

EMPLOYEE CONTACT INFORMATION



MIDWEST HIRING

New Hire Information, Substitute Employment Status, Application Questions, etc...

- Chat: Available when signed into OLS Application
- Email: **MWHiring@ESS.com**
- Call: **877.855.7264**

MIDWEST SUPPORT

Midwest software support questions or any other non-application questions.

- Chat: Available when signed into willSub
- Email: **SupportMidwest@ESS.com**
- Call: **877.855.7264**

WORKERS COMP

Report worksite injuries/company authorization for medical treatment

- **Click here** to complete our Injury/Accident Report.
- Contact **SafetyMidwest@ESS.com** | 517.743.9094

BENEFITS

Health Insurance Options & Benefit Management

- Contact **info@icarepas.com**
- 800.491.8771 for Customer Service, you will be prompted to leave a message
- 866.951.0934 to Enroll, Change, or Terminate coverage

PAYROLL

Questions regarding substitute or contract employee pay questions/concerns

- Payroll Team: **payrollmidwest@ESS.com** | 877.855.7264

401(k)

Questions regarding the ESS 401k plan

- Contact either **ESS401k@paychex.com** or [click here](#) to schedule a call to speak with a representative.
- For further information please access the 401k overview in the Resource Portal > Perks > Benefit Information. [Click Here](#) to access the Resource Portal.

PAYCHEX OASIS ESS SUPPORT TEAM

- Paychex Oasis ESS Employee Support Center: **877.799.3035**
 - Option #2 - Onboarding support, portal registration, password resets
 - Option #4 - Verification of Employment or email **ESS_HRG@Paychex.com**
 - Option #4 - Unemployment Questions or email **ESS_HRG@Paychex.com**
 - Option #5 - Garnishments
 - Option #6 - W-2 Services