New Employee Frequently Asked Questions

How do I contact Human Resources?

UW Health Human Resources has an HR Service Center, available as a first point-of-contact for all HR-related questions. The HR Service Center can be contacted through a service request in Oracle Cloud's HR Help Desk or by calling (608) 263-6500.

Who do I contact if I have any questions on my benefits paperwork?

The HR Service Center is available Monday-Friday, 7am-6pm for all HR-related questions, including regarding your new hire benefit enrollment.

How long do I have to submit my paperwork to enroll in benefits as part of my new hire event?

All new hire paperwork must be received by Human Resources within 30 days of your start date, unless otherwise indicated. Any paperwork submitted beyond the deadline will not be accepted for enrollment.

If I choose to not enroll in a benefit at this time, what is my next opportunity for benefit enrollment?

Annually during Open Enrollment, employees have the opportunity to make voluntary enrollment changes to certain benefits, effective January 1 of the following year. Enrollment opportunities for all benefits can be found on U-Connect.

What resources are available to me to learn more about my benefit offerings?

U-Connect is UW Health's intranet that contains information on each benefit available to you, including a summary, eligibility and enrollment information, as well as additional resources and plan documents.

When will I receive my insurance cards?

Once your enrollment has been fully completed and processed in our system, the appropriate health plan(s) will be notified of your enrollment. The insurance cards come directly from the vendor (i.e., Quartz, Dean, Delta Dental, etc.) and should be received within a few weeks of your enrollment.

How can I roll over my prior 401(k) over to my current retirement plan?

If you are a UWMF employee, any rollover questions can be directed to Fidelity. Fidelity is the administrator for UWMF's retirement plan. By contacting them at 800-343-0860, a Fidelity Representative can assist you with the rollover.

If you are a UWHC employee, to roll over a previous 401(k) plan, you would need to set up a Tax-Sheltered Annuity 403(b) plan or Wisconsin Deferred Compensation 457 plan and work directly with the vendor regarding a rollover. This can be done at any time and is not limited to time of new hire. Additional information can be found on U-Connect regarding the process on setting up these accounts.

Who do I contact to complete a verification of employment?

UW Health partners with Equifax and The Work Number to handle all verifications of employment, verifications of income, and social services verification requests. Please direct all inquiries to The Work Number at 1-800-367-5690 or www.theworknumber.com. When prompted, use the UW Health employer code: 18565

How do I obtain a NetID?

To obtain a NetID, employees must first contact the Hospital Parking Coordinator to obtain a 10-digit campus ID number at 608-263-7943. To activate the NetID, navigate to https://www.mynetid.wisc.edu/activate. Once the ID has been activated, go to www.my.wisc.edu to log in.