April 2023

Transaction Specialists' Educational Forum Notes

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SURVEY QUESTIONS:

The following questions are submitted prior to the forum via survey monkey.

Question: Can SCO break down payment "K" when it is not benefits? Clarify as to how to decipher where the STD. 674 A/R should go and how we can identify what dropdown to use in ConnectHR.

Answer (*Statewide CS Payroll Program | Christina Campbell*): The Civil Service Payroll team will process A/R/Payment/Transfer related to OPEB. All Deduction and Org codes may be found in PPM Section B.

Answer (*Statewide Tax Support Program | Monique Perez*): For Fringe Benefit A/Rs the Class Code will be different than the employee's regular position number. The class code of the Accounts Receivable (A/R) will be different than the employee's regular position number (XXX-XXX-**1510-999**). The PPM Section N 173 lists all the fringe benefit class codes and the serial number will always be 999.

Answer (*Statewide Disability Program | Karin Johnson-Anderson*): The best way to decipher where the STD. 674 A/R should go would be to look at the deductions attached to the payment type K and any other transactions, such as transfers that may have been processed within the pay period. If there was a disability transfer of time within the pay period and the deductions on the payment type K can be matched to that transaction, it should be uploaded to Disability. If the deductions attached to the payment type K are for benefits (health, dental, vision) only this should be uploaded to Benefits.

Answer (*Statewide Retirement Program | Gundy Pinero*): The Deduction Codes in B 016 of the PPM: Section B - Codes manual indicates which SCO Program the STD. 674 A/R should go or which dropdown list in ConnectHR you would select.

Question: Can CalHR look into different options for submitting the VSP premier forms, VSP cannot accept our encrypted emails and units no longer have fax machines. It also seems like faxed forms are not getting processed.

Answer: Any emails sent to the stateofca@vsp.com mailbox are encrypted to ensure the members privacy and Personal Health Information (PHI)/Personal Identifiable Information (PII)

is protected. When departmental personnel encrypt the email, it double encrypts and locks out the viewer. When sending Premier forms do not encrypt the form and allow the VSP system to encrypt the information. All information is kept confidential.

VSP is still accepting forms via fax or mail. If a contact mails or faxes a form, they can contact our Customer Care team to confirm the status. Once VSP receives the forms, the system generates a case that is assigned to the enrollment team to process. The case will include the members name and ID so that helps VSP Customer Care team members check to see if there is an open case for the member. I would highly recommend keeping a copy of the form and receipt as documentation of submission to VSP.

Please contact vision@calhr.ca.gov if there are any questions or concerns.

SCO KEY INITIATIVES:

SCO – California State Payroll System (CSPS) Project – Jeana O'Ferrall (CSPSHelp@sco.ca.gov)

– Organizational Change Management (OCM) and Department Agency Readiness Teams (DARTs)

- In OCM our focus is on people side of change
- OCM team is actively working to support departments in building their DART teams
- Four objectives carried out by DART teams:
    1. Voice
    2. Partnership
    3. Collaboration
    4. Communication

– 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
- **Scope:** Personnel, Benefits, Position Control, Time & Attendance, Travel & Business Expense and Payroll
- **Why CSPS:** Current system is 50 years old and not integrated; current system does not reflect or incorporate IT, HR, PR innovations over past 50 years.
- **Who will this impact:** State HR and Payroll staff and all state employees
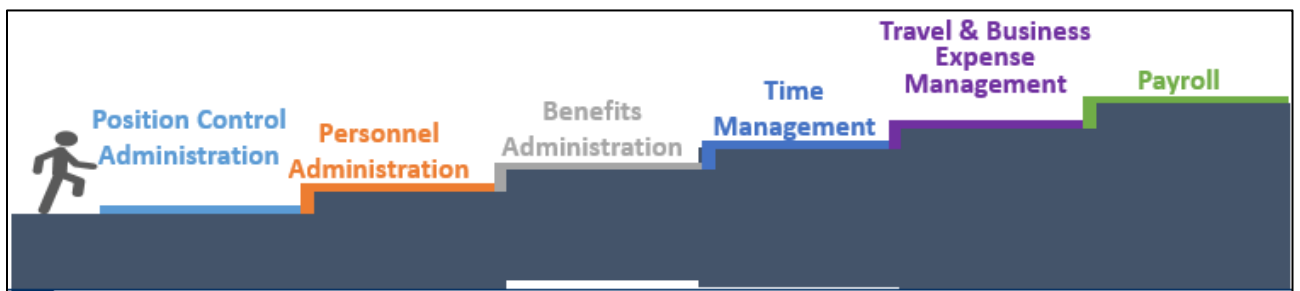
– Status Updates / Progress:
  - We are currently evaluating bids from potential vendors for the CSPS Project
  - Technical team has been hard at work cleaning up data in our legacy systems
  - Departments have until the end of May to identify Subject Matter Experts (SMEs) and Coordinators to their assigned Agency Change Expert (ACE)
  - The OCM Agency Change Experts have been conducting initial outreach meetings with their departments over last couple weeks
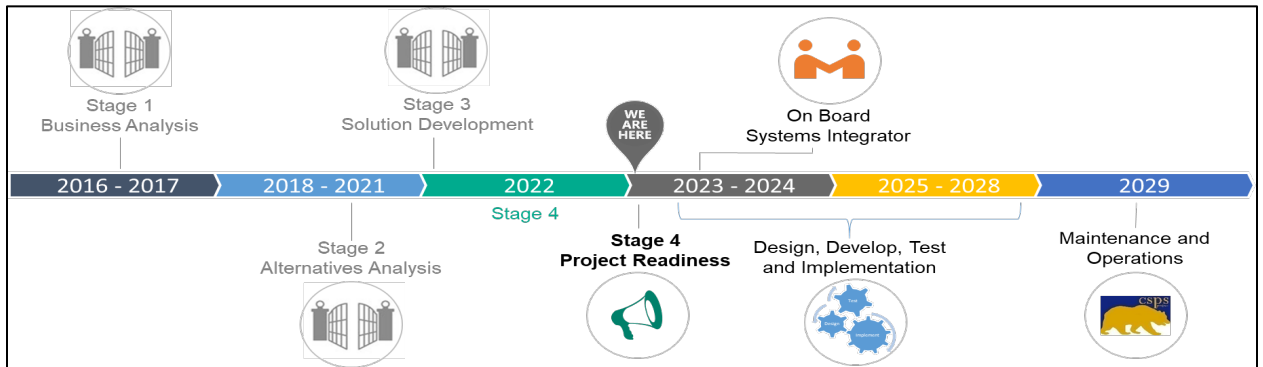
BENEFITS ADMINISTRATION:

Affordable Care Act Program – Jordan Kegan (Contact: acasupport@sco.ca.gov)

− Affordable Care Act (ACA) Compliance Report Clean Up
  • 2020 1095-C Corrections process begins in May
  • Compliance reports are updated monthly and are available on ViewDirect & Mobius View
  • All errors listed on the Compliance Reports should be fixed monthly

− Why?
  • Help keep ACAS records up-to-date
  • Reduces retroactivity in ACAS that may result in a corrected 1095-C
  • Prevents inaccurate reporting to the Internal Revenue Service (IRS)
  • Reduces potential Information Reporting Penalties (IRP) costs for the department

− Resources
  • Visit the Affordable Care Act (ACA) Training webpage to access additional tools, eLearning modules, and registration information
  • For ACA related questions please contact the ACA Help Desk at: acasupport@sco.ca.gov

CalHR – Benefits Division

− Dependent Re-Verification (DRV) – Bobby Saetern (DRV@calhr.ca.gov)
  • What is DRV: The Dependent Re-verification (DRV) is the process of re-verifying the eligibility of your employees' spouses, domestic partners, children, stepchildren, and domestic partner children (family members) enrolled in state health and dental benefits.

    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 benefits. The bargaining unit contracts specify that family member eligibility for dental benefits shall be the same as that prescribed for health benefits.

  • DRV Updates
    o CalHR automated the DRV process for Dental and Premier Vision effective January 2023
    o CalHR mails out DRV notices to employees with dependents enrolled in dental and/or premier vision who require re-verification at 90, 60 and 30 days before the employees' birth month
      ➢ CalHR contracts with DGS to mail out DRV notices
      ➢ April 2023: 60-day Health (CalPERS), Dental and Premier Vision (CalHR). *Reminder* DRV notices will be mailed out for June 2023 birth month cycle
    o Department Personnel Offices have started processing dental and premier vision dependent re-verifications through the Family Connect Portal (FCP)
    o The current health DRV process through CalPERS will remain unchanged
    o With this launch, department compliance with DRV regulation will be monitored through Family Connect Portal (FCP)

- o The DRV Unit at CalHR will continue to monitor and adjust processes while remaining aligned with the DRV regulations and policies. Family Connect Portal (FCP) is an interim solution to CSPS.
  - o The DRV Unit will provide HR offices with guidance and assistance with the Family Connect Portal and all tasks related to DRV
  - o All DRV & FCP procedures, manuals, and FAQs have been posted in the DRV section of the Benefits Administration Manual (BAM) on CalHR Benefits Website.
- Contact
  - o Before contacting the DRV Unit with policy and procedure related questions, please review all DRV resources on the CalHR Benefits website at https://calhr.benefitsprogram.info
  - o Department Personnel Offices can send DRV related questions via email to DRV@calhr.ca.gov
  - o Current response time is five (5) business days

- Open Enrollment (OE) Updates – OpenEnrollment@calhr.ca.gov
  - The OE team at CalHR is actively meeting with Benefit Vendors and Program Subject Matter Experts (SMEs) to collaborate, plan and prepare for a successful 2023 OE.
  - Similar to 2022, CalHR will be hosting a Virtual Benefits Fair this year.
  - In addition, as more state employees are transitioning to a hybrid telework environment, the OE Team will be assessing the needs for multi department in-person OE Benefits Fair for 2023.
    - o Keep an eye out mid-April for an email with a survey link.
    - o Your feedback is very important.
  - Contact
    - o Before contacting the OE Unit with policy and procedure related questions, please review all OE resources on the CalHR Benefits website at https://calhr.benefitsprogram.info
    - o Department Personnel Offices can send DRV related questions via email to OpenEnrollment@calhr.ca.gov
    - o Current response time is five (5) business days

- Benefits Programs – Jennilee Betz
  - Dental
    - o Program is current and within 30 days.
    - o Reminder about 24-month PPO restriction
      - ➢ Employees need to complete the full 24 months before they are eligible to enroll in a PPO dental plan. For example, an employee hired in December 2020 is not eligible to enroll in a PPO plan until January 2023.
  - Appeals Issues
    - o We continue to receive incomplete/incorrect STD 692 forms. Please review and audit forms prior to submission to CalHR.
    - o With retroactive enrollments, prior to submitting appeals to CalHR, departments

must ensure that employees are aware of the responsibility to pay retroactive premiums and that accounts receivables will be established to recover these premiums if applicable.
- o Enrollment is not on a current basis.
- Request for additional information
  - o Respond to existing appeal email.
  - o Do not send a new email. A new email will be paced in the cue for processing.
- A Complete Appeals Package includes:
  - o Justification memo explaining appeal.
  - o Complete and error free STD 692.
  - o Written confirmation that the employee acknowledges accounts receivables will be established for retroactive enrollment (if applicable).
    - ➢ Once an appeal is approved by CalHR and processed by SCO, we will not cancel or reverse the appeal.
- Third Party Pre-Tax Parking Reimbursement Account
  - o Program is current and within 30 days.
  - o Reminders for personnel specialists:
    - ➢ Use the SCO database to check the status of an approved refund prior to emailing CalHR to inquire on the status.
    - ➢ Prior to enrolling an employee in PTP, the personnel specialist needs to ensure the employee is not already paying into a state-sponsored parking program.
    - ➢ When submitting the required memo for a refund request, please include ALL of the information requested within the memo requirements, including the cancellation form submitted to SCO.
      - ▪ Incomplete memos without the proper cancellation form will delay processing.
  - o Special announcements
    - ➢ The 2023 Monthly Deduction Amount - HR Announcement was released on December 9, 2022. For 2023, the monthly deduction limit for qualified parking is $300. This amount is an increase of $20 over the limit of $280 in effect for the year 2022.
- Vision
  - o Program current and within 30 days.
  - o Form submission – Send forms directly to VSP:
    - ➢ CalHR 774 (Premier Vision Enrollment)
    - ➢ COBRA
    - ➢ CalHR 695 (Retiree Enrollment)
  - o Do not send multiple enrollments in one email; this can cause errors with data entry for VSP.
  - o Recommendation for form submission email subject
    - ➢ Premier Vision Enrollment_Employee Name (Last Four)
    - ➢ Retiree Vision Enrollment_Retiree Name (Last Four)

- o Appeals
  - ➢ Prior to sending an appeal, confirm employee information in SCO miscellaneous deductions.
  - ➢ Complete Appeals Package includes:
    - ▪ Justification Memo explaining appeal
    - ▪ Copy of completed forms submitted and any confirmation documents that were received at time of submission.
    - ▪ Written confirmation that the employee acknowledges accounts receivable for retroactive enrollment (if applicable).
- o VSP Contact Information
  - ➢ Phone Number: 800-400-4569
  - ➢ Email: stateofca@vsp.com
  - ➢ Fax: 916-389-8304
  - ➢ Employee Website: https://stateofcaemployee.vspforme.com/
  - ➢ Retiree Website: https://stateofcaretiree.vspforme.com/

- Vision Dental Authorization Portal
  - o Program is current and within 30 days.
  - o The new template requires departments to provide their agency code and in the exact format provided within the template.
  - o Requests to add, update, or delete employees must come from a supervisor or manager listed in SCO's California Personnel Office Directory.

- FlexElect
  - o FlexElect is currently at 60 days for processing appeals.
  - o For questions regarding an employee's ASI account, the employee should contact ASI directly via phone at (800) 659-3035 or email at asi@asiflex.com.

- General Program Updates or Reminders
  - o Training Recommendations
    - ➢ Benefits Administration Manual Training – Online CalLearns
    - ➢ Employee Benefits Orientation Training – Online CalHR Webpage
  - o Reminders for Open Enrollment Changes
    - ➢ Check pay history to verify open enrollment changes were processed.
    - ➢ Employees should check their pay warrant for Vision, Legal, and LTD open enrollment changes.
  - o Benefits premiums cannot be waived for months where services are not used.
  - o We continue to receive calls and emails from employees stating their personnel office directed them to call CalHR. Employees must work with their personnel office regarding their benefits.

- CalHR Benefits' Resources
  - Websites
    - CalHR Benefits Website: https://calhr.benefitsprograms.info/
    - BAM Training BAMTraining@calhr.ca.gov
    - Healthier U Connections: https://www.calhrwellness.com/en/welcome-california-state-employees/
    - Human Resources: calhr.ca.gov/state-hr-professionals
    - State Employees: calhr.ca.gov/employees
    - HR Manual: hrmanual.calhr.ca.gov/Home/ManualItem
  - Contacts
    - ACA Program ACA.Policy@calhr.ca.gov
    - Dependent Re-verification (DRV) Program DRV@calhr.ca.gov
    - Dental Program dental@calhr.ca.gov
    - FlexElect/CoBen Program FlexElect@calhr.ca.gov
    - COBRA COBRA@calhr.ca.gov
    - Vision vision@calhr.ca.gov
    - Dental/Vision Authorization Portal VisionDental.Authorization@calhr.ca.gov
    - Long Term Disability LTD@calhr.ca.gov
    - Life Insurance LifeInsurance@calhr.ca.gov
    - Group Legal Grouplegal@calhr.ca.gov
    - Third Party Pre-Tax Parking Reimbursement Account Pre-TaxParking@calhr.ca.gov

PROGRAM UPDATES:

Statewide Disability Program – Karin Johnson-Anderson (Contact SCCC @ (916) 372-7200)

- Topics
    - Definition of Workloads
    - Weekly processing dates
    - Green Cycle Processing
    - Non-Industrial Disability Insurance-Family Care Leave (NDI-FCL) Reference Material
    - General reminders
- Definition of Workloads
    - Regulars: Request for pay when an employee is owed additional time in the current 12 month rolling period
    - Specials: Transfer of hours from regular pay to disability pay or salary change in a rolling 12 month period
    - Complex: Hours, pay, transfer of funds for pay periods over 12 months, one (1) day up to 36 months
    - Green Cycle:
      Hours owed in the current pay period
        - Green cycles are identified on the [Decentralized Payroll Calendars](#)
        - Documents can be submitted starting the day before green cycle begins (the day after Monthly Cutoff) and documents may be submitted up to five (5) days after the last no cycle following a green cycle
        - Use the appropriate dropdown in [ConnectHR](#)
            - E.g. Disability_Std_674D_GreenCycle_NDI/SDI/TD/IDL
        - Transfer of hours from regular pay to disability pay are not processed in green cycle (use the appropriate dropdown in ConnectHR Disability_Std_674D_NDI/SDI/TD/IDL)
- Non-Industrial Disability Insurance (NDI-FCL) Reference Material and Links:
    - [Leave Accounting Letter #19-005](#)
    - [Payroll Letter #19-010](#)
    - [CalHR NDI-FCL FAQs For Employees](#)
    - [CalHR NDI-FCL Calculator Samples](#)
    - [CalHR Human Resources Manual – 1411 Non-Industrial Disability Insurance](#)
    - [NDI-FCL Employment Development Department Presentation](#)

- General Reminders
  - Earning ID (EID) not on Personnel Action Request (PAR) and Premium Pay: For employees on a disability leave who are entitled to receive an EID not on the PAR or Premium Pay such as overtime, a 674 must be completed and uploaded using Disability-STD.674 EIDs not locked on PAR option in ConnectHR.
    - Effective January 16, 2023 all Health Care Stipends must be requested on a 674 and uploaded to Premium Pay through ConnectHR.
  - Document Inquiries – Refer to the Weekly Processing Dates found on the State Controller's website. If the original document submission date is prior to the date being worked resubmit the STD. 674D and check the "Inquiry" box at the top of the form
  - Inquiries sent with an original submission date after the date being worked on the Weekly Processing Dates will not be processed
  - Special handling instructions should be noted on the 674D Item 11
  - Include the employee's complete social security number (SSN)
  - ConnectHR Directory
  - Prior to submission choose the correct document dropdown and verify employee information is correct
  - Upload a copy of the PR250 with the corrected document
  - Documents received through email/regular mail will not be processed
  - All documents including PR250 corrections must be uploaded through ConnectHR
  - Submit multiple pay periods for the same employee and disability type as a package.
    - Only upload *one (1) employee per submission*
  - Utilize the ConnectHR Confirmation email as receipt that SCO has received the document
  - Share this information with your peers!

Statewide Tax Support Program – Zachary Quilty (Contact: PPSDW2MiscDed@sco.ca.gov)

- CalHR 682 Third Party Parking
  - Organization and deduction code:
    - Deduction code 361-001: PPM: Section B - Codes
    - Link to form: Pre-Tax Parking Reimbursable Account Enrollment
- PPSD 360
  - Organization and deduction codes:
    - Deduction codes 360 and 362
      - Organization codes, various/multiple: PPM: Section B - Codes
    - Link to form: Form PPSD 360
- CD 88
  - Organization and deduction codes:
    - Various, Multiple
    - Link to form: Form CD88
- Standard Form 650
  - Organization and deduction codes:
    - Various, Multiple
      - PPM: Section B - Codes
      - Link to the form: STD. 650 Miscellaneous Deduction Change Report

Statewide Customer Contact Center (SCCC)– Christina Campbell (Contact: SCCC @ (916) 372-7200)

- SCCC Reminders
  - Before uploading a document to ConnectHR, please view the ConnectHR directory to ensure you uploaded documents to the correct unit.
  - Per the SCCC Service Level Agreement (SLA), we have (2) two business days to return voicemail messages. If you do not receive a call back within our SLA (2 business days) you may follow the escalation guidelines.
  - Before calling the SCCC multiple times please check your voice mail messages.
- CS Payroll Reminders
  - If you receive a PR250 (DING Notice) HR offices must respond with the corrected document and attach the PR250 notification within (2) two business days of receipt. If you do not respond timely or without the PR250 notice the document will be worked on based on the new received date.
- CS Premium Pay
  - Use the current standard forms found on the DGS website.
  - Forms *must be completed entirely*.
    - Signature (electronic)
    - Date
    - Phone number and extension
    - Email address

- Only include similar payment types on the document.
  - For example: If you request an adjustment to the telework stipend (payment type 9) going from $25 to $50, *do not include* the payment type 0 on the document. Please see PPM Section D for an example.

Business Analysis & System Coordination – Tracy Gutierrez (Contact: SCCC (916) 372-7200)

- Fee Letters from CalPERS
  - PPSD is aware of departments receiving fee letters from CalPERS
  - PPSD is developing a Frequently Asked Questions (FAQ) page to address fee letters that is in the review stage
  - It will include:
    - Answers to questions we have received
    - Samples of fee letters you may receive
    - Recommendations for avoiding fees
    - Contact information for assistance with resolution
    - Links to resources
  - Under Government Code (Gov. Code) section 20283, employers have 90 days to establish membership and report retirement contributions to CalPERS.
    - Enrollments later than 90 days result in liability for both member and employer contributions, as well as a $500 administrative fee.
  - Under Government Code (Gov. Code) section 21220, an employer shall enroll a retired member within 30 days of the effective date of hire.
    - Enrollments later than 30 days result a fee of two hundred ($200) dollars will be assessed per month until the retired annuitant is enrolled in myICalPERS.
  - If your department needs SCO assistance with an invoice, please provide it as an attachment and send it to PPSD Civil Service Retirement Inbox at ppsdcsretirement@sco.ca.gov.
  - Circular Letter #200-009-20 has details regarding Gov. Code 20283
  - Circular Letter #200-049-21 has details regarding Gov. Code 21220
  - It is a best practice to verify that new appointments have been added to my|CalPERS the day after they are keyed, as part of your appointment routine.
    - If a transaction did not result in a record being added to my|CalPERS, please contact the Statewide Customer Contact Center (SCCC) at (916)372-7200.
    - This will assist in avoiding late assessment fees.
  - It is critical to address fee letters as soon as you receive them.
    - Response beyond 30 days can result in additional fees and the inability to request a waiver.
    - If you have concerns about the accuracy of fees, contact SCO at the SCCC as soon as possible.

- Retired Annuitant (RA) Reporting Reminders
  - Please make sure to separate (S31) any RA that is no longer working.
  - RA pay must be keyed by the 15th of each month to avoid late reporting fees.

Statewide Training Program – Michael Berlanda (PPSDTraining@sco.ca.gov)

- Training Course Cancellations
- Training Coordinator Development Requests (Most requested)
    - 7K, Nonindustrial Disability Insurance, Garnishments
    - Military Leave, State Disability Insurance, Workers' Comp
- Currently Under Development
    - Employment History Overview Module
    - Fundamentals of Personnel Modules 3 – 5

PPSD General Reminders

- Utilize ConnectHR to submit documents or upload data – include SSN
- Include the employee's complete social security number (SSN) when sending documents through ConnectHR
- Check Weekly Processing Dates before sending inquiries
- Update California Personnel Office Directory (CPOD)
- The PPSD Register – PPSD's Monthly Newsletter
- Check out recommended Human Resources subscriptions
- Review Communication from State Policy and Instructional Departments for Business Process impacts
- It is recommended that the Human Resources (HR) staff follow Section M of the Payroll Procedures Manual (PPM) for certifying payroll, which requires HR staff to validate that both mandatory and voluntary deductions have been withheld appropriately and to certify the employee's payroll is accurate.
- Share this information with your Human Resources Team!

SCO EMAIL SUBSCRIPTION SERVICE:

- To ensure you're receiving essential PPSD notifications, please subscribe to our email subscriptions listed below. Also, we invite you to share this information with anyone who would be interested in PPSD notifications.
  - California Leave Accounting System (CLAS) Letters
  - State Controller's Office Letters (Personnel / Payroll Operations)

SCO RESOURCES:

- Websites:
  - Human Resources (HR): https://sco.ca.gov/ppsd_state_hr.html
  - State Employees: https://sco.ca.gov/ppsd_se_payroll.html

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 & 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 (916) 372-7200

FORUM QUESTIONS:

The following questions were submitted during the forum:

Question: What if an employee is enrolled in VSP Premier, deductions start coming out for 3 months then deductions stop. Does the employee have to pay for the deductions for an Accounts Receivable (A/R) once the deductions start coming out again?

Answer: Situations like this are reviewed on a case-by-case basis and personnel specialists should contact CalHR. Premiums must be paid each month to continue coverage. When premiums are not paid, there is a lapse in coverage for the employee's benefits and they are not covered for the months the premiums are not paid. Missed premiums may be paid via lump sum to VSP directly or through the A/R process.

Question: How do you read PPSD Weekly Processing Dates?

Answer: The oldest date listed on the PPSD Weekly Processing Dates is the current date SCO is working on during that week.

Question: Employee states she was told she did not have VSP Premier Coverage by carrier so she was not able to take the dependent to vision provider; why is that?

Answer: Please contact vision@calhr.ca.gov with the employee's information. If the dependent was not a listed dependent for Premier Vision, then they are not able to use Premier Vision services. Employees are not able to split their benefit coverage between Basic or Premier Vision. Please review the Vision Benefits Administration Manual (BAM) for additional information.

Question: What is the standard Date of Birth (DOB) SCO uses when setting up a new hire for VSP Basic sent to the carrier?

Answer: I believe the place holder DOB is 01/01/1900. Please review the Vision Benefits Administration Manual (BAM) for how to use Basic Vision services.

Question: Is there a place to send Long Term Disability (LTD) appeals to?

Answer: Please send Long Term Disability (LTD) appeals to ltd@calhr.ca.gov.

Question: When is R06 custody dental go over the Family Connect Project (FCP)?

Answer: We do not have a date for this yet. More information will be shared once finalized.

Question: With Family Connect we are noticing that employees have dental deductions coming out of their check but on the website it reflects the employee does not have coverage; why is that?

Answer: There may have been an issue with the carrier file transfer or the carrier has not updated the employee's enrollment in their database. Please contact the carrier and the DRV Unit via email at DRV@calhr.ca.gov with specific employee names.

Question: Family Connect Project (FCP) showed a parent-child relationship (PCR) dependent listed for review. Are PCR dependents supposed to be in FCP?

Answer: Parent-child relationships (PCRs) are not part of the Dependent Re-Verification (DRV) cycle. If a PCR child is listed for re-verification, their relationship type in Family Connect Project (FCP) needs to be corrected from Child to PCR. Additionally, PCR certifications will be in FCP in the near future.

Question: I have an employee who got divorced and does not want to re-verify her husband. What steps would I take, and are there any documents that I would need in order to drop him?

Answer: Yes, you would request the Divorce Decree from the employee. The deletion date of the Former Spouse (FS) is the 1st of the month following the divorce date or dissolution date on the decree.

Question: What happens if they are separated and the divorce is not finalized but the employee does not provide the paperwork because they want them to fall off?

Answer: If the Employee (EE) does not provide supporting DRV documents, then yes, the dependent would fall off the first of the month following the EE's birth month. The spouse is still technically eligible to be enrolled under the EE until the divorce is finalized. The EE would have to provide the verification documents to re-enroll that dependent though, and the effective date is the first of the month following the documentation receive date (considering the spouse/dependent was dropped due to not receiving verification documents timely).

Question: What is the proper way to do an inquiry for a 674 Accounts Receivable (A/R) that was sent in and never established, and is older than the processing date? We have several old ones I need to clean up and I am unsure if the specialists should upload them again or if there is an email address we can send them to.

Answer: Contact Statewide Customer Contact Center (SCCC) at (916) 372-7200.

Question: For submitting form STD. 435 to Connect HR, what is correct drop down?

Answer: The Request for [Duplicate Controller's Warrant/Stop Payment - STD. 435](#) cannot be uploaded via ConnectHR. Per the form directions, it has to be returned to SCO's Administration and Disbursements Division.

Question: Has CalHR considered telework for Personnel Specialists?

Answer: All telework related questions, comments, and/or concerns should be directed to your departmental Managers and Supervisors as they can actively address them.

Question: With all of the automation, is it possible for Personnel Specialists' to have a hybrid schedule or will it be available soon?

Answer: All telework related questions, comments, and/or concerns should be directed to your departmental Managers and Supervisors as they can actively address them.

Question: Pay Differential 453 shows that CBID E is eligible for a telework stipend for all classes. Can you please confirm if the student assistants are eligible since they are CBID E?

Answer: Yes, according to Pay Differential 453 they would be, but please contact Personnel Services Branch (PSB) at PSB@calhr.ca.gov for questions regarding eligibility and pay differentials.

Question: When a copy of Personnel Action Request (PAR) is requested through SCO, will the electronic PAR be available the following business day on Mobius View?

Answer: The electronic version of the Personnel Action Request (PAR) will usually be available on Mobius View the next day. However, if it is not a cycle day, the PAR will not be available until the next cycle day. Moving forward the need to request copies of PARs should be lessened by the fact that the PARs will be retained on Mobius view for one year from their release date.

Question: How do we print a decent size Personnel Action Request (PAR) from Mobius without saving it to your desktop?

Answer: Unfortunately, Mobius View does not allow changes to the paper size. To print to PARs on larger sized paper you must download the report or page, and use the appropriate software to change the paper size.

Question: Why does it take longer to process prepaid dental enrollment even though SCO's processing date website shows they finished processing, but does not show any premium deduction in payroll info until a later date? How can we know they are enrolled in prepaid dental plan for sure?

Answer: Once the form is processed by SCO it is forwarded to the carriers for processing. This can take a few weeks because carriers need to verify with different reporting to confirm employee identification and information. If the employee is in urgent need of dental care, the personnel office can contact the carriers manually to enroll the employee after they confirm that the deductions are correct/current with SCO.