



Transaction Supervisors' Forum

Presented By: Natalia Saferson

Contact: SCOTransactionSupervisors@sco.ca.gov

Office of State Controller Malia M. Cohen

March 13, 2025

Survey Questions





Question

Presenter: Natalia Saferson

Contact: **888 CalPERS** (or **888-225-7377**)

CalPERS released Circular Letter #200-013-25 regarding the Social Security Fairness Act and aside from saying there is an impact to some of our employees, it does not really identify what the impact is. It only states that the changes will impact some employees' social security benefits and will be retroactive to January 1, 2024. Can SCO or CalHR Personnel Services Branch provide information on how this impacts Peace Officer/Firefighter (POFF) designated employees and employees enrolled in the Part-Time and Seasonal Temporary Retirement Program who do not currently contribute to social security? Will employees start contributing to social security? Thank you for your assistance.

Answer: Starting February 25, 2025, Social Security Administration (SSA) has begun to pay retroactive benefits and will increase monthly benefit payments to people whose benefits have been affected by the Windfall Elimination Provision (WEP) and the Government Pension Offset (GPO). Here is the link for more information about the [Social Security Fairness Act: WEP and GPO update](#). You can also visit the SSA website at www.ssa.gov and subscribe to updates specifically on the Social Security Fairness Act.

In addition, SSA is hosting a FREE live Microsoft Teams webinar on March 25, 2025, at 10:00 a.m., to help attendees understand basic eligibility factors and filing options for retirement benefits. This webinar will also highlight the Social Security Fairness Act. You can [Register Here](#).



Question

Presenter: Kim Herlache

Contact: PSB@calhr.ca.gov

We noticed SCO is about 1.5 years behind establishing salary/dock STD. 674 Accounts Receivables (A/Rs). We have the 3-year statute of limitations to consider when collecting A/Rs from the date they occurred, so our timeline to collect is substantially reduced. Does SCO have a plan to reduce this backlog?

Answer: Employees need to be notified they are overpaid as soon as it's known they have an A/R. The three-year statute of limitations begins when the overpayment issues. If the employee is notified of the overpayment prior to three years but the A/R is not set up until after three years, it can still be collected as the employee was noticed timely.



STATEWIDE BENEFITS ADMINISTRATION



Transaction Supervisors' Forum:

March 13, 2025

CalHR Benefits Division Updates

*Benefits That Support
a Life Well Lived.*

About the Benefits Division

The Benefits Division is responsible for the design, acquisition, and oversight of the various statewide benefit programs administered by the California Department of Human Resources (CalHR) offered to state employees, retirees and dependents. Our goal is to ensure access to competitive, quality and affordable benefits. Successful delivery of these responsibilities enables the state, as an employer, to offer optimal benefits packages for recruiting and maintaining a top-performing workforce.





Affordable Care Act Updates

Presenter: Lisa Hatten

Affordable Care Act (ACA)

Presenter: Lisa Hatten

Contact: aca.policy@calhr.ca.gov

Quarterly ACA Compliance Review

- The February ACA Quarterly Compliance Review is currently underway.
- Departments who were notified of their outstanding ACAS errors are to correct and certify the errors were corrected by returning the Quarterly ACA Compliance Notification to ACA.Policy@calhr.ca.gov by **March 14, 2025**.
- Departments are encouraged to utilize the [ACAS User Guide](#) and [Scenario-Based Job Aid for Updating the ACAS](#) on SCO's website for information on how to correct these errors.

Affordable Care Act (ACA)

Presenter: Lisa Hatten

Contact: aca.policy@calhr.ca.gov

Observations from the February Compliance Reports

- There was a significant uptick in the number of errors on the ACA compliance report of employees with a health benefits deduction without a corresponding ACA status code that indicates the employee elected to enroll in health coverage.
- The “Health Event Transaction” COGNOS Report in MyCalPERS can be helpful to identify needed updates in the Affordable Care Act System (ACAS) for employees that have elected to enroll in health benefits and the effective date of coverage.

Affordable Care Act (ACA)

Presenter: Lisa Hatten

Contact: aca.policy@calhr.ca.gov

ACA Training

- CalHR and SCO will facilitate the next ACA training on:
 - Monday, April 7, from 9:00am – 10:30am (Part I Module) and
 - Tuesday, April 8, from 9:00am – 11:30am (Part II Module)
- Departments should send their requests for training to SCO at: ppsdacatraining@sco.ca.gov.
- Additional training dates for 2025 are available on SCO's "Affordable Care Act Training" webpage.



Benefit Program Reminders

Presenter: Susan Garrett

Benefit Program Reminders

Presenter: Susan Garrett

Contact: BenefitsInquiries@calhr.ca.gov

- CalHR does not have access to update or correct addresses or name changes.
- Prior to submitting benefit enrollment forms, verify the employee's information within the SCO database.
- If the employee's information is incorrect within the SCO database, please follow your agency's policies/rules on correcting the employee's information.
- If the information is correct within the SCO database but incorrect with the carrier, then the agency's authorized personnel specialist should contact the carrier to correct the information.

Benefit Program Reminders

Presenter: Susan Garrett

Contact: BenefitsInquiries@calhr.ca.gov

- For program-specific questions, please email the specific program inbox, not multiple inboxes, to ensure the inquiry reaches the correct program staff. To assist us in directing your inquiry, please use the following subject line when sending an email: Department | EE Name, Program. For example: CalHR | S. Smith, Dental
- Prior to sending an inquiry, please review CalHR's website: [Benefits Administration Manual](#), [HR Manual](#), [Employee Benefits webpage](#).
- Please remind employees to contact their departmental personnel office for benefits-related inquiries.

Benefit Program Reminders

Presenter: Susan Garrett

Contact: BenefitsInquiries@calhr.ca.gov

A complete appeal package includes:

- Justification memo explaining why the enrollment was not processed in a timely manner.
- Complete and error-free enrollment forms.
- Written confirmation that the employee acknowledges an accounts receivable will be established for retroactive enrollment (if applicable).

Important notes:

- Do not submit an inquiry or appeal for multiple employees.
- Please verify that the employee is eligible to enroll in the program they have elected.
- Once an appeal is approved by CalHR and processed by SCO, we will not cancel or reverse the appeal.

Benefit Program Reminders

Presenter: Susan Garrett

Contact: BenefitsInquiries@calhr.ca.gov

Benefit Premiums:

- Premiums cannot be waived for months when services are not used. It is the responsibility of the employee to notify their department of any changes to their dependent eligibility.

Training recommendations:

- Benefits Administration Manual Training - online [CalLearns](#)
- Employee Benefits Orientation Training - online [CalHR webpage](#)

Benefit Program Reminders

Presenter: Susan Garrett

Contact: BenefitsInquiries@calhr.ca.gov

- If an employee made changes to their benefits during Open Enrollment, they should review their December 2024 pay warrant to confirm Open Enrollment changes took effect. Employees must contact their departmental personnel office immediately if the changes were not processed.
- Each program provided confirmation receipts during Open Enrollment. If changes made during Open Enrollment did not take effect, employees should provide the confirmation receipt to their departmental personnel office for the appeal.

Benefits Resources

Presenter: Susan Garrett

Contact: BenefitsInquiries@calhr.ca.gov

- To help support employees affected by the Southern California Wildfires, we have compiled a [benefits resources webpage](#) with important information on benefits and services available as a guide for wildfires and other natural disasters.
- Please bookmark the [benefits resources webpage](#) and encourage your employees to check it regularly for benefits updates. We will continue to update the webpage on an ongoing basis as new information becomes available from our benefit vendors and carriers.
- Thank you for your care and support during this challenging time. If your departmental personnel office has additional questions regarding benefits administration or need assistance processing employee appeals, please contact the [Benefits Inquiries](#) inbox.



Vision and Dental Updates

Presenter: Parwana Mohabbat

Vision Program Updates

Presenter: Parwana Mohabbat

Contact: Vision@calhr.ca.gov

Program Updates

- Improving VSP membership profiles for Basic Vision:
 - VSP now receives a demographics file for employees enrolled in Basic Vision.
 - All State of CA employees now have access to Eyeconic, VSP's online store.
- New [Vision Handbook](#) posted for Open Enrollment.
- Departments should send VSP Premier enrollment or change forms directly to VSP for processing. Please do not send them to SCO, as this will delay enrollment or changes for the employee.
- Only permitting event transactions submitted beyond the 60-day eligibility window should be sent to CalHR as an appeal.
- Benefit Premiums cannot be waived for months when services are not used by employees or dependents.

Dental Program Updates

Presenter: Parwana Mohabbat

Contact: Dental@calhr.ca.gov

Program Updates

- Please allow 30 calendar days for an appeal to be reviewed.
 - Confirm that the employee is aware of applicable accounts receivables.
 - Once an appeal is approved, it cannot be retracted.
- STD. 692 forms must be complete and error free, and the most current version must be used.
- When submitting an inquiry or appeal please include the employee's name in the subject line.
- Do not submit an inquiry or appeal for multiple employees.

Dental Program Updates

Presenter: Parwana Mohabbat

Contact: Dental@calhr.ca.gov

Program Updates

- Make sure to consider the following:
 - Does the 24-month restriction apply to this employee? If yes, did they meet the 24-month restriction?
 - If an employee permanently separates from state service before completing 24 months and subsequently returns, their time before separation does not count towards meeting the 24-month restriction.
 - Is the employee eligible to enroll in the enhanced dental plan?
 - Verify dual/split coverage for the employee and dependents.



FlexElect and CoBen Cash Updates

Presenter: Monica Hernandez

FlexElect Program Updates

Presenter: Monica Hernandez

Contact: FlexElect@calhr.ca.gov

Program Updates

- Discontinuation of the “10th of the Month Rule”
 - Effective August 1, 2024, the "10th of the month rule" no longer applies to the FlexElect/CoBen Cash Options or FlexElect Reimbursement Programs.
 - All forms within the posted SCO processing dates on August 1, 2024, and forward will also be excluded from the 10th of the month restriction.
- Outside of Open Enrollment, enrollment will be effective the first day of the month following the month the enrollment form is received by the departmental personnel office. For example, if an enrollment form is received February 20, then the enrollment will be effective March 1. The FlexElect BAM language will be updated with this clarification soon.
- To avoid processing delays with appeals, do not redact the Social Security Number (SSN) from the STD. 701R FlexElect Reimbursement form. Instead include the last four digits of the SSN on the STD. 701R and send a separate email to FlexElect@calhr.ca.gov with the first five digits of the SSN or call and leave a voicemail with the full SSN at (916) 909-2863.

CoBen Cash Updates

Presenter: Monica Hernandez

Contact: CoBen@calhr.ca.gov

Program Updates

- The 2016 ruling on the Petition to Vacate TRICARE Arbitration – CalHR v. CASE allowed rank and file employees in Bargaining Unit 2 (BU 2) who are covered under TRICARE to begin receiving the CoBen Cash Option.
- The BAM, FlexElect Handbook, and CoBen Handbook were updated to include this information, and the information will be updated in the CalHR HR Manual Section 1406 soon.
- This change took effect June 1, 2024, and departmental personnel offices do not need to offer appeals to BU 2 employees.
- Retroactive enrollments for TRICARE effective June 1, 2024, or later will require an approved CalHR appeal. Retroactive enrollments for the CoBen Cash Option that were previously rejected for using TRICARE prior to June 1, 2024, will not be considered.



Third Party Pre-Tax Parking Reimbursement Program Updates

Presenter: Monica Hernandez

Third Party Pre-Tax Parking Reimbursement Program Updates

Presenter: Monica Hernandez

Contact: Pre-TaxParking@calhr.ca.gov

Program Updates

- Employees can deduct up to \$325/month, which is a \$10 increase from the 2024 maximum monthly deduction of \$315.
- The maximum monthly deduction is set by the Internal Revenue Service (IRS).
- An HR Announcement was released on January 7, confirming the increased amount.
- Reminder: Employees must submit their enrollment/cancelation form to their departmental personnel office who will then review and submit the form to the State Controller's Office for processing.
- Employees should contact their departmental personnel office for questions about the plan.
- Parking reimbursement claims must be submitted to ASI not CalHR.



Dependent Re-Verification

Presenter: Alison Drummer

Dependent Re-Verification (DRV)

Presenter: Alison Drummer

Contact: DRV@calhr.ca.gov

What is DRV?

- Dependent Re-Verification (DRV) is the process of re-verifying the eligibility of an employee's spouse, domestic partner, children, stepchildren and domestic partner children (family members) enrolled in state health, dental and Premier Vision benefits. Departmental personnel offices are required to process re-verifications on a triennial basis.
- Government Code section 19815.9 mandates re-verifying the eligibility of these family members for health benefits. Government Code section 22959 authorizes extending this review to family members enrolled for dental and Premier Vision benefits. The bargaining unit contracts specify that family member eligibility for dental and vision benefits shall be the same as that prescribed for health benefits.

Dependent Re-Verification (DRV)

Presenter: Alison Drummer

Contact: DRV@calhr.ca.gov

Program Highlights

- CalHR automated the DRV process for dental and Premier Vision effective January 2023.
- The current health Dependent Eligibility Verification (DEV) process through CalPERS and the myCalPERS system will remain unchanged.
- Departmental personnel offices are required to update dental and Premier Vision DRV transactions through the Family Connect Portal (FCP).
- All state agencies must have an administrative account in the FCP, assigned at the supervisor classification or higher, to manage each agency's authorized user accounts to update DRV transactions.
- Department compliance with DRV regulation will be monitored and addressed by Health Benefit Officers and FCP Department Administrators.

Dependent Re-Verification (DRV)

Presenter: Alison Drummer

Contact: DRV@calhr.ca.gov

Program Updates

- [CalHR 781 Dependent Eligibility Checklist](#) and [CalHR 025 Affidavit of Parent-Child-Relationship](#) (dental/vision) have been updated to comply with CalPERS documentation revisions provided in the December 1, 2023, [Circular Letter #600-046-23](#), Eligibility Criteria for Dependents in a Parent-Child Relationship.
- CalHR has officially launched FCP Enhancements for disabled dependent and Parent-Child Relationship certifications.
 - Dependents enrolled in dental and/or Premier Vision only and require certification as a disabled dependent or PCR, will be certified by CalHR's DRV unit.
- The CAHP enrollment data in FCP is pending and CCPOA enrollment data is visible.

Dependent Re-Verification (DRV)

Presenter: Alison Drummer

Contact: DRV@calhr.ca.gov

Birth Month Cycle Updates

- March, June, September, December 2023 and January, April, July, October 2024 birth month cycles have concluded. Departmental personnel offices must take necessary steps to remove unverified dependents from dental and Premier Vision benefits.
- February 2025 birth month cycle: All notifications have been mailed, and all alerts must be processed by the end of March 2025 in FCP for all employees who submitted their documents by February 28.
- The current birth month cycle is May 2025, and the 60-day mailing was generated on or about February 14, 2025, and mailed March 1, 2025, by the Department of General Services.

Dependent Re-Verification (DRV)

Presenter: Alison Drummer

Contact: DRV@calhr.ca.gov

Birth Month Cycle Updates

- Please note all employees in the current birth cycle will continue to receive DEV and DRV notices until their dependent verifications have been processed.
 - DRV mailings generate from FCP approximately on the 15th of the month prior to all scheduled mailings. All mailings are sent 90, 60 and 30 days prior to an employee's birth month.
- DEV for health benefits must be processed in myCalPERS by the first day of the birth month to avoid the automatic deletion from health coverage.

Dependent Re-Verification (DRV)

Presenter: Alison Drummer

Contact: DRV@calhr.ca.gov

Total Notices Mailed to Date

Birth Month Cycle	1 st Notice - 90 days before end of birth month	Total Mailings of 1 st Notice	2 nd Notice - 60 days before end of birth month	Total Mailings of 2 nd Notice	3 rd Notice - 30 days before end of birth month	Total Mailings of 3 rd Notice	Total Mailings
March	N/A	N/A	Jan-2023	8,523	Feb-2023	8,219	16,742
June	Mar-2023	8,462	Apr-2023	7,511	May-2023	6,365	22,338
September	Jun-2023	9,822	Jul-2023	8,325	Aug-2023	6,582	24,729
December	Sept-2023	8,523	Oct-2023	8,379	Nov-2023	6,711	23,613
January	Oct-2023	8,330	Nov-2023	7,929	Dec-2023	6,475	22,734
April	Jan-2024	8,196	Feb-2024	7,862	Mar-2024	6,254	22,312
July	Apr-2024	8,783	May-2024	8,230	Jun-2024	7,942	24,955
October	Jul-2024	9,018	Aug-2024	8,511	Sep-2024	6,501	24,030
February	Nov-2024	7,548	Dec-2024	6,965	Jan-2025	5,748	20,261
May	Feb-2025	8,671	Mar-2025	8,321	Apr-2025	N/A	16,992

Dependent Re-Verification (DRV)

Presenter: Alison Drummer

Contact: DRV@calhr.ca.gov

Disabled Dependent Certification

The screenshot displays the 'Review Dependent' form in the Family Connect system. The form is for a dependent of type 'Disabled Child'. A red box highlights the 'Dependent Type' dropdown menu, which is currently set to 'Disabled Child'. Another red box highlights a 'Dependent Type Locked' checkbox, which is checked, with a red arrow pointing to it from the right. The form includes fields for 'Status' (Pending), 'Status Date' (5/10/2023), 'First Name', 'Middle Name', 'Last Name', 'Birth Date' (04/04/1989), 'Re-verification Effective Date' (05/01/2020), 'Re-verification End Date' (04/30/2025), 'Dental Plan' (Yes), 'Dental Plan Effective Date' (01/01/2022), 'Dental Permitting Event' (-- Record Source --), 'Vision Plan' (Yes), 'Vision Plan Effective Date' (01/01/2024), and 'Vision Permitting Event' (-- Record Source --). There is a 'Delete Dependent' button and a 'Comments' section with a text area containing 'Added by Carrier File 2022-07-21'. At the bottom, there are 'Save' and 'Cancel' buttons.

Review Dependent

Dependent Type *
Disabled Child

Status Status History
Pending

First Name *

Birth Date *
04/04/1989

Dental Plan *
Yes

Vision Plan *
Yes

Dependent Type Locked

Status Date
5/10/2023

Middle Name

Re-verification Effective Date
05/01/2020

Dental Plan Effective Date
01/01/2022

Vision Plan Effective Date
01/01/2024

Record Source
Carrier File

Last Name *

Re-verification End Date
04/30/2025

Dental Permitting Event
-- Record Source --

Vision Permitting Event
-- Record Source --

Delete Dependent

Comments
Added by Carrier File 2022-07-21

Save Cancel

Dependent Re-Verification (DRV)

Presenter: Alison Drummer

Contact: DRV@calhr.ca.gov

Disabled Dependent Certification

Settings

FAMILY CONNECT
CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

MAIN PAGE REPORTS ADMIN FAQ Logout Delia Baulwin

1 Year Notification: April 2019

Is Notified

Notified Date

Notified By

90 Day Notification: January 2020

Is Notified

Notified Date

Notified By

60 Day Notification: February 2020

Is Notified

Notified Date

Notified By

30 Day Notification: March 2020

Is Notified

Notified Date

Notified By

Certify Dependent

Certified

Document Received Date *

04/30/2020

Dependent Certified By

CalPERS

Re-certification Effective Date *

05/01/2020

Re-certification End Date *

04/30/2025

Date Coverage History

Certification Document List *

- Authorization to Disclose Protected Health Information (CalHR XXX) *
- Dependent Eligibility Verification Checklist (CalHR Form 781) *
- Disabled Dependent Member Questionnaire and Medical Report (CalHR XXX) *

Dependent Re-Verification (DRV)

Presenter: Alison Drummer

Contact: DRV@calhr.ca.gov

Parent-Child Relationship Certification

Review Dependent

Dependent Type *
Parent Child Relationship

Dependent Type Locked

Status Status History
Pending

First Name *

Birth Date *
09/10/2012

Dental Plan *
Yes

Vision Plan *
Yes

Status Date
5/10/2023

Middle Name

Re-verification Effective Date
10/01/2023

Dental Plan Effective Date
01/01/2023

Vision Plan Effective Date
01/01/2020

Record Source
Carrier File

Last Name *

Re-verification End Date
09/30/2024

Dental Permitting Event
-- Record Source --

Vision Permitting Event
-- Record Source --

Delete Dependent

Comments
Added by Carrier File 2022-07-21

Save Cancel

Dependent Re-Verification (DRV)

Presenter: Alison Drummer

Contact: DRV@calhr.ca.gov

Parent-Child Relationship Certification

Settings

FAMILY CONNECT
CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

MAIN PAGE REPORTS ADMIN FAQ Logout Delia Baulwin

90 Day Notification: June 2023

Is Notified

Notified Date

Notified By

60 Day Notification: July 2023

Is Notified

Notified Date

Notified By

30 Day Notification: August 2023

Is Notified

Notified Date

Notified By

Certify Dependent

Certified

Re-certification Effective Date *

10/01/2023

Document Received Date *

09/30/2023

Re-certification End Date *

09/30/2024

Dependent Certified By

CalPERS

Date Coverage History

Certification Document List *

- Affidavit of Parent-Child Relationship (CalHR 025) *
- Dependent Eligibility Verification Checklist (CalHR Form 781) *
- Copy of first page of employee's federal or state income tax return such as IRS Form 1040 from the previous tax year listing child as a tax dependent (i)
- One Primary and two Secondary Supporting PCR Documents (see Supporting PCR Documentation on the CalHR 781) (i)

Notes

Dependent Re-Verification (DRV)

Presenter: Alison Drummer

Contact: DRV@calhr.ca.gov

Contact

- Before contacting the DRV Unit with policy and procedure related questions, please review all DRV resources including [BAM](#), [FCP Manual](#) and the [Human Resources Manual](#).
- Contact the DRV Unit at CalHR with questions and processes related to the Disabled Dependent and Parent Child Relationship benefits program for dependents enrolled in dental and/or vision benefits only.
- Departmental personnel offices can send DRV and FCP related questions via email to DRV@calhr.ca.gov.
- Current response time is five (5) business days.



Public Service Recognition Week

Presenter: Victoria Calles

Public Service Recognition Week (PSRW)

SAVE THE DATES

This year's PSRW will be observed from Sunday, May 4, 2025, through Saturday, May 10, 2025.

Proposed Theme Days

Monday – Career Wellbeing


Tuesday – Social Wellbeing

Wednesday – Physical Wellbeing

Thursday – Community Wellbeing

Friday – Financial Wellbeing

Two virtual learning sessions were held for department coordinators, supervisors, managers and other appropriate personnel on March 6 and 10. The presentation and other PSRW Resources are available on our [website](#).




Public Service RECOGNITION WEEK


May 4 - 10, 2025

Public Service Recognition Week (PSRW) is a chance to express appreciation to civil servants for the essential work they do. CalHR invites you to appreciate and engage with state employees through the five elements of wellbeing.


Proposed Themes




Day 1: Career Wellbeing
Host an in-person or virtual executive meet-and-greet focused on career development or record a video message. Facilitate a career recognition activity for teams or the entire department.




Day 2: Social Wellbeing
Have a speed networking event where employees connect by asking questions, or facilitate an activity where employees create a slide about their interests and hobbies outside of work to compile into a fun team presentation.



Day 3: Physical Wellbeing
Do a wellness activity such as a healthy snack meeting or a walk and talk break. Share additional physical wellbeing resources from the EAP and Employee Wellness Program.




Day 4: Community Wellbeing
Encourage all employees to participate in a statewide virtual presentation designed to support community wellbeing and belonging.



Day 5: Financial Wellbeing
Motivate employees to invest in themselves through a collaboration with Savings Plus. Wrap up the week with an activity determined by department or agency leadership.

Pictures of the Week
Highlight some of the best pictures all week. Tag photos on social media with the hashtags #PSRWCA and #CAServingCA.



Resources – CalHR Benefits Webpages

- [Benefits Website](#)
- [State HR Professionals](#)
- [State HR Professionals Benefits Toolkit](#)
- [State HR Professionals OE Resources](#)
- [HR Manual](#)
- [Open Enrollment](#)
- [CalPERS Open Enrollment for Active Members](#)
- [Virtual Library](#)
- [Benefits Calculator](#)
- [State Employees](#)
- [Health](#)
- [Dental](#)
- [Vision](#)
- [Insurance Benefits](#)
- [Consolidated Benefits \(CoBen\)](#)
- [FlexElect Reimbursement Account](#)
- [Life Insurance for Excluded Employees](#)
- [Group Legal Services](#)
- [Group Long-Term Disability Insurance \(LTD\) – Excluded Employees Only](#)
- [Work Resources](#)
- [Engagement Resources](#)

Resources – CalHR Benefits Contacts

- ACA Program ACA.Policy@calhr.ca.gov
- BAM Training BenefitsInquiries@calhr.ca.gov
- COBRA COBRA@calhr.ca.gov
- Dental Program dental@calhr.ca.gov
- Dependent Re-verification (DRV) Program DRV@calhr.ca.gov
- FlexElect Program FlexElect@calhr.ca.gov
- CoBen Program CoBen@calhr.ca.gov
- Group Legal Grouplegal@calhr.ca.gov
- Life Insurance LifeInsurance@calhr.ca.gov
- Long-Term Disability LTD@calhr.ca.gov
- Third Party Pre-Tax Parking Reimbursement Account Pre-TaxParking@calhr.ca.gov
- Vision/Dental Authorization Portal VisionDental.Authorization@calhr.ca.gov
- Vision Program vision@calhr.ca.gov
- Open Enrollment OpenEnrollment@calhr.ca.gov
- General Questions BenefitsInquiries@calhr.ca.gov

Employee Compensation Request Policy Overview



California Department of Human Resources 2025

Presented by: Sue Main

Contact: EmployeeComp@calhr.ca.gov

2026 Employee Compensation Request Policy: Human Resources Manual 1715

- Policy released on February 18, 2025
- Bargaining Units included:
 - Units 1, 3, 4, 11, 14, 15, 17, 20, and 21 (SEIU)
 - Unit 7 – California Statewide Law Enforcement Association (CSLEA)
 - Unit 8 – Cal Fire Local 2881
 - Unit 12 – International Union of Operating Engineers (IUOE)

2025 Policy Changes

- Departments are no longer required to include data with their request.
- An updated training is linked to the policy and can be found on CalHR Net under Employee Compensation Process section.
- Due date is May 1.

Employee Compensation Request Process

[Human Resources Manual Section 1715](#)

Questions?

EmployeeComp@calhr.ca.gov



SCO KEY INITIATIVES

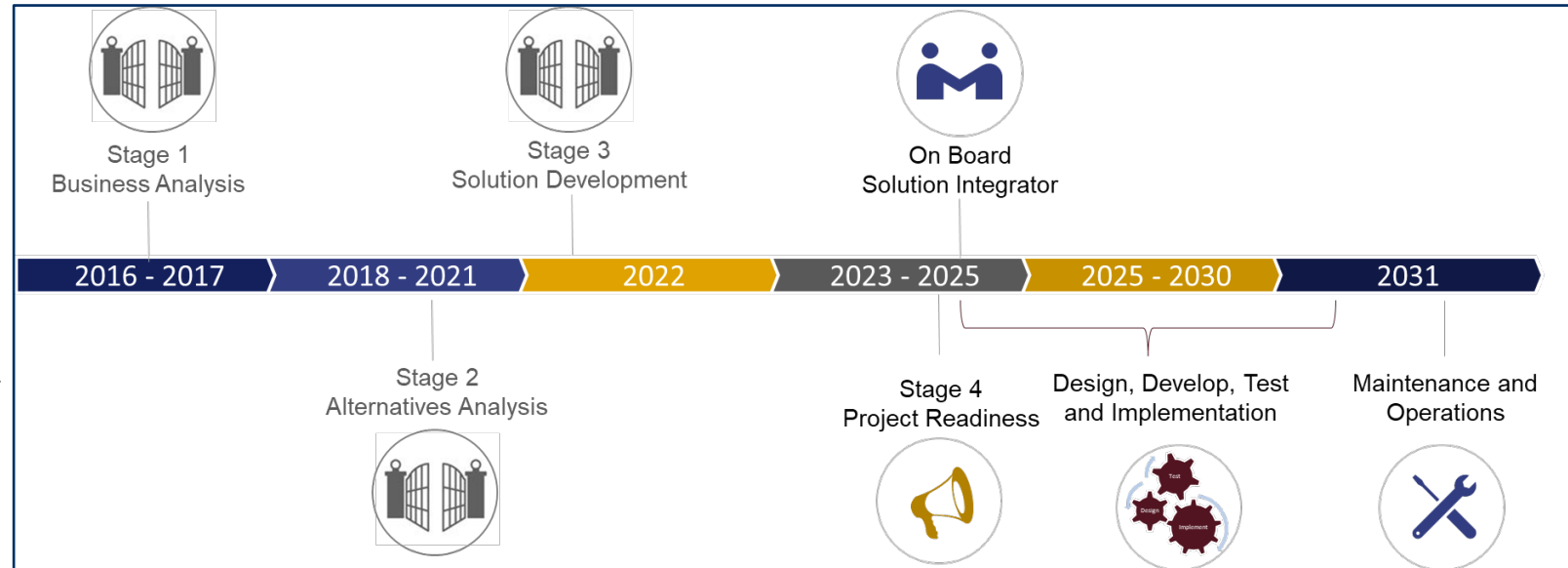
CSPS Status – March 2025

Presenter: Stephen Hamilton-Archer

Contact: CSPSHelp@sco.ca.gov

Project Information:

- **Objective:** To modernize and integrate the State's Human Resource and Payroll systems
- **Goals:** Manager and Employee Self-service, Reduction in manual/paper submissions, Improved reporting capabilities, Efficiencies in processes/workflow



Status/Progress Updates

- **Technical team** to initiate requirements gathering sessions for the Holistic Enterprise Registry ManagEment System (HERMES).
- **Organizational Change Management** continues to make progress on the CSPS Awareness and Modernizing Pay Day Campaigns and the Relmagedined CSPS webpages.
- **Functional and Technical Teams** continued onboarding Functional Implementation Services (FIS) and Information Technology (IT) vendor staff (FIS) contract managers.
- **Project Management Team** conducted lessons learned for PAL Stage 4.



STATEWIDE PROGRAM UPDATES



Statewide Personnel and Payroll Program

Presenter: Tommy Fong

Contact: [Statewide Customer Contact Center](#) 916-372-7200

2024 Lump Sum Separation Update and General Reminders

- Lump sum separation Personnel Action Request (PAR) packages for November or December separations continue to be processed.
 - On-time submissions are processed first (see [Payroll Letter #24-014](#)), then by tax year, then by date of separation (earliest is first), and then by receipt date.
- Departmental Universal Email boxes should be monitored daily for incoming communications from SCO.
 - The Civil Service (CS) Audits/CS Payroll team will be sending courtesy notices once 2024 November/December separation packages have been processed.
 - Remember to check pay history daily.
- Please refer to the [Weekly Processing Dates](#) located on the SCO webpage for updates.



Statewide Tax Support Program

Presenter: Monique Perez

Contact: PPSDSTSP@sco.ca.gov

Nonresident Alien Compliance

- Personnel Letters for Nonresident Aliens (NRAs)
 - [Personnel Letter #25-001](#): Changes to Federal Tax Withholding Rate for Nonresident Alien
 - [Personnel Letter #25-002](#): Verification of Employees Identified as Nonresident Aliens
- March 14 Deadline – contacting departments/campuses that have not reported
- Upload documents to [ConnectHR](#)
 - [Listing of Nonresidents Subject to IRS Notice 2005-76 Form](#) is located on the SCO website, and we have included a check box for an annual certification if your department does not hire NRA employees

For any inquiries, please contact the Statewide Tax Support Team at PPSDSTSP@sco.ca.gov



Statewide Tax Support Program

Presenter: Monique Perez

Contact: PPSDW2MiscDed@sco.ca.gov

Form W-2 Wage and Tax Statement FAQs

- [Form W-2 Wage and Tax Statement FAQs](#)
 - Frequently asked questions
 - Year-to-date (YTD) versus final earnings
 - ❖ Explains why Box 1 of the W-2 does not match the YTD on the gross earnings statement, as the W-2 reports taxable gross and the YTD gross
 - W-2 with an incorrect Social Security number
 - W-2 with an incorrect name
 - Employees should be going to their departmental Human Resources (HR) for questions regarding their Form W-2
 - Please do not direct employees to contact SCO directly as we cannot provide details to the employees



Human Resources (HR) Suggestions

Presenter: Nastassja Johnson

Contact: PPSDHRSuggestions@sco.ca.gov

- We received 12 HR suggestions in the last three (3) months.
- We are in the process of implementing three (3) of the suggestions and will share as soon as they are live.
- Remember to submit your HR suggestions to the SCO HR Suggestions Email (All HR Staff) PPSDHRSuggestions@sco.ca.gov.

PPSD General Reminders

When you reconcile payroll, check that these *details* are correct:

- Withholdings and deductions
- Employer taxes
- Hours worked, including overtime, vacation time, sick days, etc.
- Wages and salaries

Make sure the numbers recorded are reasonable. Look at past payrolls to see if current pay period is similar. If there is a large difference, learn the cause. Then, make sure each transaction you entered is correct.

Resource: Payroll Procedures Manual (PPM) [Section M](#)



PPSD General Reminders



- Utilize ConnectHR to submit documents or upload data
- Please **do not** email forms that include employees' social security number (SSN) to the ConnectHR Team. All attachments containing SSNs are automatically deleted.
- Check [Weekly Processing Dates](#) before utilizing the [Escalation Email](#) process
- Update [California Personnel Office Directory \(CPOD\)](#)
- All HR Offices must promptly address all email messages that come through their Departmental Universal Email established with SCO (e.g., Ding Notices, ConnectHR Direct Deposit Feature – Approval Required, etc.)
- The [PPSD Register](#) – PPSD's Monthly Newsletter
- Check out our recommended Human Resources [subscriptions](#)
- HR offices calling the [Statewide Customer Contact Center](#) (916-372-7200) must listen to the prompts carefully and patiently to select the appropriate program area who may best assist with their inquiry.
- Share this information with your Human Resources Team!

SCO Resources

Websites:

- [Human Resources](#) (HR)
- [State Employees](#)

SCO Key Initiatives:

- [SCOConnect](#)
- [California State Payroll System Project](#)

Contacts:

- Affordable Care Act (ACA) Email ACASupport@sco.ca.gov
- [Cal Employee Connect \(CEC\) Help and Feedback](#)
- [ConnectHR Help and Feedback](#)
- California Leave Accounting System (CLAS) Email CLAS@sco.ca.gov
- CS Escalation Email (HR Supervisors and Managers) PPSDOps@sco.ca.gov
- Decentralized Security Administration & ViewDirect Access (916) 619-7234 or DSA@sco.ca.gov
- HR Suggestions Email (All HR Staff) PPSDHRSuggestions@sco.ca.gov
- Management Information Retrieval System (MIRS) Email PPSDMIRS@sco.ca.gov
- [Statewide Customer Contact Center \(SCCC\)](#) (916) 372-7200

