



Office of Human Resources (OHR) Services

Here is the latest update on the status of OHR's services as of October 7, 2021.

- **Occupational Medical Services and Fire Rescue Medical Services (OMS and FROMS):** As of June 21, 2021, the OMS/FROMS clinic will be located in the Grey Brick Courthouse (27 Courthouse Square, 1st Floor, Suite 180, Rockville, MD 20850). Appointments for OMS/FROMS services can be made via email OMS.Appt@montgomerycountymd.gov, or by calling OMS (240-777-5118) or FROMS (240-777-5185).
- **Retiree planning and paperwork signing seminars:** Currently, seminars are being conducted virtually. Please sign up via OHR's training calendar. Shortly after you sign up, you will receive:
 - An email from Retirement@Montgomerycountymd.gov with materials related to your Employees' Retirement System retirement benefits.
 - A Health Insurance packet from OHR sent via U.S. mail with instructions to mail the forms to OHR.
- **EEO questions and complaints:** You may reach the EEO Compliance Division Monday through Friday during core business hours of 8:30 a.m. to 5 p.m. at Patricia.Miller@montgomerycountymd.gov (240-777-5052). To file an EEO complaint, you may do so online by visiting [OHR's EEO webpage](#).
- **Training and events:** All in-person training programs and training conferences/events have been moved to virtual platforms. Current class offerings are listed in the monthly [Course Calendar](#).
- **Mandatory trainings:** Current virtual offerings include Preventing Workplace Harassment, EEO and Diversity Management for Supervisors and Managers, and Performance Management Basics.
- **Orientation:** Currently, the New Hire Employee Orientation Program (NEOP) is being held virtually.
- **Interviews:** Virtual and in-person interviews are both available at the discretion of the hiring manager. Virtual interviews can be conducted through the Teams Meetings feature and often afford managers the ability to conduct more interviews in less time, and allow for scheduling flexibilities and availability of interviewed candidates.
- **Health Insurance Customer Care Center:** The Health Insurance Customer Care Center is open Monday – Friday from 8:00 a.m. to 4:00 p.m. You may also visit <https://www.montgomerycountymd.gov/mc311/> to search your questions online, or contact MC311 at 240-777-0311 Monday to Friday from 8 a.m. to 5 p.m. To ensure the fastest response time, please provide both your email address and phone number when placing your Service Request. If the representative is unable to assist you, they will initiate a Service Request with the Health Insurance Team. A member of the Health Insurance Team will then review the Service Request and contact you in the order in which your Service Request was received. Forms can be sent to the Health Insurance Team via these methods: 1) faxed to 240-777-5131, 2) mailed to Montgomery County Government, Office of Human Resources, 101 Monroe Street, 7th Floor, Rockville, MD 20850, or 3) sent via encrypted email to HITS@montgomerycountymd.gov. (For assistance encrypting documents, contact the IT Help Desk.) No questions will be handled through this email mailbox.