

Job Aid for Colleagues: HR4U Portal

Human Resources



Overview

HR4U is Trinity Health's HR colleague portal, knowledgebase and customer relationship management (CRM) system. It is the first point of contact for HR-related questions. HR4U is available 24/7, making it convenient to get answers to questions, even when you're not at work.

Through the HR4U portal you can:

- Search for information and get answers to commonly asked questions about work-life topics such as benefits, pay, career development, retirement and more
- Find links to some of our HR vendor partners, like Fidelity
- Open a request for HR assistance and track the status of your inquiry
- Chat real-time with an HR representative Monday – Friday, 7 a.m. – 8 p.m. ET

This job aid includes information about how to log in and navigate HR4U.

Access HR4U

The secure HR4U portal is web-based and accessible through any device that has internet access.

If you're logged into the Trinity Health network, you can access HR4U by clicking on the HR4U icon in your ZENworks window. You can also access HR4U from a link on the Trinity Health [Pulse](#) intranet home page, and from many ministry intranet sites.



You can access HR4U on your smartphone or tablet by entering the following URL into your web browser:
<https://hr4u.trinity-health.org>

Access to HR4U is single sign on. Simply enter the same user name and password you use to log in to the Trinity Health network.

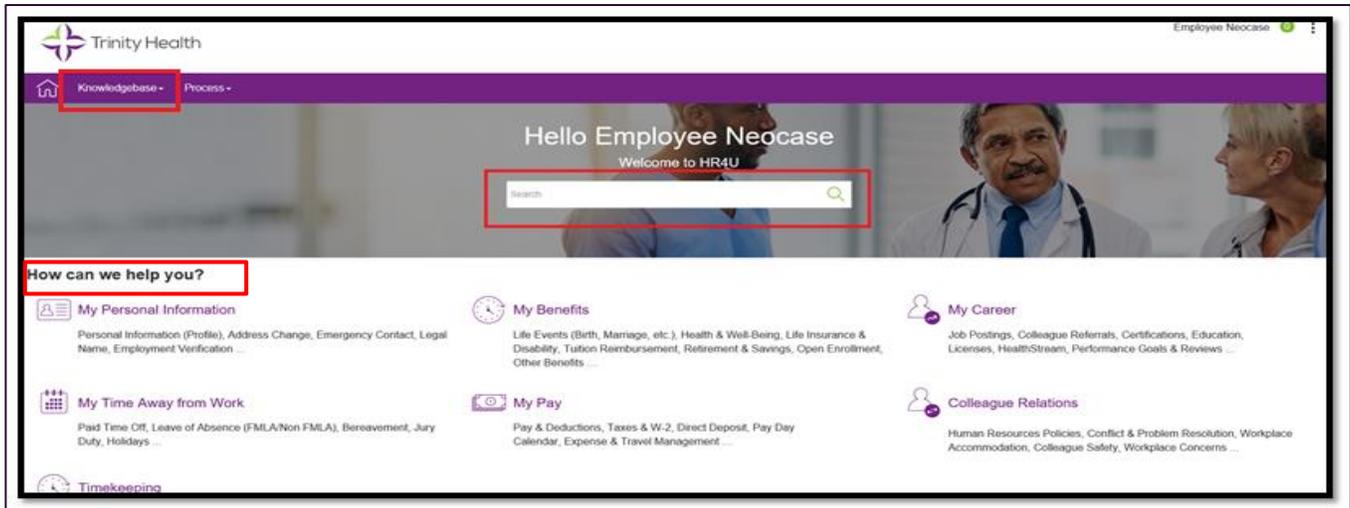
A screenshot of the HR4U login page. At the top center is the Trinity Health logo. Below it is a purple banner with the text "TRINITY HEALTH LEGAL NOTICE:" followed by a small disclaimer. Underneath the banner is the text "PRODUCTION ENVIRONMENT". The login form consists of two white input fields: "Username:" and "Password:". Below the password field is a green "LOGIN" button. At the bottom of the form are two links: "Login Problems" and "Reset Password".

Searching the Knowledgebase

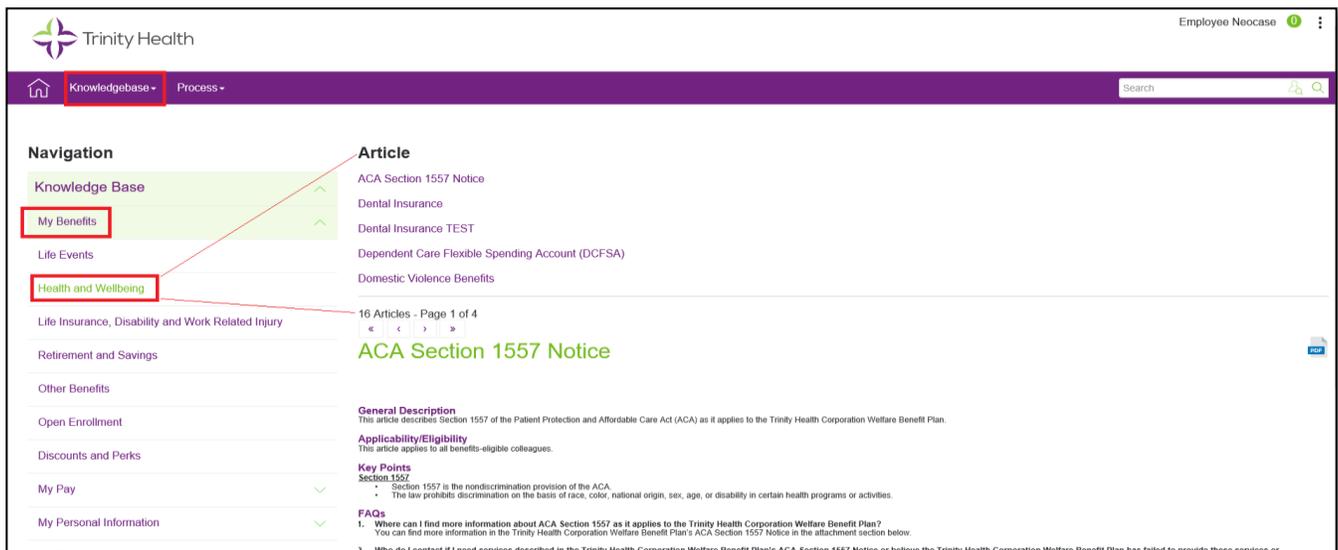
There are multiple ways to search for information.

Search Tool Bar: Enter key word(s) in the search bar that are most relevant to the information you are trying to find.

How can we help you?: Click on the headers under the "How can we help you?" section.



Knowledgebase Navigation Tab: Click the drop-down menu in the top left corner of the homepage. Then navigate to the category and sub-category to find the information you need.



Most Popular Articles, My Dashboard, Helpful Links

At the bottom of the homepage, you can find links to popular articles, your dashboard and links to commonly accessed websites.

Most Popular Articles: Articles that have been viewed the most in HR4U.

My Dashboard: View and complete open tasks and see your requests that are “In Progress” or “Closed.”

- **My Tasks:** Click the number below “My Tasks” to view all tasks pertaining to your open requests. Note: Tasks will only be visible if you have submitted a request and we need additional information.
- **My Requests:** Click “My Requests” to search open and closed requests. Click the number directly below “In Progress” or “Closed” to view your requests.

Helpful Links: At the bottom of the HR4U homepage, access links to commonly used websites.

The screenshot displays the HR4U Colleague Portal interface. At the top left is the Trinity Health logo. Below it is a navigation bar with a home icon, 'Knowledgebase', and 'Process'. The main content area is divided into three sections:

- Most Popular Articles:** A list of articles including 'Dental Insurance TESI', '401(k) and 403(b) Balance Inquiry', 'ACA Section 1557 Notice', and 'Adoption Assistance Expenses'.
- My Dashboard:** A central dashboard with two main components:
 - My Tasks:** A green box showing a count of 0.
 - My Requests:** A purple box with two sub-sections: 'In Progress' with a count of 4, and 'Closed' with a count of 3.
- Welcome to HR4U:** A message stating 'Our Service Center is open from Monday to Friday 8:00am to 5:00pm' and a search prompt. Below this is a green user profile icon and the text 'Ask HR4U'.

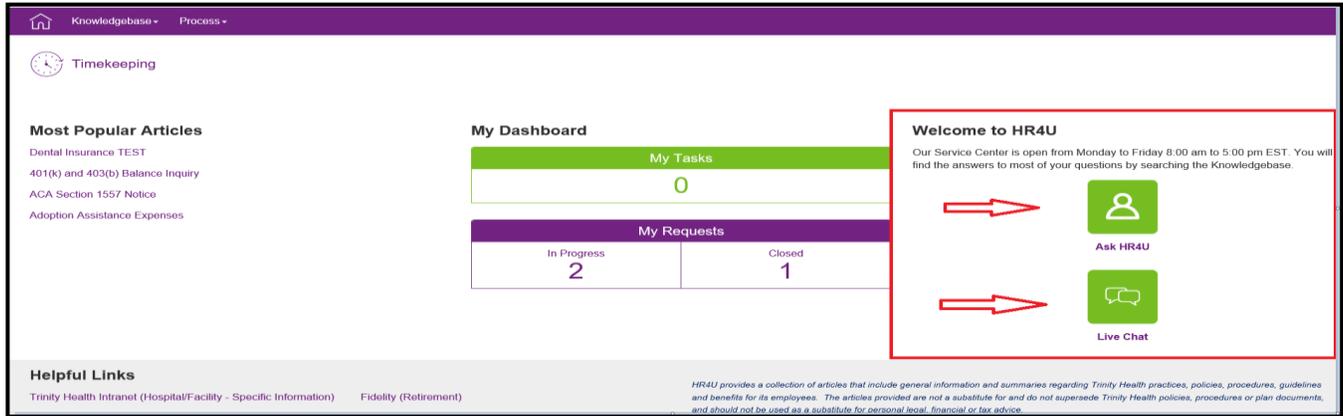
At the bottom, there is a **Helpful Links** section with a grid of links:

Trinity Health Intranet (Hospital/Facility - Specific Information)	Fidelity (Retirement)
Workday (HR/Payroll Info Sys)	Hartford (Disability/Leave of Absence)
Healthstream (Reqd. Training - e.g., HIPAA, etc.)	Voluntary Benefits
Live Your Whole Life (Well-being Incentive Platform)	Carebridge (Employee Assistance Program)
PerkSpot (Perks and Discounts)	EdCor (Tuition Admin & Reimb)

On the right side of the Helpful Links section, there is a disclaimer: 'HR4U provides a collection of articles that include general information and summaries regarding Trinity Health practices and benefits for its employees. The articles provided are not a substitute for and do not supersede Trinity Health policies and should not be used as a substitute for personal legal, financial or tax advice.'

Submitting a Request through Ask HR4U

Click **Ask HR4U** to submit a request. Or you can click on Live Chat and follow the instructions on the last page of this job aid.



Select **Category**, **Sub-Category**, **Reason** (only applicable with certain categories) enter your **Request**, add any attachments (i.e., supporting documentation) (**Add files**), then click **Continue My Request**.

The screenshot shows the request submission form. The 'Category' and 'Sub-category' dropdown menus are circled in red. The 'Reason' dropdown menu is also circled in red. The 'Request' text area is circled in red. The 'Add files...' button is circled in red. The 'Continue My Request' button is circled in red.

After you click **Continue My Request** an article suggestion will auto populate.

Please read the article and if you still have questions, scroll to the bottom to the section titled, **What do you want to do next?**

- Select **I confirm my request** to submit a request or
- Select **The article answered my question** and you will be routed back to the home page (a case will not be submitted through Ask HR4U).

Our article suggestion

Internal Revenue Code Section 125 Status Change Events 90%

Health Savings Accounts 81%

Change Employee Status or Information 75%

Health Choices Medical Coverage 72%

Pharmacy (Prescription Drug) Coverage_St. Joseph's Health - Syracuse 72%

Benefit Claims and Appeals 72%

Long Term Disability Benefit Non-Standard 72%

Live Your Whole Life: Colleague Health and Wellbeing Initiative 60%

Pharmacy (Prescription Drug) Coverage - St. Joseph Health System - Atlanta 64%

Commuter Benefits 62%

200 Articles - Page 1 of 20

Internal Revenue Code Section 125 Status Change Events

General Description
This article provides information about Internal Revenue Code Section 125 status change events.

Applicability/Eligibility
This article applies to all benefits-eligible colleagues.

Key Points

- The Trinity Health Corporation Welfare Benefit Plan ("Plan") includes a "cafeteria plan" that is governed by Section 125 of the Internal Revenue Code ("Code"). The Summary Plan Description for the Plan ("SPD") can be accessed under the Related Attachments section below or by viewing your medical plan article.
- A cafeteria plan allows colleagues to pay for certain health and welfare benefits with pre-tax dollars, provided certain requirements are met.
- The Code requires that pre-tax contribution elections for a plan year must be made before the beginning of the plan year (except for newly eligible colleagues who must make their pre-tax contribution elections within a specified period of time after they become eligible).
- The plan year for the Plan is January 1 through December 31.
- The Code and Plan allow colleagues to change their pre-tax contribution elections under the Plan during the plan year for certain limited events, sometimes referred to as "status change", "mid-year election change", or "qualified family status change" events.
 - Some examples of these events include marriage, birth and adoption.
 - Examples of events that are not status change events include election errors, such as missing an enrollment deadline, selecting an incorrect plan, or changing your mind.
- Colleagues must make election changes and submit applicable documentation within 30 days of the date of a status change event except that, if the event is a loss of Medicaid or CHIP coverage, the election change must be made application documentation provided within 60 days of the date of the event.

Key Steps

Reporting a status change event

- You will open a benefit event in Workday.
- You should contact the HR Service Center (HRSC) if you need help completing your benefit event.

FAQs

1. If I add family members due to a status change event, do I need to provide documentation?
Yes. In order for your new family members that are eligible for coverage under any Trinity Health benefit plan to be covered under the plan, you must enroll them and provide proof of their dependent status. You must enroll them and submit dependent verification information to the HR Service Center ("HRSC") within 30 days of your status change event date (90 days for loss of Medicaid or CHIP coverage). If you do not enroll them and submit the required verification documentation by the deadline, your new dependents will not be enrolled in the plan and you will be required to wait until the next annual open enrollment period to enroll them in the plan (unless you experience another status change event). A list of required dependent verification documents can be accessed in the Trinity Health Welfare Benefit Plan Eligibility Verification Documentation Requirements and Trinity Health Welfare Benefit Plan Dependent Verification Health Care Affidavit document under Attachments below.

2. Are Social Security numbers (SSN) required when adding dependents?
To remain compliant with federal regulations, all colleagues must provide Social Security numbers for any dependent age one year and over enrolled in any medical plan offered by Trinity Health. This mandate is outlined in the Medicare, Medicaid and State Children's Health Insurance Program Extension Act of 2007. Social Security numbers are used to coordinate Medicare payments with other insurance and workers' compensation benefits.

Attachments

Eligibility Definition.pdf
Required Documentation and Affidavit.pdf
Eligibility for Coverage Under the Trinity Health Corp
Welfare SN Plan Procedure.pdf
Trinity Health Corp Welfare Benefit Plan SPD.pdf
SMM Special Enrollment Rights vF.pdf

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What do you want to do next ?

This article answered my question I confirm my request

Viewing Your In-Progress and Closed Requests

To view an open or closed request, go to My Dashboard and click on the number directly below **In Progress** or **Closed**.

My Dashboard

My Tasks

0

My Requests

In Progress 19

Closed 85

Depending on what you selected – either **In Progress** or **Closed** – you will see all your open or closed requests. You may search by request number, keywords or date range and then select, **Find my request**.

You can also sort by: Number, Request Date, Category, Sub-category or Status.

My Requests In Progress

Number

Searched words

Created from To

[Find my request](#)

Number ▲	Request date	Category	Sub-category	Status
20002289	1/29/2020 10:05 AM	My Time Away from Work	*Paid Time Off	Escalated
20002290	1/29/2020 10:07 AM	My Time Away from Work	*Paid Time Off	Escalated
20002303	1/29/2020 10:47 AM	My Benefits	*Health and Wellbeing	New
20002328	1/29/2020 12:02 PM	PLEASE CHOOSE...	PLEASE CHOOSE...	Being processed
20002355	1/29/2020 4:14 PM	My Benefits	*Health and Wellbeing	New
20002363	1/29/2020 4:41 PM	My Benefits	*Health and Wellbeing	Being processed
20002368	1/29/2020 4:52 PM	My Benefits	*Health and Wellbeing	Being processed
20002488	1/30/2020 3:02 PM	Workday Question	*General Navigation	New
20002503	1/30/2020 4:40 PM	My Benefits	*Open Enrollment	New

Click on the Number to view the details about your inquiry such as the request, request history, your additional information (if applicable) and any attachments associated with the request. The same categories of information display if you are searching for a Closed request.

My Requests In Progress - 20007922

Colleague

Employee ID : _____ Organization : _____

Last name : Neocase First name : _____

Preferred name : _____ Job Profile : _____

Number : 20007922 Question date : _____

Category : My Benefits Sub-Category : _____

Reason : *Miscellaneous Benefits Inquiry Status : _____

Request

additional information on the student debt relief program.

Request History

Date	Author	Response
5/29/2020 10:19 AM	S Kisten	TEST - Please submit addre

Your Additional Information

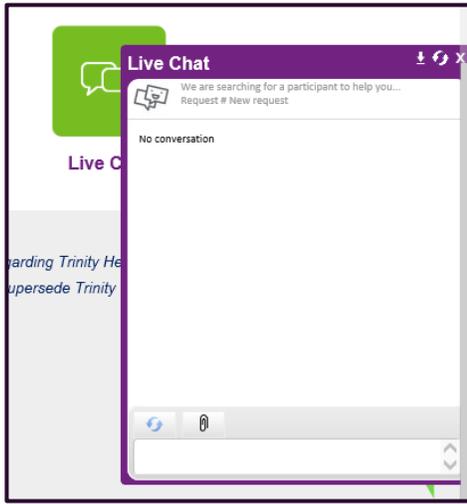
[Add files](#)

File name	Last modified	Size
TEST FILE HR4U REFRESHER.docx	5/27/2020 10:04 AM	285.00 KB
ArticleNeocaseKB_Article_Student_Loan_Relief_Service_-_Fiskius_202.pdf	5/27/2020 10:01 AM	86.39 KB
Fiskius Word Search.pdf	5/27/2020 10:01 AM	4,000.59 KB
Fiskius Student Loan Relief Service.pdf	5/27/2020 10:01 AM	2,134.00 KB

attachments

[Cancel / Close Request](#) [Submit My Request](#)

Submitting a Request through Live Chat



Click **Live Chat** at the bottom right of the home page to submit a request and start a conversation with the HR Service Center. Note: Live Chat is available Monday – Friday, 7 a.m. – 8 p.m. ET.

A chat window will open in the lower right corner of your screen.

Enter your request in the text field at the bottom of the chat window.

Attach any related documents.

Click enter on your keyboard to send a message.

Note: You will not see any type of indicator on the chat screen that the agent is typing a response to you.