

TRANSACTION SUPERVISORS' FORUM QUESTIONS & ANSWERS – DECEMBER 2024

The following questions were submitted during the forum:

Question: Are we still required to send out the initial general Consolidated Omnibus Budget Reconciliation Act (COBRA) notices to employees when they make a change to their benefits or newly enroll?

Answer: Yes.

Question: Are there any California policy regulation codes or rules you can share regarding benefit premiums that cannot be waived for months when services are not in use?

Answer: To better assist your question, we ask that you submit your inquiry to any of the following mailboxes listed below for further research.

- CoBen Coben@calhr.ca.gov
- Dental Dental@calhr.ca.gov
- FlexElect FlexElect@calhr.ca.gov
- Group Legal Services Insurance GroupLegal@calhr.ca.gov
- Life Insurance Lifeline@calhr.ca.gov
- Long-Term Disability LTD@calhr.ca.gov
- Third Party Pre-Tax Parking Reimbursement Program Pre-TaxParking@calhr.ca.gov
- Vision Vision@calhr.ca.gov

Question: Will CalPERS and CalHR ever be on the same timeframe regarding as to when the Dependent Re-Verification needs to be verified?

Answer: If this is in reference to the re-verification of birth and adopted children, the Dependent Re-Verification (DRV) process in the Family Connect Portal (FCP) is newer in comparison to the Dependent Eligibility Verification (DEV) process in the myCalPERS system. Children that have previously been re-verified for health benefits through the DEV process do have to re-verify at least once for their dental and/or Premier Vision benefits through the DRV process. After these children are re-verified for dental and/or Premier Vision benefits in the FCP, they will not be up for re-verification again. Please note that dependent children should have their birth certificate in an employee's official personnel file and can be used for the verification process.

If this is in reference to other dependent types of employees who are up for verification, the DRV and DEV are scheduled the same and is based on the birth month cycle of the employees. This occurs every three years and applies to spouses, domestic partners, stepchildren, and domestic partner children.

If there is a specific employee situation needing further research, please email DRV@calhr.ca.gov and provide the employee's name, UEID number, and the dates in which the notices have been sent to the employee.

Question: Can you send me the guide to add users or delete them for Family Connect Portal (FCP) or show me where I can obtain it?

Answer: Please refer to the [FCP Manual](#) for information.

Question: The CalHR Pre-Tax parking email has been going back and forth with my team at the Department of Justice (DOJ) since July 2024. I personally submitted another request two (2) weeks ago, but the CalHR team has been unresponsive. Can someone please investigate this? We have an employee who needs a refund dating back to May 2024.

Answer: Thank you for your patience as we work through our backlog of emails. We have confirmed that a refund was sent to SCO for processing on 12/17/2024 for a DOJ employee.

Question: Do human resources offices need to send Consolidated Omnibus Budget Reconciliation Act (COBRA) information to employees retiring?

Answer: The separation checklist (from SCO) speaks to the COBRA separation checklist for Personnel Specialists.

Question: What permitting event code do I use when adding a Disabled Dependent to dental benefits?

Answer: Please send an email to dental@calhr.ca.gov for clarification.