



2024 OPEN ENROLLMENT  
FREQUENTLY ASKED QUESTIONS  
**FAQS**

## **What are important Open Enrollment dates?**

- Open Enrollment Period: September 16 – October 11, 2024
- Last day agencies can submit new forms: November 1, 2024
- Last day agencies can submit corrected forms (PR250 Responses): November 20, 2024
- Effective Date of Benefits: January 1, 2025

## **Where can I find information on how to fill out the agency portion of the Open Enrollment Forms?**

CalHR's [Benefits Administration Manual \(BAM\)](#) provides all the necessary information to verify the employee's eligibility and what sections need to be filled out. Simply click on which program where information is needed and look through the contents. Once on the program page, pressing CTRL+F on the keyboard will enable a search feature. In the box that pops up, type in key words to easily find the information needed.

## **Are there resources available for each benefit form that I can use to verify all the information on the form is filled out correctly and completely?**

Yes. The [2024 Open Enrollment Checklists](#) are a great resource that will help ensure the forms are filled out completely and correctly prior to upload through ConnectHR. The [2024 Open Enrollment Form Examples & Common Errors Guides](#) are also a wonderful resource to check forms against for accuracy and completeness. Both resources are available on the SCO's PPSD website [here](#).

## **What resources can I provide my employees to look over regarding their Open Enrollment options?**

[CalHR Benefits Division](#) website has an entire section dedicated to Open Enrollment. [CalPERS' Open Enrollment for Active Members](#) website also provides great information for employees regarding health benefits.

## **Does the 3-year commitment rule still apply for employees enrolling in Dental Flex Cash Option?**

No. There is no longer a 3-year commitment to Dental Flex Cash. Employees who are enrolled in Dental Flex Cash Option would be eligible to enroll into a dental health plan as a result of a permitting event or the next Open Enrollment.

## **Are any Bargaining Units eligible to declare TRICARE/ Veteran's Affairs (VA) in lieu of benefits and receive Flex Cash Option or COBEN Cash option?**

Per [BAM Section 702](#), Employees covered under individual coverage, such as TRICARE\*, Medicare, Medi-Cal, and Covered California are NOT eligible for the Cash Option, even if they meet the minimum value standards. This includes Veterans Administration (VA) coverage, and Indian Reservations.

\*Rank and file employees in Bargaining Unit 2 covered under TRICARE are eligible for the CoBen Cash Option.

**Do employees currently enrolled in Flex Cash Option/ COBEN Cash Option need to re-enroll during this Open Enrollment?**

No. The Flex Cash Option/ COBEN Cash Option will continue into the next year unless the employee chooses to cancel. Permanent Intermittent Employees are still required to re-enroll every year.

**Are employees who enrolled during a previous Open Enrollment able to make changes or enroll into a health/dental plan?**

Yes. Open Enrollment is the annual opportunity for employees to make any changes to their benefits. The effective date of those changes will be 01/01/2025.

**Can I combine STD.701C FlexElect / ST. 702 CoBen Cash Option forms with an associated STD. 692 Dental Authorization and upload as one packet?**

YES! If employee is simultaneously enrolling or canceling FlexElect / CoBen Cash and Dental, upload combined forms together as one PDF in ConnectHR. They shall be uploaded under FlexElect / CoBen Cash dropdowns only.

**If I combine STD.701C / STD.702 with the associated STD.692, do I need to upload the STD.692 again separately?**

No. If you already uploaded the combined STD.701C/702 and STD.692 as one PDF under the FlexElect / CoBen dropdown in ConnectHR, then do not upload the STD. 692 separately.

**How do I send my completed Open Enrollment forms to SCO?**

All Open Enrollment forms must be sent to SCO via ConnectHR. Use the [ConnectHR Directory](#) to determine the best place to upload the form. The batching feature will be available to upload multiple employee forms at one time. Forms sent via email or mail will not be accepted or worked.

**What file format of form does ConnectHR accept?**

ConnectHR accepts Adobe PDF forms. **However, SCO cannot process uploaded forms that contain passwords, Adobe XML formatting, or forms combined into an Adobe Portfolio.** To remove all these issues, it is highly recommended to “Microsoft Print to PDF” the forms prior to upload. This creates a digital scanned copy of the form and removes all the extra formatting/passwords.

**How do I know if SCO received the Open Enrollment forms that I uploaded to ConnectHR?**

Upon uploading the forms via ConnectHR a verification email will be sent to the uploader. This email is a receipt and proof that SCO has indeed received all the forms just uploaded for that employee or batch. ConnectHR also keeps a rolling record of the Personnel Specialist's last 1,000 uploads in the bottom of the "upload files" section. It is the Personnel Specialist's responsibility to know what forms they uploaded. SCO highly encourages to have a system of identifying forms uploaded under a specific batch/tied to a ConnectHR email receipt.

**Should I wait until I have received all the expected Open Enrollment forms from my employees before I upload them to ConnectHR?**

No. Please upload Open Enrollment forms as they come in and are processed by the Personnel Specialist. This is also known as uploading on a "flow-basis". Processing and uploading as they come in ensure the employee's documents will be processed timely. Please do not wait until the last day to upload all of your forms.

**What are the 2025 minimums and maximums for the FlexElect Medical Reimbursement Account (MRA) and Dependent Reimbursement Accounts?**

*Medical Reimbursement Accounts (MRA):* \$10/month (min) - \$266.66/month (max)  
\$3,200.00 Annual.

*Dependent Care Reimbursement Accounts (DCRA):* \$20/month (min) –\$416.66/month (max).  
\$5,000.00 Annual

**Who should I contact if I have questions about the Open Enrollment process?**

After researching the question via the available resources above, contact your supervisor. If the question is still unanswered, the Statewide Customer Contact Center (SCCC) is available to assist. The number is (916) 372-7200.