

TRANSACTION SUPERVISORS' FORUM QUESTIONS & ANSWERS – AUGUST 2024

The following questions were submitted during the forum:

Question: Will the "do it all" option take into consideration any Traditional Catch-Up amounts approved by Savings Plus?

Answer: No, that will not be accepted. If the Catch-Up form is included with the package, option 1 will include the amount.

Question: Could we get another training on how to maneuver through the myCalPERS Employer Reports (Cognos) system?

Answer: Cognos classes are being offered by CalPERS on a regular basis, please check the [CalPERS](#) website for details. Specifically for the Cognos reports relating to health benefit deduction discrepancies, we are working with CalPERS to again present at this forum at a future date.

Question: If we find errors on the Family Connect Portal (FCP), such as birthdays, who do we contact to correct it?

Answer: All errors in FCP must be updated and addressed with the carriers. It is very important that both the dental carrier and Vision Service Plan (if enrolled in Premier Vision) have the same information to prevent creating duplicate profiles or exceptions. All error profiles can be found in the 2nd dashboard in FCP. If you have any questions on this, please email to DRV@calhr.ca.gov.

Question: What happened to the FlexElect reimbursement enrollment reports that were listed in Passport? Will the reports be uploaded to Mobius View? We use the reports to notify employees that Open Enrollment (OE) is coming and to continue coverage.

Answer: If this is regarding the reports on FlexElect participants that the Personnel and Payroll Services Division releases yearly, then, yes, those will be generated in the next few weeks and we will release a Payroll Letter, as we do each year. For reference, please review last year's letter, [Payroll Letter #23-013](#).

Question: When will the Benefits Calculator be updated?

Answer: The Benefits Calculator will be updated by the start of Open Enrollment.

Question: How do we get the Vision Service Plan (VSP) to retro the premiums for a member?

Answer: Please send an email to vision@calhr.ca.gov and elaborate on your question.

Question: Regarding the [SCO Tips for 2024 Open Enrollment of STD. 701C, STD. 702, and STD. 701R](#) webpage link, under Common Form Errors (Section 6) states, "Rank and file employees in Bargaining Unit 2 covered under TRICARE are eligible for the CoBen Cash Option," is this accurate?

Answer: Yes, it is accurate.

Question: The item 620 (from a Personnel Action Request form) is very small on an 8.5" x 11" page and it is difficult for some people to write that small. Do you recommend everyone utilizing PDF format to fill it out?

Answer: All forms have a print and fill option to complete.

Question: If a Nonresident Alien (NRA) employee (EE) became a naturalized citizen, what documents, if any, are the EE required to complete and submit to HR?

Answer: Please view the [Determining an individual's tax residency status](#) webpage on the Internal Revenue Service website for clarification.

Question: We are trying to correct a code on a Personnel Action Request (PAR) from B to A for a Nonresident Alien (NRA) employee. We tried to accomplish this by doing an A01C changing to A and correcting the retirement code, but it will not work. We have made calls to areas of SCO's Retirement and Tax Support; we did receive a response saying to submit it to SCO for keying. Is this scenario on the Do Not Key List? Is there guidance out there on this type of situation?

Answer: We are unable to give guidance regarding the retirement code change. Regarding the NRA, changing the 545 on the PAR is for informational purposes only. If the employee has a 099 deduction attached to their pay and you would like to make a change to the taxes, then human resources must submit a delete form. Please review [Personnel Letter #24-011](#) and the [Nonresident Alien Federal Tax Withholding Procedures FAQs](#) webpage for more information.

Question: Which Letter is regarding employees with blank Established Earnings ID (EID)?

Answer: [Personnel Letter #24-007](#).

Question: Regarding the Premier Vision Plan, due to a system error, will premiums be covered by Vision Service Plan (VSP)? I ask because we have an employee who was affected by this error and Accounts Receivables (A/Rs) were established by SCO; should we submit a STD. 674 A/R reversal?

Answer: If the premier vision deductions were erroneously dropped due to VSP's system error, then VSP will cover the missing deductions and re-establish the employee retroactively to what they were prior to the error.

However, not all deduction drops are due to this error and in most cases either A/Rs need to be set up or VSP can work out a direct payment agreement for the missing premiums with the employee. If one of your employee's lose their premier vision deduction and you are unsure as to why, please contact the [Statewide Customer Contact Center](#) (SCCC). These inquiries are being expedited to VSP for research and resolution.

Question: Regarding Pay Letter 24-20, for employees that are in Collective Bargaining Identification Designation (CBID) E99 that should receive the 3% General Salary Increases (GSI), when will the Civil Service/Exempt Payscales (CSP) be updated? When will the transaction be processed? When would pay be expected?

Answer: All classes for Pay Letter 24-20 have been updated. The following [Personnel Letters](#) have details for the various Bargaining Units that E99 employees may be associated with:

- Personnel Letter #24-013
- Personnel Letter #24-012
- Personnel Letter #24-010

If the employee you are concerned about did not receive the GEN transaction, then you may update it in the Personnel Information Management System (PIMS) based on the instructions in the appropriate letter.

Question: Can CalHR verify if telework stipend payments should continue to be keyed?

Answer: The telework stipend is still in effect and has not been abolished. If there are changes to a pay differential, then a pay letter will be released, and the pay differential will be abolished. The Department of General Services holds authority over the statewide telework policy. Each department should have a telework agreement. We recommend working with CalHR Labor Relations on any telework policy and/or agreement you issue for your employees.

Question: If a Permanent/Full Time employee takes an exam, is promoted based on that exam, gets rejected on probation, and then returns to the lower class, does the list eligibility from the promotion count as their highest A01? Can they apply and get appointed again into that classification and get permanent status in that class after they pass probation? Do they have to retake the exam?

Answer: Please have your designated Personnel Management Division (PMD) Analyst reach out to CalHR for clarification.

Question: I have a student intermittent pay issue for 07/24 pay period. I keyed her new position Personnel Action Request (PAR) to Limited-Term (LT)/Overtime (OT) and seven (7) days did not issue for the 07/2024 pay period. The received Statewide Customer Contact Center (SCCC) message stated that there was a system error due to mid-month salary change and to submit a STD. 674 form. How long will it take for the 07/2024 pay period to issue? Date working for payroll is 2/11/2024 according to the weekly processing dates.

Answer: If the employee is missing current month pay, your supervisor or manager may utilize the [Escalation Email](#) guidelines.

Question: If we are an institution with our own delegation of authority and have an analyst, but want further clarification on a pay letter, who do we contact to confirm correct understanding to communicate with the represented employees?

Answer: Your Personnel Services Branch (PSB) liaison may contact CalHR for policy clarification.

Question: When we upload a form in ConnectHR and the processing deadline passes, how long do we wait before we send an escalation email?

Answer: If SCO has passed your upload date you may contact the [Statewide Customer Contact Center](#) (SCCC) for assistance. If after two (2) business days you do not receive a response from an SCO team member, then your manager may utilize the [Escalation Email](#) guidelines.

Question: We have an employee who was out on State Disability Insurance (SDI), established Accounts Receivables (A/Rs) for benefits, and chose the leave offset to clear the A/Rs. What is the correct dropdown to upload the STD. 674 and calculator to?

Answer: The correct dropdown is Benefits - STD. 674 A/R Leave Credit Offset.

Question: Is there a way to expedite the process regarding when an employee separates and still has an Accounts Receivable (A/R)?

Answer: Once the employee has a permanent separated code in the employment history, you may upload the document and call the [Statewide Customer Contact Center](#) (SCCC) to ask them to expedite the STD. 674.

Question: Do Permanent-Intermittents (PIs) meet eligibility for the Military Leave, which allows 30 days of pay or does a PIs work limitations disallow them to qualify?

Answer: Permanent Intermittents do qualify for military leave. The department's designated contact should reach out to Personnel Services Board (PSB) for assistance.

Question: Regarding the Bargaining Unit (BU) 15 Safety Footwear Reimbursement, CalHR negotiated the increase (\$100 to \$165) with the understanding it would be processed through SCO and taxed. This must be processed by September 1. Will a SCO payroll letter be released on what earnings ID to key in SCO?

Answer: This will be processed through the payroll system like other footwear and uniform allowances. There is no ID set up through the system for this, it is a fringe benefit processed through the NON-USPS system. See Section N of the [Payroll Procedures Manual](#) (PPM) for more details.