

TRANSACTION SUPERVISORS' FORUM QUESTIONS & ANSWERS – SEPTEMBER 2024

The following questions were submitted during the forum:

Question: Does ConnectHR have a naming convention that they prefer for departments to use? For example: Last name, First name_STD999_MMDDYY.

Answer: The ConnectHR File Upload feature will upload documents with the naming convention used by each department. Sometimes, there are specific business needs that require SCO to ask certain human resource offices to use a specified naming convention. If this is your case, please follow up with the specific unit.

Question: I sent an initial and follow-up email regarding enrollment for the Affordable Care Act (ACA) Virtual Training, and I still have yet to receive a response.

Answer: If you sent a request for training to pdsdacaatraining@sco.ca.gov for a specific date with the user information and have not heard back, then you may receive enrollment information closer to the training date.

Question: Can we request an improvement to the Dependent Re-Verification (DRV) notification process? Once the DRV process is complete, the system should stop sending follow up notices to the impacted staff advising them to submit their paperwork.

Answer: Once the alerts have been processed in Family Connect Portal (FCP) the notices are stopped. There are instances where there are timing errors, such as when the notices are being generated and sent out while the personnel specialists are processing the alerts in FCP.

Question: Do we delete dependents from Family Connect Portal (FCP) after we send the dental form to SCO?

Answer: Correct. Also, please wait until the dependent's profile is listed as 'deactivated' before deleting the profile from FCP.

Question: If an employee has a child (3 years old) who was diagnosed as disabled, can they complete the applicable documents and submit now, or do they have to wait until the child turns 26?

Answer: Please wait until the child turns 26.

Question: Is there a memo we can use to send to employees enrolled in a Medical Reimbursement account to remind them to re-enroll?

Answer: You can send the [2024 Open Enrollment \(OE\) Employee Announcement](#) to employees. On the first page, there is a section that states enrollees would need to re-enroll during OE if they would like to participate in the program for the following year.

Question: Regarding the CalHR 680 Domestic Partner Affidavit form, why is the form only linked to the Dental Benefit section on the CalHR website and not to the Health Benefit as well?

Answer: For clarification, please contact the [Statewide Customer Contact Center](#) (SCCC) and select Benefits.

Question: Do human resource offices receive a notification of any vision changes made during open enrollment, since employees make those changes through Vision Service Plan (VSP)?

Answer: There are no notifications regarding vision changes being sent out. The State Controller's Office will receive the file from VSP to have the changes occur and it is automatically updated in the system.

Question: Is it required to attach a copy of the Dental and/or Health form with the STD. 701C or STD. 702?

Answer: If your agency is a part of myCalPERS, then you do not have to include the HBD-12 form. Please ensure the health benefits are canceled or scheduled to be canceled in myCalPERS prior to uploading the Cash Option form to SCO. If the employee is enrolling or canceling Dental, then please include the STD. 692 Dental form with the STD. 701C or STD. 702 form as a package. You do not need to upload the STD. 692 Dental separately for this scenario.

Question: Why is the Benefits Administration Manual (BAM) password protected?

Answer: The BAM is password protected because the information included is only for Departmental Personnel.

Question: Can the STD. 692 dental form be updated to have a box that states "Open Enrollment" in Section A under the type of action? It is shown on the STD. 701R and STD. 701C forms, why can't the dental form have it too?

Answer: Please send your suggestion to the [Department of General Services](#), Forms Management Center at FormsManagement@dgs.ca.gov.

Question: Regarding employees that are enrolled in FlexElect and Dental, do we upload the form(s) under FlexElect or Dental?

Answer: If employees have FlexElect and Dental benefits, then it must be uploaded under FlexElect. Please utilize the [2024 Open Enrollment Resources](#) webpage for further clarification.

Question: Are all vision changes done through Vision Service Plan (VSP)?

Answer: Yes.

Question: Is there an update on Military Training that can be shared?

Answer: Currently, CalHR has advised to direct any military leave questions to them.

Question: Can we get instructor lead trainings for topics related to State Disability Insurance (SDI), Non-Industrial Disability Insurance (NDI), and Industrial Disability Leave (IDL)?

Answer: We are working to get those classes up and running. However, there are comprehensive videos available on [SDI](#) on the SCO website. At this time, we are working to get some disability virtual instructor lead trainings developed but we will not be holding any in-person trainings.

Question: I submitted a STD. 674 with payment type "P" to the Civil Service Payroll Unit; however, I received a notice back stating it was submitted to the incorrect program area. Can you let me know which unit I should send it to?

Answer: Payroll and Premium Pay Units do not work on payment type Ps. Please review the deduction and org. code to determine where to upload the documents. Kindly review Section B of the [Payroll Procedures Manual](#) (PPM) for further information.

Question: Are there any updates regarding the telework stipend?

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: Can we have an in-person training for Management Information Retrieval System (MIRS) in the future?

Answer: Currently, MIRS is revamping their program and will release information pertaining to it at the beginning of next year.

Question: Regarding the new Lump Sum Separation Pay Contribution Election Form, if an employee (EE) selects the max out contributions in Section 2, then does the EE need to complete the totals in Section 3?

Answer: Employees who select the Full Deferral Option in Section 2 must not complete the Custom Deferral Table in Section 3. By selecting Full Deferral, the employee is indicating they want 100% of their Lump Sum Separation Pay processed according to the default hierarchy, in the following order: (1) Current year 457(b) pre-tax, and (2) current year 401(k) pre-tax.

Question: Can the Accounts Receivable (A/R) number be added to the subject line on the ConnectHR notification email we receive from ConnectHR?

Answer: Please submit your suggestion to ConnectHRhelp@sco.ca.gov.

Question: What are the requirements for submitting an escalation email to PPSDOps@sco.ca.gov?

Answer: Please see the [Escalation Email Instructions](#) for clarification.

Question: I noticed I cannot use the 035 Accounts Receivable (A/R) feature in ConnectHR for two (2) employees in my department, who both have dual position numbers and were previously CSU employees. Is there a reason the 035 feature is not available, or will it be available in the future for these types of transactions?

Answer: For these situations we recommend using the File Upload process.

Question: The ViewDirect report name, "Employee Without Appropriate Address," only runs once a month. Can you create another report that runs every day like the warrant register report?

Answer: This is an Affordable Care Act (ACA) compliance report. ACA reports are run on a monthly and quarterly basis. Please email to acasupport@sco.ca.gov with your request, I would like to hear more about your reasons for requesting this report to be run daily. I am not sure if it is something we would be able to accommodate at this time but would still appreciate your thoughts.

Question: If Other Post-Employment Benefits (OPEB) deductions are wrong, how are pay adjustments done? For example, the OPEB rate should be 2.5% but you are paying 3%. Who should we contact to correct this issue?

Answer: Submit STD. 674s to Civil Service Payroll as an adjustment and indicate in the remarks that they are due for an OPEB refund (include the percentages involved).

Question: How do we expedite the Accounts Receivable (A/R) process for separated employees?

Answer: Please refer to Section I 014: Separating Employees of the [Payroll Procedures Manual](#) (PPM) for clarification. If an employee has an outstanding A/R to be established, agencies may contact the [Statewide Customer Contact Center](#) (SCCC) at 916-372-7200 and request to expedite the STD. 674 A/R. Before making the request, the employee must have a permanent separation Personnel Action Request (PAR) transaction date keyed within the last 30 days of their employment history. When you leave a voicemail, please include the employee's first and last name, the date of the ConnectHR upload, and the ConnectHR dropdown selected.

Question: Regarding an Accounts Receivable (A/R) leave offset, are employees allowed to split the repayment between leave offset (50%) and payroll deduction (50%)?

Answer: No, your employee must choose one option.

Question: Will Form CD 9855 or Form STD. 9855 ever show up on ConnectHR? Our accounting department sends a listing to SCO each month for the agency-collected Accounts Receivables (A/Rs), and they are still showing as active on ConnectHR.

Answer: I am not familiar with forms CD 9855 or STD. 9855. However, if what you mean is that the employee had an A/R, the A/R was paid via your agency's accounting office, but you still see the A/R as active, then unfortunately since the A/R was paid outside the Payroll System and not via payroll deduction, our system does not have a way to know. This is not a new behavior; this situation has always existed. The difference is that now this behavior is viewable to all agencies because our 035 feature reads the employee's pay history. We recommend keeping all the records of the payments in the employee's file, as you have done in the past.