













2024 Total Rewards Resources Guide



PRIMARY RESOURCES		
CATEGORY	PURPOSE	CONTACT
Payroll and Time Keeping	<ul style="list-style-type: none"> View pay statements Make updates to tax withholdings Make updates to direct deposit Time keeping – access, entry, and resources 	UKG http://uspayroll.hess.com/ 713-496-7600, Option 3 myhesspay@ukg.com
Medical, Dental, Life Insurance, Disability Insurance, Critical Illness, Accident, Hospital Indemnity, Identity Theft Protection, Legal Insurance, Pet Insurance, HSA and DCFSA	<ul style="list-style-type: none"> Make changes to your benefits Get your benefits questions answered Change your beneficiaries 	Empyrean empyrean.hess.com 1-877-511-4377, Option 1
Savings, Pension and Deferred Compensation Benefits	<ul style="list-style-type: none"> Enroll in the Savings Plan Change your investment elections Run pension estimates Change your beneficiaries 	Fidelity netbenefits.com 1-877-511-4377, Option 2
Hess Benefits	<ul style="list-style-type: none"> Find information, documents, and many other resources 	Hess Benefits hessbenefits.com
Human Resources	<ul style="list-style-type: none"> Get U.S. leave of absence information (to request Leave, contact Matrix) Get education assistance information Get information regarding Hess HR policies Get HR support and any other HR questions answered 	myHR myhr@hess.com 1-713-496-7600, Option 6
Long-Term Incentive (LTI) Program	<ul style="list-style-type: none"> See brokerage account with vested shares and stock options (if applicable) Review balance of unvested restricted stock, stock options and PSUs Get assistance on stock transactions Change your beneficiaries 	Fidelity netbenefits.com US: 1-800-544-9354 International: 1-800-544-0275
Medical and Vision Coverage	<ul style="list-style-type: none"> Find network providers: <ul style="list-style-type: none"> Medical Network: National PPO (Blue Card PPO) Vision Network: Blue View Vision Get your claims questions answered Request ID cards 	Anthem anthem.com Medical: 1-800-854-1834 Vision: 1-866-723-0515
Prescription Drug Coverage	<ul style="list-style-type: none"> Find network pharmacies (National Plus network) Get your claims questions answered Get estimates of drug costs Set up mail order delivery 	Express Scripts express-scripts.com 1-800-858-1678
Dental Coverage	<ul style="list-style-type: none"> Find network providers (Delta Dental PPO or Delta Dental Premier) Get your claims questions answered Request ID cards 	Delta Dental deltadentalins.com 1-800-932-0783
myHess Rewards Total Rewards	<ul style="list-style-type: none"> See the estimated value of your Hess compensation and benefits, and many of the available extras Download a copy of your total rewards statement Access your previous total rewards statements Link to service providers 	myHess Rewards mytotalrewards.hess.com 1-713-496-7600, Option 6
POWER UP Wellness Program	<ul style="list-style-type: none"> See program details Learn how to earn rewards View your accumulated points 	Virgin Pulse powerup.hess.com 1-888-671-9395

ADDITIONAL RESOURCES

CATEGORY	PURPOSE	CONTACT
Chat via Phone with a Nurse (Must be enrolled in the Hess Medical Plan)	<ul style="list-style-type: none"> Get advice on where to go for care 	24/7 NurseLine  1-800-700-9184
Chat via Video or Phone with a Physician (Must be enrolled in the Hess Medical Plan)	<ul style="list-style-type: none"> Get help 24/7 for minor health concerns 	LiveHealth Online  livehealthonline.com
Health Savings Account (HSA)	<ul style="list-style-type: none"> View your HSA balance Request reimbursement or pay your provider Invest your HSA money 	Fidelity  netbenefits.com  1-877-511-4377, Option 2
Dependent Care Flexible Spending Account (DCFSA)	<ul style="list-style-type: none"> View your account balance Pay a provider File a claim 	HealthEquity/WageWorks  wageworks.com  1-877-924-3967
Financial Planning	<ul style="list-style-type: none"> Retirement planning Budgeting Investing 	Fidelity  netbenefits.com  1-877-511-4377, Option 2
Navigate the Health Care System	<ul style="list-style-type: none"> Find qualified providers Get help with medical claims and appeals 	Health Advocate  healthadvocate.com/hess  1-877-583-8787
Employee Assistance Program (EAP)	<ul style="list-style-type: none"> Get help with financial, legal, relationship, family and other life issues Get referrals to professional counselors Get Digital Cognitive Behavioral Therapy (dCBT) 	Health Advocate  healthadvocate.com/hess  1-877-583-8787
Request a Leave or Report an Absence (due to sickness or injury lasting more than five days)	<ul style="list-style-type: none"> Short-Term Disability Maternity Family Medical Leave Act (FMLA) Paid Family Leave 	Matrix  matrixabsence.com  1-713-496-7600, Option 5
Employment and/or Income Verification	<ul style="list-style-type: none"> Obtain proof of employment Obtain proof of employment and income Applying to a Social Service Agency 	The Work Number  employees.theworknumber.com  1-800-996-7566 Hess Employer Code: 11111
Digital Physical Therapy (Must be enrolled in the Hess Medical Plan)	<ul style="list-style-type: none"> Get digital exercise therapy for chronic back/joint pain Get access to education, behavioral health support and a personal health coach Focus on preventive care, acute conditions, surgery 	Hinge Health  HingeHealth.com/hess  1-855-902-2777
Digital Diabetes and Hypertension Management (Must be enrolled in the Hess Medical Plan)	<ul style="list-style-type: none"> Control and prevent diabetes Treat hypertension Get diabetes/hypertension education and access to an expert health coach 	Livongo  welcome.livongo.com/hess  1-800-945-4355
Fertility Management (Must be enrolled in the Hess Medical Plan) Adoption and Surrogacy Benefits	<ul style="list-style-type: none"> Get fertility support, access to nurse care managers, assistance with specialist referrals and authorizations, information about treatment and medication options Get information and assistance on the adoption and surrogacy reimbursement program 	Anthem WINFertility  managed.winfertility.com/hess  1-866-217-9482
Backup Child/Elder Care, Tutoring and Discounts	<ul style="list-style-type: none"> Get access to caregivers for children, seniors, pets and home Find vetted, discounted, backup care for children (in-home or in-center) and adults (in-home) Access professional tutors for grades K–12, plus college Find discounts and offers on products and services nationwide 	Care.com  Hess.care.com  1-866-814-1638
Matching Gifts	<ul style="list-style-type: none"> Learn how to have your donations matched to eligible non-profit organizations Learn how to make grants to eligible non-profit organizations for your verifiable volunteer time Email myHR to add an eligible organization or policy questions 	Fidelity Giving Marketplace  netbenefits.com  1-800-826-3245  myhr@hess.com