolidated student loans for employees working in public service-which includes all City employees. To learn more, they can call (855)265-4038 or visit <https://studentaid.gov//>
- **Tuition Reimbursement, Student Loan Assistance Program-Tuition-**please call (855)265-4038 or email wellness@memphistn.gov



➤ **Leave of Absence**

General Questions- email us at LeaveCoordinator@memphistn.gov or call us at (901) 636-6578

- Short-Term and Long-Term Disability Claims
- Family Medical Leave Act(FMLA)
- Americans with Disabilities Act Amendments Act(ADAAA)

Contact "The Standard" at 1(833)878-9034



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➤ **Compensation**

General Questions-email us at compensation@memphistn.gov or contact us at (901)636-6800

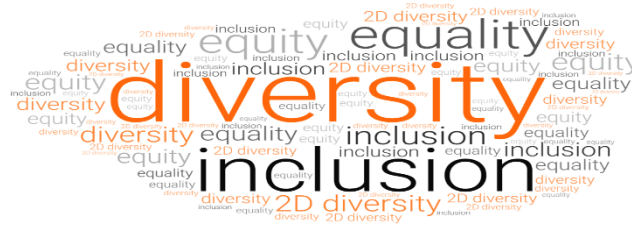
- Review Personnel Transactions (Hiring, Separations, Transfers, Base & Incentive Pay Changes for all Full-time, Part-time, and Seasonal Employees)
- Perform Job Evaluations and Recommend Classification of New and Existing Positions
- Prepare Job Descriptions for City positions
- Conduct Internal and External Salary Equity Reviews



➤ **Workplace Safety & Compliance-Sharli Adair, Manager (901)350-9679**

General Questions –email us at safety@memphistn.gov or call us at (901)636-6412

- **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
Brooke Hyman	EDI & Safety Officer	(901)208-9091	brooke.hyman@memphistn.gov
Kimberly Taylor	HR Business Partner Manager Sr.	(901)410-6459	Kimberly.Taylor@memphistn.gov
Gregory Bethel	EEO/ Labor Relations Coordinator	(901)568-9925	Gregory.Bethel@memphistn.gov
LaDarius Gustavis	Diversity & Inclusion Coordinator	(901)530-0229	LaDarius.Gustavis@memphistn.gov



➤ **Talent Management**

For more information regarding:

- General Recruitment
- Hiring
- Job Inquiries
- Training and I.D. Badges

Please contact talent.management@memphistn.gov

For more information regarding:

- Police and Fire Recruitment

Please contact PublicSafetyRecruitment@memphistn.gov

