



Who is MidwestHR and Other Frequently Asked Questions

Your employer has entered into a “co-employer” relationship with MidwestHR, a professional employer organization (PEO). This means that we both have responsibility to you, the employee. Where you were hired and conduct your job duties is considered your “Worksite Employer”. They provide the work, the supervision, the tools to do the work and a safe environment for you to work in. MidwestHR is your “Administrative Employer”, which means that we take care of your payroll, workers’ compensation coverage, unemployment insurance, HR related issues and benefits.

Here are some frequently asked questions about the PEO relationship and MidwestHR:

Who do I tell people I work for?

Technically, you are co-employed by both companies. In most cases, it’s up to you if you want to tell people about the co-employment arrangement. Your paychecks will display the MidwestHR name, but any items, such as business cards, will display your worksite employer’s information.

What if I need to apply for a loan or unemployment, who do I state is my employer?

This is a situation when you should tell them you are co-employed by both companies. MidwestHR can verify your employment and salary or wages. Your worksite employer can verify your work duties, history, etc. For the purposes of unemployment claims, in most cases, your worksite employer is the company name in which all unemployment taxes and reporting are filed.

Can MidwestHR terminate me?

In most instances, hiring and firing decisions are handled entirely by your worksite employer. However, MidwestHR, as a co-employer, does have the right to discharge employees for violations of corporate policy, non-compliance with government regulations or criminal behavior.

Since MidwestHR is now issuing my paychecks, are they in charge of my raises and/or bonuses?

No. We take instructions from your worksite employer for every type of compensation, including vacation checks and bonuses, as well as regular salary and wages adjustments.

How will my paychecks be delivered to me?

MidwestHR makes every effort to deliver your checks at the time and location designated by your worksite employer. Unless they decide to change the schedule, you will receive your check at the time designated at your time of hire. If your position requires that you to travel, you may wish to elect Direct Deposit or by utilizing a MidwestHR Xpress Paycard.

Who should I contact or what should I do for the following problems?

Issue	Who Should I Contact/Do?
The hours paid on my pay check are incorrect.	Your Immediate Supervisor
My tax withholding seems to be incorrect.	MidwestHR Payroll Department
My direct deposit didn't show up in my bank account on pay day.	MidwestHR Payroll Department
I would like to obtain a payroll Paycard.	Visit www.midwesthr.com/paycard
My address is wrong or I need to update it.	Visit www.midwesthr.com/MyHR
I need to change my taxes.	Visit www.midwesthr.com/MyHR
I was hurt on the job.	Your Immediate Supervisor MidwestHR HR Department
I need to request time off of work.	Your Immediate Supervisor
The Sick/Vacation/PTO balances appear to be wrong on my check stub.	Your immediate Supervisor MidwestHR Payroll Department
When am I eligible for benefits?	MidwestHR Benefit Department
My deductions for benefits seem to be wrong.	MidwestHR Benefit Department
I am having issues with a co-worker.	Your Immediate Supervisor MidwestHR HR Department
I'm unable to use the payroll portal to view my checks.	MidwestHR Payroll Department
Where can I find voluntary benefit information?	Visit www.midwesthr.com/midwesthr.com_benefits
I have questions about a policy in our Employee Guidebook.	Your Immediate Supervisor MidwestHR HR Department
How can I get my W2 electronically?	Visit www.midwesthr.com/ew2
How can I get my W2 from a previous tax year?	Visit www.midwesthr.com/MyHR or www.midwesthr.com/ew2

How to contact MidwestHR

	Payroll Department	Benefit Department	HR Department
Phone	(630) 836-3000	(630) 836-3000	(630) 836-3000
Fax	(630) 836-3012	(630) 321-0298	(630) 321-0298
E-Mail	payroll@midwesthr.com	benefits@midwesthr.com	HR@midwesthr.com