

# Quick Reference Contact Chart



***If I have a question related to HR, Payroll or other areas, who can I contact?***

If you have questions related to HR, Payroll or other processes or programs, below is a quick reference chart that lists the best points of contact for a variety of issues:

I Need...	I am an Employee	I am a Manager
To make changes to my direct deposit	Contact HR Help at <a href="mailto:hrhelp@kindred.com">hrhelp@kindred.com</a> or <b>877.999.7751</b>	Contact HR Help at <a href="mailto:hrhelp@kindred.com">hrhelp@kindred.com</a> or <b>877.999.7751</b>
To make tax withholding changes	Contact HR Help at <a href="mailto:hrhelp@kindred.com">hrhelp@kindred.com</a> or <b>877.999.7751</b>	Contact HR Help at <a href="mailto:hrhelp@kindred.com">hrhelp@kindred.com</a> or <b>877.999.7751</b>
To request a manual check	Contact your Manager	Complete manual check request form and email to <a href="mailto:payrollassist@kindred.com">payrollassist@kindred.com</a>
To ask about my PTO balance	Look for the PTO balance printed on paystub (for Community Care), access the Paperless Pay Site at <a href="http://www.kindred.com/employees/paperless-pay">www.kindred.com/employees/paperless-pay</a> OR call the Kindred HUB at <b>800.991.6171</b>	Look for the PTO balance printed on paystub (for Community Care), access the Paperless Pay Site at <a href="http://www.kindred.com/employees/paperless-pay">www.kindred.com/employees/paperless-pay</a> OR call the Kindred HUB at <b>800.991.6171</b>
Help with my benefits	Contact the Kindred HUB at <b>800.991.6171</b>	Contact the Kindred HUB at <b>800.991.6171</b>
Information about tuition reimbursement	Contact HR Help at <a href="mailto:hrhelp@kindred.com">hrhelp@kindred.com</a> or <b>877.999.7751</b>	Contact HR Help at <a href="mailto:hrhelp@kindred.com">hrhelp@kindred.com</a> or <b>877.999.7751</b>
To request a replacement W2	<b>Legacy Kindred at Home Employees:</b> Access the Paperless Pay Site at <a href="http://www.kindred.com/employees/paperless-pay">www.kindred.com/employees/paperless-pay</a> <b>Legacy Gentiva and Admin Community Care Employees:</b> Access My World Employee Self-Service <b>PCAs, Per Diems, Termed EEs:</b> Complete W2 Request form and submit it per instructions on the form	<b>Legacy Kindred at Home Employees:</b> Access the Paperless Pay Site at <a href="http://www.kindred.com/employees/paperless-pay">www.kindred.com/employees/paperless-pay</a> <b>Legacy Gentiva and Admin Community Care Employees:</b> Access My World Employee Self-Service <b>PCAs, Per Diems, Termed EEs:</b> Complete W2 Request form and submit it per instructions on the form
Help with a Leave of Absence	Call UNUM at <b>877.217.5497</b>	Call UNUM at <b>877.217.5497</b>
Help with my hours and/or the amount I was paid	Contact your Manager	Call Payroll Customer Support at <b>800.723.0085</b> or email <a href="mailto:payrollassist@kindred.com">payrollassist@kindred.com</a>
Employment or income verification	Access The Work Number at <a href="http://www.theworknumber.com">www.theworknumber.com</a> or <b>800.367.2884</b>  Kindred Employee Number: 11916 Harden Employee Number: 14254	Access The Work Number at <a href="http://www.theworknumber.com">www.theworknumber.com</a> or <b>800.367.2884</b>  Kindred Employee Number: 11916 Harden Employee Number: 14254
To find out where I send garnishment, tax lien, child/spousal support, or wage attachment documents	Send documents to: Payroll Support Center (Louisville) 680 South Fourth Street Louisville, KY 40202	Send documents to: Payroll Support Center (Louisville) 680 South Fourth Street Louisville, KY 40202

Information regarding a Legacy Gentiva ADP Paycard	Call <b>800.723.0085</b> or email <a href="mailto:payrollassist@kindred.com">payrollassist@kindred.com</a>	Call <b>800.723.0085</b> or email <a href="mailto:payrollassist@kindred.com">payrollassist@kindred.com</a>
To know how to create a requisition in the eReq system	Contact your Manager	Contact your Recruiter
To know if my opening is a "Corporate" opening	Contact your Manager	Contact your Recruiter or refer to the Job Code Master Handout from Training
Assistance with Unity	Call IT Customer Support (KC) at <b>800.944.4357</b>	Call IT Customer Support (KC) at <b>800.944.4357</b>
Access to one of the following applications/systems:	<u>Applications</u> <b>SAP:</b> Call IT Customer Support (Lou) <b>800.836.0376</b> <b>GentivaLink:</b> Call IT Customer Support (KC) <b>800.944.4357</b> <b>eReq:</b> Call IT Customer Support (KC) <b>800.944.4357</b> <b>Silkroad:</b> Call IT Customer Support (KC) <b>800.944.4357</b>  <u>Timekeeping Systems</u> <b>Kronos:</b> Call IT Customer Support (Lou) <b>800.836.0376</b> <b>GTA:</b> Call IT Customer Support (KC) <b>800.944.4357</b> <b>Soneto:</b> Call IT Customer Support (KC) <b>800.944.4357</b> <b>Procura:</b> Call IT Customer Support (KC) <b>800.944.4357</b>	<u>Applications</u> <b>SAP:</b> Call IT Customer Support (Lou) <b>800.836.0376</b> <b>GentivaLink:</b> Call IT Customer Support (KC) <b>800.944.4357</b> <b>eReq:</b> Call IT Customer Support (KC) <b>800.944.4357</b> <b>Silkroad:</b> Call IT Customer Support (KC) <b>800.944.4357</b>  <u>Timekeeping Systems</u> <b>Kronos:</b> Call IT Customer Support (Lou) <b>800.836.0376</b> <b>GTA:</b> Call IT Customer Support (KC) <b>800.944.4357</b> <b>Soneto:</b> Call IT Customer Support (KC) <b>800.944.4357</b> <b>Procura:</b> Call IT Customer Support (KC) <b>800.944.4357</b>

If you don't find your specific issue or request listed above, you can call one of the following numbers for assistance:

#### Legacy Gentiva Employees

- Payroll: Call **800.723.0085**
- Kindred HUB (any questions related to benefits): Call **800.991.6171**
- HR Help (any non-benefits related HR questions): Call **877.999.7751**
- IS Help Desk: Call **800.944.4357** or enter request through Employee Self-Service portal

#### Legacy Kindred at Home Employees

- Payroll: Call **800.723.0085**
- Kindred HUB (any questions related to benefits): Call **800.991.6171**
- HR Help (any non-benefits related HR questions): Call **877.999.7751**
- IS/IT Help Desk: Call **800.836.0376** or send email request to [opshelpdesk@kindred.com](mailto:opshelpdesk@kindred.com)