

TRANSACTION SUPERVISORS' FORUM QUESTIONS & ANSWERS – JANUARY 2025

The following questions were submitted during the forum:

Question: Do we need to call dental carriers to verify that Open Enrollment changes were updated like previous years?

Answer: Civil Service Benefits Program updated their process for sending dependent information over to the dental carriers to be more expedient. All dependent information should be with the carriers by now.

Question: Is there a report for dependents in a Parent-Child Relationship (PCR)? If so, where can we find it?

Answer: PCR reports for dependents certified in myCalPERS system are available via COGNOS report. Please reach out to CalPERS for more information on how to access those reports. PCR certifications completed by CalHR is still in development and reports are not finalized yet but will be available at a later date.

Question: What is the Savings Plus contact number for employees regarding 1099 questions?

Answer: If employees have questions regarding 1099s (or anything else about their account), they can call the Saving Plus Solutions Center at (855) 616-4776.

Question: Can you confirm that human resources offices should not be emailing Vision Service Plan (VSP) enrollment forms to VSP? Are there any exceptions?

Answer: Enrollment forms for Vision Service Plan (VSP) should be sent to VSP directly. Exceptions to that process, like appeals, should be sent to vision@calhr.ca.gov.

Question: We are having issues with employees that enrolled in MetLife during Open Enrollment. MetLife is showing a shell account with no information for employees and/or benefits. Also, they say that SCO needs to send over the complete information to finish enrollment. Deductions are correct for the 12/2024 pay period. Carriers will not allow Personnel Specialists to add information over the phone; therefore, employees are not able to use the benefits. How can this be resolved?

Answer: Please forward the STD. 692 forms to dental@calhr.ca.gov for assistance.

Question: Are you aware that the Retiree Vision Premium hyperlink in the Benefits Administration Manual is broken?

Answer: Thank you for letting us know, please send the broken hyperlink to vision@calhr.ca.gov and we will investigate.

Question: Will there be a dropdown made in ConnectHR for Vision Service Plan (VSP) Premier forms, or do we use the Vision 700 dropdown?

Answer: Please do not send Premier Vision forms to SCO. Send them directly to VSP.

Question: Will the Dependent Re-Verification (DRV) training be available again anytime soon?

Answer: The development of the training is currently in progress, more information to come from CalHR.

Question: We have employees impacted by the Preferred Provider Organization (PPO) plan administrator change from Anthem to Blue Shield, beginning January 1, 2025. Employees shared that they are on the phone with Included Health for up to 2 hours on hold without having their inquiry addressed. Does CalPERS have any recommendations on how to assist employees who are enrolled under a health PPO plan, but their doctor is no longer covered due to the administrator transition from Anthem to Blue Shield?

Answer: We have been working closely with Included Health and Blue Shield throughout the implementation of the third-party administrator change and are monitoring the call volumes and wait times on a daily basis. After working through some initial challenges, the wait times have dropped considerably in the last few weeks.

Regarding the Blue Shield networks for the PPO plans, while there is considerable overlap of providers between Anthem and Blue Shield, the two networks are not identical. For members whose doctor is not in the current Blue Shield Gold or Platinum networks, we have some options:

- Continuity of Care for members undergoing care for certain serious conditions, or have surgery scheduled
- Limited Out-Of-Network Exception for PERS Platinum members and for PERS Gold members residing in certain locations throughout the state
- Contacting Included Health to find an in-network provider

You can find details on these options and additional information on the transition by contacting Included Health directly at (855) 633-4436 or on the [CalPERS PPO Administrators](#) webpage. We update the FAQs on this page when needed, so it continues to be a resource for our members.

Question: Regarding Weekly Processing Dates, are the listed dates the date the form was logged, or the date the form has been processed?

Answer: The Weekly Processing Dates are the dates the forms were received through ConnectHR.

Question: Will there be any Complex Salary Determination training modules available soon?

Answer: We continue to refresh and revise our website's self-paced learning content including advanced job aids and tools. We hope to offer more advanced instructor led classes in the fall.

Question: When will Section 505 of the Personnel Action Manual (PAM) be updated?

Answer: Currently we are working on updating the Payroll Procedures Manual (PPM). Once that is updated, we will begin to provide updates to the PAM.

Question: Is the formal Military Leave training still in development?

Answer: Due to the Military training being specific to policy interpretation and circumstances of the individual, SCO, in partnership with CalHR, has placed the development of this training on hold until further notice. Please continue to reach out to your departmental Personnel Services Branch representative at CalHR for policy guidance.

Question: Pay Differential 471 states, "For qualifying pay periods worked between the period of January 1, 2024, through June 30, 2024, up to a maximum accrual of \$600 for the six qualifying pay periods. The stipend earned for the period of January 1, 2024, through June 30, 2024, shall be processed as a lump sum payment in August 2024." If the employee transferred to our agency in July 2024 still in Bargaining Unit 12, who pays out the August 2024 stipend? Our agency or previous agency?

Answer: If the employee is still eligible for the pay differential at your department, then the department the employee is in will pay the differential.

Question: Regarding separations with deferrals, some agencies (including SCO) will key the S70 transaction code to drop the pay and then will do an S70C for the additional time. Why do some agencies do it this way?

Answer: We follow this process to ensure regular pay issues timely to meet the labor code, timely payment of wages. The S70 is keyed certifying regular pay only, then the S70C is submitted for processing as the deferral is not subject to the labor code.

Question: Can you please provide the hyperlink of the CalHR Benefits website in the chat?

Answer: [CalHR Benefits](#)

Question: Are employees enrolled in Tricare eligible for FlexElect cash?

Answer: Please refer to the [Benefits Administration Manual](#) for FlexElect information. If you still have any questions, please send an email to flexelect@calhr.ca.gov for assistance.

Question: Will SCO ever automatically delete 26 year old dependents like CalPERS does?

Answer: SCO does not house dependent information; therefore, it is not an option for SCO to automatically delete dependents.

Question: Where can we find information or instructions regarding the new Direct Deposit process for employees who can do it themselves and for human resources staff that have to process it for their employees?

Answer: Information regarding the 699 File Generator and Toolkit were emailed after each department's training. Employees can access the [Cal Employee Connect](#) (CEC) webpage for information on how to [enroll in Direct Deposit](#).

Question: An employee submitted a pre-tax parking cancellation form in September 2024. By error, it was not uploaded for processing. Are we able to upload the form today for processing? Or will we need to go through the appeal process?

Answer: Yes, you can still upload the cancellation. Please feel free to email ppsdw2miscded@sco.ca.gov for further questions.

Question: Are the listings/notices for exempt employees also available on Mobius View?

Answer: They are not available on Mobius View. If a listing is needed, please contact the Personnel and Payroll Services Division's Tax Support Program at PPSDSTSP@sco.ca.gov.

Question: If we received a cancellation of an S70 due to a ding notice even though we re-uploaded the documents immediately, then what can be done to ensure it is processed timely?

Answer: If a package has been cancelled with a ding notice, then please upload the package and include the ding notice as the first page of the package. It will go back to the Specialist that sent the ding notice and will continue to be worked on.

Question: Could we get training on information regarding Hire Above Minimum (HAM) and plus salary?

Answer: Please direct all policy related questions related to HAM processes to CalHR. According to the CalHR Manual, "Effective October 1, 2024, departments are only permitted to appoint employees above the established minimum salary if they are being appointed to one of the authorized classifications as listed in the Civil Service Pay Scales, Section 5. Departments are required to do a salary determination following the rules in the California Code of Regulations. A rate greater than the salary determination is not permitted for any individual, unless it is for one of the listed classifications approved in the Civil Service Pay Scales, Section 5. To be eligible for a discretionary HAM rate, the appointment effective date must be prior to October 1, 2024."

Question: Any idea when the Fundamentals of Payroll and Advance Salary Determination training will be back?

Answer: We plan to continue to expand our course offerings in 2025 and will notify Departments as soon as they become available.

Question: Can there be a training tailored to processing STD. 674s for military employees?

Answer: Due to the Military training being specific to policy interpretation and circumstances of the individual, SCO, in partnership with CalHR, has placed the development of this training on hold until further notice. Please continue to reach out to your departmental Personnel Services Branch representative at CalHR for policy guidance.