



October 2023

## Transaction Specialists' Educational Forum Notes

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### PROGRAM UPDATES:

**Statewide Training Program** – Michael Berlanda (Contact: [PPSDTraining@sco.ca.gov](mailto:PPSDTraining@sco.ca.gov))

- Program Overview: PPSD Statewide Training Section supports critical Personnel and Payroll functions by providing statewide training to decentralized human resources staff throughout the state. Our essential function is to provide transactional business rules training to personnel and payroll offices so they can accurately understand the business processes needed to data enter and process transactions in the personnel, payroll, Affordable Care Act, and leave accounting system(s).
  - Services we provide include:
    - Virtual instructor-led training
    - [eLearning Modules](#)
    - Direct access to trainers
    - Training consultation
    - Training resources
    - Training toolkits
  - To register for our training classes, please visit:  
<https://ppsdstatewidetraining.gosignmeup.com/Public/Course/Browse>
  - To view our on-demand e-Learning classes, please visit:  
[https://sco.ca.gov/ppsd\\_elearning\\_new.html](https://sco.ca.gov/ppsd_elearning_new.html)
  - Program Updates
    - The Lump Sum Separation Process eLearning Series is always available on demand on our website at: [https://www.sco.ca.gov/ppsd\\_lump\\_sum\\_separation\\_process.html](https://www.sco.ca.gov/ppsd_lump_sum_separation_process.html).
    - Within the eight (8) short eLearning modules, you are introduced to the training purpose, overall training objectives, prerequisites, and resources available.

- Newly added classes to our Virtual Classroom
  - [Introduction to Salary Determination – Module 1](#)
- Coming Soon
  - Virtual Payroll Input Process Training
  - Virtual Fundamentals of Payroll Training
  - Employment History Overview eLearning - October 2023 release date

**CalHR – Savings Plus** – Sarah Reeder & Nicole Haven (Contact: [nicole.haven@calhr.ca.gov](mailto:nicole.haven@calhr.ca.gov))

[Savings Plus](#) program is a voluntary retirement investment program, which is available for most state employees. Our Lump Sum Contribution form allows individuals separating from state service the option to contribute their Lump Sum Separation Pay into their Savings Plus retirement accounts. 457b or 401k accounts.

– Lump Sum Form Review

- Section 1 – Participant Information: Fill it out completely
  - The contact information provided should be non-work related
  - Often times questions come up after the employee has separated from state service, so a personal phone number and email address is highly encouraged.
- Section 2 – Participant Information (Table)
  - The check boxes at the top can be left blank if neither apply for your employee – this might be their first contribution to Savings Plus, which is fine. If they are already contributing to Savings Plus, please select the applicable boxes. These boxes alert the State Controller’s Office when processing the form that there is already a Savings Plus account.
  - Plan Year: Include ALL plan years the employee will be using for their lump sum. This could include the current and next tax year if they are separating in November or December. Both years should be included here.
  - The employee must indicate a dollar amount within the table. Do not let your employee write the word MAX on the form. We really need the employee to indicate the specific dollar amount here.
  - Whatever dollar amount is written on the form – this is what SCO will process. Changes cannot be made for employees who underestimate or want to change their elections after the close of the 5-day labor code period.
    - If the employee is unsure about how much they will receive in lump sum contributions, they can estimate up to the known limits – the limits are provided on the front side of the form.
  - Limit Changes: Sometimes limit increases are announced toward the end of the year – CalHR/SCO cannot take into account limit changes that occur after a form is received or after the closure of the 5-day labor code period. Participants cannot retroactively change their elections.

- The employee should indicate which plan they would like their contributions to hit first. SCO will contribute up to the dollar amount listed on the form in that Plan/money source first, and then move on to other selected plans/sources until all the indicated amounts are met or the lump sum value has been exhausted.
- Employees can utilize the 457(b) Traditional Catch-Up option to expand their contribution amount for the lump sum process.
  - This is optional for employees, it's not required
  - The Traditional Catch-Up option has a separate process; employees apply ahead of time for approval from Savings Plus. Once approved for Traditional Catch-Up, they will receive an approval letter from Savings Plus showing the amounts they've been approved for.
  - Employees wishing to use the Traditional Catch-Up MUST attach the approval letter from Savings Plus with their lump sum form:
  - The dollar amount indicated on the letter is the approved catch-up amount, for requested years.
  - To calculate the total, this amount of approved TCU is to be combined with the maximum annual limit to reflect the total amount the employee can contribute for that year. This combined amount is written under the 457(b) plan in the table on the form.
- Please review the table and dollar amounts with your employees to confirm they understand the amounts indicated on the form are the maximum amounts SCO is able to apply for their lump sum. The actual amount applied to their Savings Plus account depends on their lump sum value after applicable taxes are taken.
- No changes to the form, or amounts, can be made after the 5-day labor code window has closed.
- Remember to have your employee sign and date the form.
- Confirm that you have received the form within the labor code requirements. We suggest that if you have an employee mention retirement ahead of time, please educate them on this benefit and our submission requirements. The earlier we can educate them, the better for everyone.

– Things to Remember

- 5-Day Prior Rule
  - The 5-day prior to separation rule is in federal and state labor codes – not a policy and we do not have flexibility.
  - We are unable to accept revisions to the form after this timeframe has lapsed.
  - We are unable to accept forms outside of this window for immediate separations, terminations, or retroactive disability retirements.
  - S05 transfers are not true separations from state employment and they're not eligible for the lump sum process. To be eligible for Lump Sum Separation Pay, the employee must be completely leaving state service.

- If an employee asks when will the money be deposited into the Savings Plus Account?
  - Lump Sums are deposited in the same cadence as payroll
    - Savings Plus receives 2 payroll files from SCO per month – mid and month end.
    - Once a lump sum request is processed, the PAR and pay is processed by SCO, Savings Plus will receive the Lump sum pay on the next available file from SCO.
    - Once we receive the file, the amount is deposited to the Savings Plus account.
    - For example, if a lump sum request is processed by SCO on November 6, it will be on the next file sent to Savings Plus, middle of November. Once we receive that file in the middle of November, the money will be deposited into the Savings Plus account, middle of November.
  - Reach out to us with any questions about this process.
- Transfer Future Leave Accruals Under Leave Buy-Back
  - 2023 Pilot Program
    - Under the CalHR Annual Leave Buy-Back Program
    - Offers the option to transfer future leave accruals to Savings Plus retirement accounts.
    - Available for Departments that choose to participate in the Annual Leave Buy-Back program.
  - Eligible Employees
    - Excluded Employees
    - Department must be participating in Leave Buy-Back
    - Balance in Excess of 640 hours as of 12/1/2023
  - Eligible Leave
    - Vacation and Annual Leave only
    - Per IRS rules, only future leave. Must be requested in advance.
    - Based on department
  - To Apply
    - Complete Transfer Future Leave Accruals to Savings Plus form
    - Submit to Department HR Office
    - Due by 12/31/2023
    - Once submitted, form is irrevocable
  - How can you help your employees prepare for retirement?
    - Access key documents on Savings Plus for all employee needs
    - Order Savings Plus documents for your employees
    - Schedule visits with Savings Plus representatives to help educate your employees
    - Submit those who are eligible to enroll to us and let us do the hard work for you
    - [A Guide To Savings Plus for State Leaders](#)
  - Any questions, email [nicole.haven@calhr.ca.gov](mailto:nicole.haven@calhr.ca.gov).

**SCO – Statewide Payroll Program** – Christina Campbell | Renee McClain (Contact: [SCCC](#) (916) 372-7200)

- Lump Sum Survey results:
  - 368 Personnel representatives answered the survey questions
  - The top three (3) agencies to respond to the survey are:
    - Department of Corrections and Rehabilitation (CDCR) Headquarters
    - Employment Development Department (EDD)
    - Department of Consumer Affairs (DCA)
- Next Steps: Over the next few weeks, SCO team will schedule several mini-sessions to go over the following topics listed below:
  - How to complete a Lump Sum Personnel Action Request (PAR)
  - How to use the [Lump Sum Pre-Tax Calculator](#)
  - How to complete the Savings Plus Form
- Why Use SCO Lump Sum Tools
  - SCO Lump Sum Tools were developed to decrease errors and provide guidance in your day-to-day tasks to improve efficiency.
  - The Lump Sum Worksheet and Pre-Tax calculator should be used to accurately document Personnel Action Request (PAR) items 620 and 625 to ensure the employee has enough leave benefits to contribute to their Savings Plus accounts.
  - Not documenting the correct amount of time on PAR Items 620 and 625 is the most common error SCO receives from Human Resource (HR) specialists
  - Failure to write the correct amounts on PAR items 620 and 625 will prolong the process of the employee's PAR package. Which may lead to late processing and cause underfunded Savings Plus Program (SPP) penalties
  - The [Lump Sum Worksheet](#)
    - Assists HR offices with projecting their employees' compensable leave benefits
    - Identifies Total Time for PAR line items 620 and 625
    - Assists with completing the Lump Sum Pre-Tax calculator
  - The [Lump Sum Pre-Tax Calculator](#)
    - Assists personnel specialists with reading pay history. The calculator shows the month and amount of net for each pay period.
    - Helps specialists explain to their employees how much time they have available and if the amount will allow them to defer into the SPP they elect.
    - Identifies time for PAR items 620 and 625 on the 1st Tax Year PAR

– Determining PAR Items 620 and 625

- Process on how to properly document PAR items 620 and 625:
  - Gather leave time from leave accounting system
  - Use the Lump Sum Worksheet to determine Total Time available to contribute
  - Use the Lump Sum Pre-Tax Calculator to determine how much leave time to document on items 620 and 625 for the 1st Tax Year PAR
  - Use the Lump Sum Pre-Tax Calculator to determine 2nd Tax Year Savings Plus Contributions available (compared against the Savings Plus Election Form)
  - Fill out items 620 and 625 on the 2nd Tax Year PAR with Total Time (based on the Lump Sum Worksheet)

- Demo Scenario

Employee (EE): John Smith

Salary Rate: \$13,422.88

Election Form

Separation Effective Date: 11/28/2022

Lump Sum Separation Pay Contribution:

1st Tax Year (2022): \$27,000.00 into 401(k) | \$41,000.00 into 457 = \$68,000 total

2nd Tax Year (2023): \$27,000.00 into 401(k) | \$41,000.00 into 457 = \$68,000 total

Year to Date (TAXI):

Social Security (SS) = No

Social Security Withheld: \$0.00

Medicare (Med) = Yes

Medicare Taxable Gross: \$153,305.14

Available Leave Credits at Time of Separation

Vacation Hours: 1709.00 Hours

Holiday Credit: 240.00 Hours

- Lump Sum Worksheet: We must first use the [Lump Sum Worksheet](#) to determine Total Time.
  - Available Leave Credits at Time of Separation to enter in Lump Sum Worksheet
    - Vacation Hours: 1709.00 Hours
    - Holiday Credit: 240.00 Hours

13. Document PAR Items 620 & 625:			
Item 620 - DAYS	99	917.00	HOURS/TENTHS
Item 625 - DAYS	30	000.00	HOURS/TENTHS
(Formatted as 00   000   00 on PAR)			

- Total Time for the Lump Sum Pre-Tax Calculator:
  - Lump Sum Vacation: 99 Days 917.00 Hours
  - Lump Sum Extra: 30 Days

– [Lump Sum Separation Toolkit](#)

- Checklist for Personnel Specialists
  - HR Separation Checklist
- Lump Sum Guide and Tools for Personnel Specialists
  - Lump Sum Separation FAQ
  - A Guide to Avoiding Common Errors: Lump Sum Documentation and Processing
  - Lump Sum Worksheet
  - Lump Sum Pre-Tax Calculator
  - 1<sup>st</sup> Tax Year PAR Package Sample
  - 2<sup>nd</sup> Tax Year PAR Package Sample
- Planning and Training for Departmental Human Resource Offices
  - Talking Points and Activities for a Lump Sum Peak Workload Kickoff Meeting
  - eLearning Series for Personnel Specialists
- Lump Sum Information for Employees
  - Civil Service State Employee Guide to Retirement

**SCO – Civil Service Audits** – Tommy Fong (Contact: [SCCC](#) (916) 372-7200)

– PAR Common Errors

- PAR is not legible (handwriting, scan not clear, scans overlap, etc.). To reduce rework, we recommend:
  - Typing PARs instead of handwriting them
  - Reviewing files for clarity prior to uploading via ConnectHR
- PAR not signed or signed in the wrong location (concurrent power location). PAR must be signed in the “appointment power signature location.”

11	<small>FOR THE APPOINTING POWER: For Agencies in State Payroll System: The foregoing additions to, deletions from, or changes in the original payroll roster of the herein named state agency are true, correct, and in accordance with law. As modified to date by payroll roster change filed with the State Controller, to and including the within, said original payroll roster is true, correct, and in accordance with law. All persons added to the payroll roster, or whose status is modified by this payroll roster change were employed in approved established positions. Any oath required by Sections 18150 through 18156 of the Government Code has been taken and is on file in the employer's official file. Payment by the State when required under Sections 18450 through 18461, inclusive, of the Government Code is hereby approved. Attendance data stated herein is correct, complete and in accordance with all laws and regulations.</small>				<small>INCLUDING APPOINTING POWER SIGNATURE(S)</small>	
	SIGNATURE	DATE	PHONE	CONTACT PERSON		

- Format and salary amount for 962 code are incorrect.
  - Length: 19 characters (includes decimals and dashes)
  - [PAM Section 2.149](#)
  - [eLearning Series Lump Sum PAR Documentation](#)
  - [Lump Sum Processing Guide](#), page 4

– Post-Audits Ding Notices

- Based on your feedback, we updated the Post-Audit Ding notice in September 2023.
  - Updated the layout for content clarity
  - Increased the timeline to respond to the ding notice from one (1) business day to two (2) business days
  - Updated the subject line to include Employee Name

**From:** Fong, Tommy  
**Sent:** Wednesday, September 13, 2023 2:28 PM  
**To:** [universal\\_email@email.gov](mailto:universal_email@email.gov)  
**Subject:** CS Audits Ding Notice – SMITH, JOHN

The purpose of the email is to inform you of the status of the PAR package for the employee shown below. See the Important Message below for directions to follow.

EMPLOYEE SSN (Last 4 digits): 1234  
EMPLOYEE NAME: SMITH, JOHN

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**IMPORTANT MESSAGE - PLEASE READ**  
Please review the error(s) below and submit to SCO the requested corrections within 48 hours. If the corrections are not received by SCO within 48 hours, the PAR package will be cancelled.

Corrections due to SCO by: COB 09/15/23

To submit the corrections, or if you have any questions, please email me at: [twfong@sco.ca.gov](mailto:twfong@sco.ca.gov)

(Do not submit corrections using ConnectHR)

- If a PAR is cancelled, resubmit via ConnectHR with the ding notice on top of the PAR package.
  - By placing the ding notice on top, this will allow SCO to route to the Specialist who originally processed your PAR.
- ERRORS and ACTIONS are detailed out in the ding notice: Under the IMPORTANT MESSAGE are detailed errors and the needed action for the agency to correct. Each individual error detail include:
  - Transaction Code
  - Effective Date
  - Position Number
  - Item (Field Number)
  - Error Details
  - References
  - Error Status
  - Responsible Party

**ERRORS and ACTIONS**

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Transaction Code: GENC  
Effective Date: 7/1/2022  
Position Number: 000-000-0000-000

Item (Field) Number: 330  
Error: Anniversary date is either incorrect or incomplete.  
Please review employment history.  
Reference(s): Employment History  
Error Status: Needs Correction  
Responsible Party: Agency

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Transaction Code: MSAV  
Effective Date: 5/2/2023  
Position Number: 000-000-0000-000

Item (Field) Number: General  
Error: Transaction is missing from PAR package; please complete and resubmit.  
Reference(s): Employment History  
Error Status: Needs Correction  
Responsible Party: Agency



– Government Codes 201 and 202

- Review Labor Codes [201](#) & [202](#)
- 5-Day Rule for Savings Plus Election Form
  - The election form must be signed, dated, and officially submitted by the employee a minimum of five (5) workdays prior to their separation date. Once submitted to SCO this form is irrevocable.
  - Example: November 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
21	22 Workday #1 <b>Last Day to Submit Election Form</b>	23 Workday #2	24 Workday #3	25 Holiday	26 Holiday	27 Weekend
28 Weekend	29 Workday #4	30 Workday #5	December 1 Separation Date	2 Retirement Date	3	4

I hereby certify under penalty of perjury that the information on this form is true and accurate to the best of my knowledge.

Signature *Employee Signature Here* Date 11/22/2021

**Remember: You can submit early! We encourage EE's and PS to submit before the last possible day.**

Personnel Office Use Only California Department of Human Resources Privacy Notice on Information Collection This notice is provided pursuant to the Information Practices Act of 1977, The California

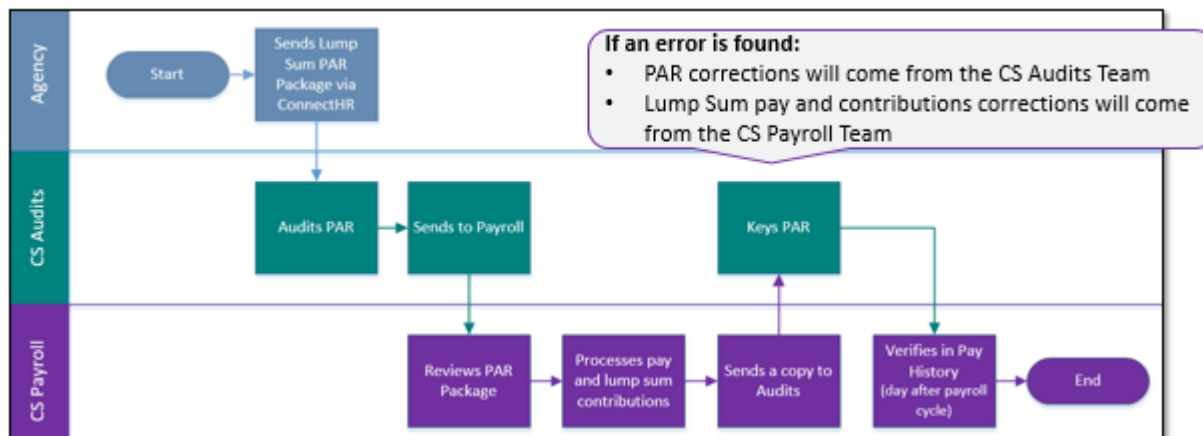
– Lump Sum Important Dates

- Timelines: PARs must be submitted via ConnectHR to SCO by the following timelines
  - October Separation Month
    - Submit 1<sup>st</sup> PAR to SCO no later than: ASAP
    - Submit 2<sup>nd</sup> PAR to SCO between these dates: N/A
  - November Separation Month
    - Submit 1<sup>st</sup> PAR to SCO no later than: 12/08/23
    - Submit 2<sup>nd</sup> PAR to SCO between these dates: 12/11/23 to 12/22/23
  - December Separation Month
    - Submit 1<sup>st</sup> PAR to SCO no later than: 12/08/23
    - Submit 2<sup>nd</sup> PAR to SCO between these dates: 12/28/23 to 01/12/24
- Reminder: PAR packages received by SCO after the dates specified will be processed; however, there may be charges assessed by CalHR to the agency (as stated in [section 1802 of the CalHR Manual](#)) and/or a corrected Form W-2 for the 2023 tax year.

Please submit these forms timely and accurately.

– Lump Sum SCO Internal Process

- Our eight (8) Civil Service (CS) Audits staff are responsible for auditing/keying PARs
- Our eight (8) CS Payroll staff are responsible for issuing pay and keying the contributions
- Our staff processed over 3,000 PARs in the 2022-2023 Lump Sum peak season



– Who to Call?

**PPSD Statewide Customer Contact Center - Call Directory**

(916) 372-7200  
 Hours of Operation: 8:00am to 3:45pm  
 PPSD staff will return all voicemail messages within 24 to 48 hours

1. Statewide Direct Deposit Program
2. Statewide Civil Service Program
  1. Position Control
  2. Civil Service Audits PAR related inquiries/questions, call CS Audits (option 2, 2)
  3. Benefits
4. Payroll
  1. General Payroll Questions (including Lump Sum & Separation Pay) Lump Sum Pay inquiries/questions, call CS Payroll (option 2, 4, 1)
  2. Stipulations
  3. Garnishments
  4. Miscellaneous Deductions
  5. Premium Pay
5. Retirement
6. Disability
  1. IDL
  2. NDI/SDI/TD

– ConnectHR and Inquiry Reminders

- Do not upload duplicate PAR packages via ConnectHR.
  - If you receive a confirmation email, we received the package.
- Check the [Weekly Processing Dates](#) prior to calling the Statewide Customer Contact Center (SCCC).
  - Example to the right:
    - If the PAR package was submitted after 09/04/2023, SCO has not processed this PAR package. Do not call or resubmit.
    - If package was submitted prior to 09/04/2023, call the SCCC for a status update. Do not resubmit PAR package via ConnectHR.

- Lump Sum Reminders
  - Employee (EE) & Election Form
    - EEs must submit their Election form at least five (5) days before the separation date
    - EEs cannot make changes to their Election forms once the threshold has past
    - EEs must complete both tax years on the Election form at the time of submission
  - PAR Package Submissions via ConnectHR
    - Verify files for clarity and completeness prior to uploading PAR Packages
    - Do not upload duplicate PAR packages
    - Call CS Audits to make changes to the PAR you uploaded if it has not been processed – do not just re-upload
    - Identify the tax year on the Coversheet and the PAR that is being submitted

## **BENEFITS ADMINISTRATION:**

### **CalHR – Benefits Division**

The Benefits Division is responsible for the design, acquisition, and oversight of the various statewide benefit programs administered by CalHR offered to state employees, retirees and dependents. Our goal is to ensure access to competitive, quality and affordable benefits. Successful delivery of these responsibilities enables the state, as an employer, to offer optimal benefits packages for recruiting and maintaining a top-performing workforce.

- Open Enrollment (OE) – Amber Neves (Contact: [OpenEnrollment@calhr.ca.gov](mailto:OpenEnrollment@calhr.ca.gov))
  - Updates
    - The 2023 Benefits Open Enrollment season has officially begun. The 2023 Open Enrollment period is September 18 – October 13, 2023.
    - During this period state employees and retirees have the option to enroll, change, or remove benefit options for health, dental, vision COBRA and legal insurance.
    - All changes made during Open Enrollment will be effective January 1, 2024.
    - Additionally, CalHR sent an Open Enrollment Announcement communication via email to all state employees to share important dates and events to help ensure access to the information they need to make informed benefits decisions.
  - Virtual Benefits Fair
    - The CalHR Benefits Team hosted a two-day Virtual Benefits Open Enrollment Fair for state-employees on September 13 and 14, 2023, with our new cloud-based platform partner, Cvent.
    - During the Virtual Benefits Fair, employees were able to view on-demand webinars and join live Q&A sessions hosted by CalHR Benefit Program Vendors and CalPERS Health Plan Carriers.
    - A total number of 5,187 state employees registered for the event. As a result, the CalHR Benefits Team established the [Virtual Benefits Fair webpage](#) on the Benefits Website, where state employees can continue to view on-demand webinars as well as contact information for the Benefit Program Vendors and Health Carriers.

- In-Person Benefits Fairs
  - The CalHR Benefits Team has successfully assisted in organizing two in-person Open Enrollment Benefits Fairs in the Northern Region in Sacramento, CA on September 6, 2023, and in the Southern Region in Norwalk, CA on September 21, 2023.
  - The collaboration was successful as each fair had more than 100 attendees.
  - During these fairs, State Employees were able to meet with Program Vendors and CalPERS Health Plan Carriers to gather information and ask questions.
- Brown Bag Sessions
  - To support departments, the CalHR Benefits Division hosted the first of two virtual Brown Bag Sessions on September 12, 2023, where 170 State HR Professionals attended the one-hour session. The session provided HR professionals with the 2023 open enrollment season information from CalHR and State Controller’s Office (SCO). The next virtual Brown Bag Session will be held on October 10, 2023.
  - View the [Open Enrollment page](#) on the Benefits Website to view additional information on the Brown Bag Sessions and to register to attend.
- Contact
  - Department Personnel Offices can send Open Enrollment related questions via email to [OpenEnrollment@calhr.ca.gov](mailto:OpenEnrollment@calhr.ca.gov).
  - Current response time is five (5) business days.
- Resources
  - [CalHR Benefits website](#)
- Dependent Re-Verification (DRV) – Delia Baulwin (Contact: [DRV@calhr.ca.gov](mailto: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
    - CalHR automated the DRV process for Dental and Premier Vision effective January 2023.
    - The current health DRV process through CalPERS and the MyCalPERS system will remain unchanged.
    - CalHR mails out DRV notices to employees with dependents enrolled in Dental and/or Premier Vision who require a triennial re-verification at 90, 60 and 30 days before the employees’ birth month.
      - CalHR contracts with DGS to mail out DRV notices.
      - Mailing list is prepared 15 days in advance of the mailing date.

- All state agencies must establish an administrative account, who is at the supervisor or above class, in the Family Connect Portal (FCP) to manage each agency's authorized user accounts to update DRV transactions.
- Departmental personnel offices are required to update Dental and Premier Vision dependent re-verifications utilizing FCP.
- Department compliance with DRV regulation will be monitored and addressed with Health Benefit Officers and FCP Department Administrators.
- March 2023 & June 2023 cycle: HR offices must take necessary steps to remove unverified dependents from dental and Premier Vision benefits.
- Sept 2023 cycle: Departmental personnel offices must process all DRV documents submitted on or before the end of August in FCP.
- December and January birth month cycle have overlapping notices for employees that were mailed October 2<sup>nd</sup>.
  - December birth month cycle 60-day notice
  - January birth month cycle 90-day initial notice
- The CAHP and CCPOA enrollment data in FCP is still pending.
- Contact
  - Before contacting the DRV Unit with policy and procedure related questions, please review all DRV resources provided.
  - Contact the DRV Unit at CalHR with questions and processes related to the Disabled Dependent and Parent Child Relationship benefits program for dependents enrolled in dental and/or vision benefits only.
  - Departmental personnel offices can send DRV and FCP related questions via email to [DRV@calhr.ca.gov](mailto:DRV@calhr.ca.gov).
  - Current response time is five (5) business days.
- Dental Program – Jennilee Betz (Contact: [Dental@calhr.ca.gov](mailto:Dental@calhr.ca.gov))
  - State Sponsored Dental Plans
    - Premiums for MetLife Standard plan will decrease, while premiums for Premier Access plan will increase in 2024. All other CalHR Dental plans will not have any changes in premium for 2024.
    - Enhancements effective since January 1, 2022, included the addition of a third cleaning and coverage for implants in Delta Dental PPO, Delta Dental PPO plus Premier Basic, and Delta Dental PPO plus Premium Enhanced plans.
- Vision Program – (Contact: [Vision@calhr.ca.gov](mailto:Vision@calhr.ca.gov))
  - Vision premiums will remain the same for active employees in 2024.
  - Effective January 1, 2022, frame allowances increased for the Basic Vision Plan and copays for lenses and frames decreased for the Premier Vision Plan.
  - Employees can enroll, cancel, or make changes as follows:
    - Visit the [VSP website](#) and click on the “Enroll Now or Make Changes” button.
    - Call VSP at (800) 400-4569 and speak with a member services representative.

- Consolidated Benefits (CoBen) – (Contact: [Coben@calhr.ca.gov](mailto:Coben@calhr.ca.gov))
  - Represented employees in Bargaining Units (BUs) 2, 7, 8, 16, 17, 18, and 19, and excluded employees receive a Consolidated Benefits (CoBen) Allowance to use for health and dental insurance.
  - CoBen allowances for the 2024 plan year will be available on the [CalHR Benefits Calculator](#). The CoBen allowances are subject to change through the collective bargaining process.
  - Permanent-intermittent (PI) Cash Option Reminder: PIs must complete a STD. 702 during Open Enrollment to receive the CoBen Cash Option for the January 1 through June 30, 2024, control period.
  
- FlexElect Program – (Contact: [FlexElect@calhr.ca.gov](mailto:FlexElect@calhr.ca.gov))
  - The list of FlexElect Reimbursement Account enrollees is accessible on the SCO ViewDirect online reporting system. Kindly remind these employees to re-enroll during Open Enrollment for continued participation in a reimbursement account for the 2024 plan year.
  - In 2024, you can contribute up to \$3,050 for Medical Reimbursement and \$5,000 for Dependent Care.
  - Permanent-intermittent (PI) Cash Option Reminder: PIs must complete a STD. 701C during Open Enrollment to receive the FlexElect Cash Option for the January 1 through June 30, 2024, control period
  
- Group Legal Programs – (Contact: [GroupLegal@calhr.ca.gov](mailto:GroupLegal@calhr.ca.gov))
  - Premiums will increase slightly for active employees for the 2024 plan year as the plan includes new benefit design enhancements.
  - Employees can enroll, cancel, or make changes as follows:
    - Visit the [ARAG Insurance website](#) to enroll online.
    - Call ARAG at (866) 762-0972 to speak with a customer care representative.
    - Mail or fax the [Group Legal Enrollment Form](#) to:
 

ARAG Insurance Company  
500 Grand Avenue Suite 100  
Des Moines, IA 50309-9958  
Fax: (515) 246-8816
  - Direct Pay Agencies (e.g., Cal Expo, Fairs, Legislative Analyst Office) must have their employees complete the enrollment form and submit it to their departmental personnel office for processing. These are not mailed directly to ARAG.
  - Permanent-intermittent, temporary authorization, and limited-term employees must complete the enrollment form and submit it to their departmental personnel office for processing.

- Long-Term Disability (LTD) Program – (Contact: [LTD@calhr.ca.gov](mailto:LTD@calhr.ca.gov))
  - Premiums will remain the same for active employees for the 2024 plan year.
  - Plan is only available to eligible Excluded Employees.
  - Employees can enroll, cancel or make changes as follows:
    - Visit the Standard Insurance website to enroll online.
    - Email the LTD Enrollment Form to [socltforms@standard.com](mailto:socltforms@standard.com).
    - Call Standard Insurance to enroll over the phone at (971) 321-8150.
    - Mail the enrollment form to:
 

National Accounts SOC Team Standard Insurance Company  
900 SW Fifth Avenue  
Portland, OR 97204-9805
  - Direct Pay Agencies (e.g., Cal Expo, Fairs, Legislative Analyst Office) must have their employees complete the [LTD Enrollment Form](#) and submit it to their departmental personnel office for processing.
  - Active Military employees must complete and mail or email the [LTD Enrollment Form](#) to Standard Insurance for processing.
- Supplemental Life Insurance Program – (Contact: [LifelineInsurance@calhr.ca.gov](mailto:LifelineInsurance@calhr.ca.gov))
  - Eligible excluded employees can purchase Supplemental Life Insurance at any time.
  - Premiums will remain the same for active employees for the 2024 plan year.
  - Employees can enroll, cancel, or make changes as follows:
    - Visit the [MetLife website](#) to complete the [Supplemental Life Enrollment Form](#).  
Print and mail or fax enrollment form to:
 

MetLife Recordkeeping Center  
P.O. Box 14402  
Lexington, KY 40512-4402  
Fax: (859) 825-6719
- CalHR Benefits' Resources
  - Websites
    - CalHR Benefits Website: <https://calhr.benefitsprograms.info/>
    - BAM Training Questions [BenefitsInquiries@calhr.ca.gov](mailto:BenefitsInquiries@calhr.ca.gov)
    - Healthier U Connections: <https://www.calhrwellness.com/en/welcome-california-state-employees/>
    - Human Resources: [calhr.ca.gov/state-hr-professionals](https://calhr.ca.gov/state-hr-professionals)
    - State Employees: [calhr.ca.gov/employees](https://calhr.ca.gov/employees)
    - HR Manual: [hrmanual.calhr.ca.gov/Home/ManualItem](https://hrmanual.calhr.ca.gov/Home/ManualItem)

- Contacts
  - ACA Program [ACA.Policy@calhr.ca.gov](mailto:ACA.Policy@calhr.ca.gov)
  - Dependent Re-verification (DRV) Program [DependentRe-verificationProgram@calhr.ca.gov](mailto:DependentRe-verificationProgram@calhr.ca.gov)
  - Dental Program [dental@calhr.ca.gov](mailto:dental@calhr.ca.gov)
  - FlexElect/CoBen Program [FlexElect@calhr.ca.gov](mailto:FlexElect@calhr.ca.gov)
  - COBRA [COBRA@calhr.ca.gov](mailto:COBRA@calhr.ca.gov)
  - Vision [vision@calhr.ca.gov](mailto:vision@calhr.ca.gov)
  - Dental/Vision Authorization Portal [VisionDental.Authorization@calhr.ca.gov](mailto:VisionDental.Authorization@calhr.ca.gov)
  - Long Term Disability [LTD@calhr.ca.gov](mailto:LTD@calhr.ca.gov)
  - Life Insurance [LifeInsurance@calhr.ca.gov](mailto:LifeInsurance@calhr.ca.gov)
  - Group Legal [Grouplegal@calhr.ca.gov](mailto:Grouplegal@calhr.ca.gov)
  - Third Party Pre-Tax Parking [Pre-TaxParking@calhr.ca.gov](mailto:Pre-TaxParking@calhr.ca.gov)

### PPSD General Reminders

- When you reconcile payroll, check that these *details* are correct:
  - Withholdings and deductions
  - Employer taxes
  - Hours worked, including overtime, vacation time, sick days, etc.
  - Wages and salaries
  - Make sure the numbers recorded are reasonable. Look at past payrolls to see if current pay period is similar. If there is a large difference, learn the cause. Then, make sure each transaction you entered is correct.
- Utilize ConnectHR to submit documents or upload data
- 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](https://sco.ca.gov/ppsd_state_hr.html)
  - State Employees: [https://sco.ca.gov/ppsd\\_se\\_payroll.html](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](mailto: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](mailto:CLAS@sco.ca.gov)
- CS Escalation Email (HR Supervisors and Managers) [PPSDOps@sco.ca.gov](mailto:PPSDOps@sco.ca.gov)
- Decentralized Security Administration & ViewDirect Access - (916) 619-7234 or [DSA@sco.ca.gov](mailto:DSA@sco.ca.gov)
- HR Suggestions Email (All HR Staff) [PPSDHRSuggestions@sco.ca.gov](mailto:PPSDHRSuggestions@sco.ca.gov)
- Management Information Retrieval System (MIRS) Email [ppsdmirs@sco.ca.gov](mailto:ppsdmirs@sco.ca.gov)
- [Statewide Customer Contact Center](#) (916) 372-7200

## FORUM QUESTIONS:

The following questions were submitted during the forum:

**Question:** When will military leave training be available on SCO's website?

**Answer:** Military Leave Module 1: Overview and Module 2: Responsibilities will be posted to the State Controller's Office (SCO) eLearning webpage by mid-November. We hope to post additional modules by January 1.

**Question:** When will Salary Determination training be available on the SCO website?

**Answer:** [Introduction to Salary Determination Module 1](#) training is available now on SCO website.

**Question:** How far in advance of separation can the employee establish a Savings Plus Account to request a deferral?

**Answer:** An employee can establish a Savings Plus Account at any time on the [Savings Plus](#) website.

**Question:** I worked for the County of San Mateo once before and I wanted to ask if I can move my Deferred Compensation, 401(k), and 457(b) part time funds into my new Savings Plus account?

**Answer:** For questions about specific scenarios, please contact our Solution Center at (855) 616-4776. The representative can help determine if your previous plan is eligible as a rollover into your Savings Plus account and provide you with the next steps in the process.

**Question:** Do employees need to be a certain age to move funds to the 457b account or can they do it earlier than the age of 57?

**Answer:** An employee can open a 457b Savings Plus account at any age. See the Savings Plus website for more information about a 457b plan versus a 401k plan ([Pre-tax vs. Roth \(after-tax\) contributions](#)). To rollover or transfer funds between plans, the employee must be eligible for a distribution event by either being separated from state service or having reached the minimum age requirement of 59 ½ regardless of status.

**Question:** If you do not have a previously established Saving Plus account and you are using the Lump Sum Separation Pay Contribution form, will the default account be 401(k) or 457(b)?

**Answer:** The employee chooses to elect either 401(k) or 457(b) on the lump sum form. Savings Plus can open either account based on contributions received on the file from SCO.

**Question:** How can we find out if our department is a part of the 2023 pilot program?

**Answer:** The Leave Buy-Back option to transfer to Savings Plus 2023 pilot program is available to any department participating in the annual Leave Buy-Back program (please see [Section 2104](#) of the CalHR Human Resources Manual). The Memorandum of Understanding Agreements (MOUs) provide that a department head or designee will advise department employees whether or not funds are available for cashing out vacation/annual leave. Usually departments make this decision in the Spring. You will need to check with your department to determine if your department participates in the Leave Buy-Back program.

**Question:** Will excluded departments be able to transfer future leave accruals to Savings Plus retirement accounts?

**Answer:** Any department participating in the annual Leave Buy-Back program can participate, please see [Section 2104](#) of the CalHR Human Resources Manual for further clarification.

**Question:** Are there differences between the Roth IRA (Individual Retirement Account) and 401(k)/457(b) accounts?

**Answer:** Both the 401(k) and 457(b) Internal Revenue Service (IRS) plans have an option to defer to pre-tax or Roth (after tax).

**Question:** Does the pre-tax lump sum calculator need to be included in the first tax year lump sum separation Personnel Action Request (PAR) package?

**Answer:** It is not required.

**Question:** Where should we refer employees to figure out any deferral amounts, whether they are going to do it in first or second tax years, and other such things? Often, I have employees expecting me to walk them through what they need to do.

**Answer:** You may have the employee contact [Savings Plus](#) directly.

**Question:** On the Statewide Customer Contact Center (SCCC), is there a special line regarding Personnel Action Request (PAR) issue? Yesterday I was on hold for over 40 minutes and then it went straight to voicemail.

**Answer:** Please contact Civil Service (CS) Audits for PAR issues. To reach Civil Service Audits, call the [Statewide Customer Contact Center](#) and select "2," then "2" again; this will take you to the CS Audits unit phone line.

**Question:** Do employees have to complete a CalHR 781 form if they are adding or making changes to their plans?

**Answer:** If an employee is adding or removing a dependent from their benefits, the CalHR 781 is required.

**Question:** Is the CalHR 781 form needed when an employee is only planning a change during Open Enrollment?

**Answer:** The CalHR 781 form is required when there is any change in adding or removing dependents regardless of the time.

**Question:** Can you please go over the 215 transaction and when that is used? Where can we find that information on the SCO website?

**Answer:** Please review [Section 3.248](#) of the Personnel Action Manual.

**Question:** Some employees get confused with the CalPERS and CalHR Dependent Re-Verification (DRV) form. Can Human Resources offices receive a copy of the DRV letters that CalHR sends out to employees? Or will we receive an email when letters are sent to employees?

**Answer:** Please review the DRV notice samples and templates in the [Benefits Administration Manual](#) on CalHR Benefits website.

**Question:** What do you do when you are able to view the Dependent Re-Verification (DRV) in CalPERS but the employee (EE) and dependents are not listed in Family Connect?

**Answer:** Please send us an email to [dependentre-verificationprogram@calhr.ca.gov](mailto:dependentre-verificationprogram@calhr.ca.gov) with the EE's name and UEID and we will look into this. If you know the EE and their dependents are enrolled in dental/premier vision, please reach out to [DRV@calhr.ca.gov](mailto:DRV@calhr.ca.gov) for us to assist.

**Question:** The Dependent Re-Verification dates from CalHR and CalPERS are the same, correct?

**Answer:** Correct, the re-verification cycles are the same.

**Question:** If a dependent is turning 26, then is the employee required to submit a STD. 692 to remove the dependent from dental?

**Answer:** Yes, the STD. 692 does need to be completed and submitted in order to remove the dependent turning 26.

**Question:** I was not able to locate a permitting event code for FlexElect Reimbursement, specifically for Open Enrollment; is one needed? If so, can you direct me to the permitting event code?

**Answer:** Please review the [2023 Instructions for Completing Open Enrollment Forms](#) document for clarification.

**Question:** I have had several calls regarding employees having trouble canceling their Vision Service Plan (VSP) online. Will this change for open enrollment? It seems they only have the option to enroll online.

**Answer:** As a reminder, when employees elect to enroll in Premier Vision they commit to General Terms of Enrollment, which state that employees enrolling into this program will be restricted to maintaining enrollment for a minimum period of 12 months. Length of enrollment may be greater depending upon when you enroll into the plan. A plan year runs from January 1 of any year through December 31 of the same calendar year. You are eligible for vision benefits once each calendar year. Employees also sign that they understand that depending on the enrollment date, the enrollment period may be greater than 12 months. This may be why employees are not able to cancel. Open enrollment changes can be made online or by calling VSP directly.

**Question:** Does CoBen allowance cover basic vision?

**Answer:** Yes, the \$8.27 state contribution is part of the CoBen allowance.

**Question:** Does the CoBen allowance cover dental and basic vision, including the premiums, 100%?

**Answer:** Yes, please refer to CoBen [Section 1602 Benefits Allowance](#) of the Benefits Administration Manual (BAM). According to the BAM, "The state will establish one combined employer contribution amount for an employee's health, dental, and state-sponsored vision benefits. The employees' benefit allowance is automatically established in the SCO payroll system; therefore, no enrollment form is required. The full premium amount is based on the health, dental, and vision plans the employees chooses and is deducted from the employee's benefit allowance. Eligible employees are automatically enrolled in the state's vision plan. The vision benefit is mandatory under CoBen and eligible employees may not cancel their state-sponsored vision coverage."

**Question:** Is there a different CoBen form for Excluded employees following Bargaining Unit 1?

**Answer:** The CoBen form is the same for rank and file and excluded employees. Please review the [Consolidated Benefits \(CoBen\) webpage](#) of the Benefits Administration Manual (BAM).

**Question:** How often do spouses need to fill out the Dependent Re-Verification (DRV) form?

**Answer:** Spouses must be re-verified every three (3) years.

**Question:** Is the retiree dental premium cost sheet available on CalHR's website?

**Answer:** Please review the [Retiree Dental Benefits webpage](#) on CalHR.

**Question:** For Intermittent employees who qualify for health benefits after completing the hours during the control period, can they sign up for FlexElect cash reimbursement after the fact? Would we have to send a STD. 674 to SCO or just the enrollment form?

**Answer:** Permanent-Intermittent (PI) employees may enroll but have limited eligibility. The only FlexElect option available to a PI is the Cash Option. PI employees are not eligible to enroll a Medical and/or Dependent Care Reimbursement Account.

All PIs who expect to qualify for FlexElect during the next plan year must make an election to enroll in the Cash Option during the FlexElect Open Enrollment Period by completing a Cash Option Enrollment Authorization (STD. 701C). Participation in the FlexElect Program will be contingent on meeting the required eligibility criteria.

**Question:** Regarding Dependent Re-Verification (DRV), if the employee's spouse prematurely cancelled their benefits can they be add it back immediately?

**Answer:** Please send an email to [DRV@calhr.ca.gov](mailto:DRV@calhr.ca.gov) with the employee's (EE's) information to further look into the EE's file.

**Question:** Who can I contact to receive a response from CalHR when sending an appeal? The last response I received from CalHR was on June 12, 2023. I have since followed up with them numerous times, even emailed their manager, and still no response. Another co-worker in my office has the same issue. What is recommended to get a response?

**Answer:** Should it pertain to dental matters, please direct your inquiry to [Dental@calhr.ca.gov](mailto:Dental@calhr.ca.gov). For matters related to Flex, please direct your communication to [FlexElect@calhr.ca.gov](mailto:FlexElect@calhr.ca.gov).

**Question:** Any idea when the Payroll Letter for the Bargaining Unit 1 increase effective July 1, 2023 will be issued out?

**Answer:** Timing of implementing the new contract provisions, as well as the release of Personnel Letters, depends on many factors. CalHR will continue sending technical packages (Pay Letter drafts) to SCO on a flow basis in order to implement negotiated salary changes and other updates. At this point, it is too early to say when SCO will perform mass updates and release letters. CalHR and SCO have already begun close collaboration with the goal of ensuring that implementation of new contract provisions are as timely as possible.

**Question:** Regarding the year-end, the Service Employees International Union (SEIU) General Salary Increase (GEN) effective July 1, 2023 is confirmed but still pending for a CalHR payroll letter to be released. When employees choose to defer into two (2) tax years and to max the available dollars amount from their lump sum, how should we document their deferral amount? Should we calculate and document their deferral with or without their (GEN) on the Personnel Action Request (PAR) that we submit to SCO? Do we need to issue salary advance for all year-end separating employees to meet AB 2410?

**Answer:** As a reminder, deferrals are not subject to AB 2410. The Internal Revenue Service (IRS) will release the max dollar amounts soon. You would only use what you have.

**Question:** I am receiving hundreds of inquiries regarding the General Salary Increase and when employees (EEs) will see it reflected on their paychecks. I was hoping to receive an estimated timeframe to reply to all EEs, Supervisors, and Managers. My other question is since the retirement percentage is going back down, will SCO void all the 505's that were keyed on July 1, 2023 and the old retirement codes will go back into use?

**Answer:** SCO has not identified processing dates for updated contract terms, as Pay Letters are pending. SCO will share processing dates as we are able. Regarding retirement contribution rates, if you are referring to Service Employees International Union (SEIU), then according to the Tentative Agreement, retirement rates are not changing from those that we processed for July 1, 2023 for SEIU members.

**Question:** You talked about a Long-Term Disability (LTD) for excluded employees only, is there an LTD insurance option for Rank-and-File (R&F) employees?

**Answer:** Unfortunately, the state does not provide LTD to R&F employees. R&F employees can check with their union or private insurance.

**Question:** Can we correct the STD. 692 form for box 14 so we can enter the 1 in 01/01/24?

**Answer:** Yes, please make the appropriate corrections before sending the form to SCO to prevent any delays in processing your request.

**Question:** Will the STD. 692 be updated?

**Answer:** The most updated version is 03/2021, we will notify the departments if we make any changes or updates to the form.

**Question:** We are having issues daily with employees calling about being dropped from dental. We call and have them reinstated, only to have them dropped the following month. When is this issue going to be fixed?

**Answer:** We apologize for the issues your employees are having. We are working with dental carriers to resolve this issue. You may also verify the following on your side.

1. Is the employee enrolled in a dental plan, was the completed STD. 692 sent to SCO for processing? In some cases, the STD. 692 has never been sent to SCO and the personnel offices manually enroll the employee in dental benefits every month. This can result in the employee or dependents being dropped from the dental benefits.
2. Is the employee enrolled in the correct dental plan and is the deduction code and dental org code accurate with SCO's Misc. Deductions [pay hist].
3. If you keep having the same issue with the same employee and the deduction codes/penal codes are correct, please reach out to us by emailing us at [dental@calhr.ca.gov](mailto:dental@calhr.ca.gov) and we will be happy to assist you.

**Question:** If a Permanent-Intermittent (PI) employee has Basic Vision Plan set up but wants to enroll in the Premier Vision Plan, do they have to wait for Open Enrollment to enroll?

**Answer:** If the employee is already enrolled in Basic Vision from meeting their original control period hours, then yes, they must wait to change plans until Open Enrollment. When the PI employee meets the original control period then they can elect to enroll in Basic and Premier Vision. Basic must be established before the employee can be enrolled in Premier.

**Question:** Is there an alternate phone number to reach Vision Service Plan (VSP) for State Human Resources Staff to call instead of the 800 phone number?

**Answer:** Unfortunately, VSP has only one contact number, 1-800-400-4569.

**Question:** Is an employee able to add a disabled dependent over the age of 26?

**Answer:** The disabled dependent must be on the plan prior to turning age 26 to continue coverage.

**Question:** A couple of employees have reached out to me about them not having Basic Vision Plan (VSP) coverage even though they are enrolled. When I called VSP they informed me that they have a default Date of Birth (DOB), and Human Resources would need to call and update to the actual DOB. Can this be fixed?

**Answer:** At the moment, the files sent from SCO to VSP do not have full date of birth information; however, once the employee uses services, the demographic information should update in the employee's VSP profile. Please advise employees on the following information below:

- The employee/retiree/dependent should call their VSP doctor for an appointment and indicate that they are enrolled under the "State of California VSP Plan."
- Simply provide the employee's name and social security number.
- Active employees and eligible dependents are under plan group number 12020000 (State of California).
- Retirees and eligible dependents are under plan group number 12294067 (State of California).

The doctor and VSP will handle the rest. The doctor will contact VSP to verify eligibility and plan coverage.

**Question:** May we have the link to the Vision Services Plan (VSP) to refer employees to?

**Answer:** The VSP link for active employees is: [VSP Vision Care](#).

**Question:** I sent a vision form to Vision Services Plan (VSP) in 11/01/22. VSP said that they closed their calendar on 11/22 and new forms would be effective 03/01/23. This was not related to open enrollment; however, I do wonder why VSP have different enrollment information than what we receive within our department. This was the first time I've heard this. The employee issue was taken care of later.

**Answer:** Please email to [stateofca@vsp.com](mailto:stateofca@vsp.com) to research your inquiry.

**Question:** How is the facility notified when an employee enrolls in Premier Vision?

**Answer:** The departments are not notified by VSP; therefore, it is the employee's responsibility to look out for the Vision deduction from the pay warrant and the department can check the SCO database to check enrollment deduction status. During Open Enrollment, employees should keep their confirmation information for any plan changes that were made.

**Question:** When an employee enrolls in Vision Services Plan (VSP) Premier, do we get a notification on the effective date?

**Answer:** The departments are not notified by VSP; therefore, it is the employee's responsibility to look out for the Vision deduction from the pay warrant and the department can check the SCO database to check enrollment deduction status. During Open Enrollment employees should keep their confirmation information for any plan changes that were made.

**Question:** Is the online link for employees (EE) to use to enroll in Vision Services Plan just for Open Enrollment (OE) or can it be done by a new EE outside of OE?

**Answer:** It is for use during Open Enrollment. For new employees outside of Open Enrollment, the departmental personnel office must process.

**Question:** Can the email address box on the STD. 692 be expanded? Our email address does not fit in the box.

**Answer:** Unfortunately, we do not have the option to expand the space for email on STD. 692; you can try using smaller fonts or type your email in the remarks section [Section E Box 18] of the form.

**Question:** If an employee is not currently enrolled in benefits and the agency receives a National Medical Support Notice (NMSN) to add dependents, do we enroll the employee and dependents using permitting event code 01? Or use 16 even though 16 is used for adding family members?

**Answer:** If the employee accepts the offer of health coverage, the accepted status is processed using one of the following code(s): 3A – Health Benefits Accepted (timely): This code is used when an employee returns their enrollment forms within 60 days of the permitting event date (e.g., date of new Health Benefits (HB) eligible hire or completion of the qualifying number of hours in a control period for Permanent-Intermittent employees, open enrollment). This code is also used to reinstate coverage following a temporary suspension of HB – refer to "5C." Enter the date the employee's HB coverage is effective. This should be the first Calendar Day of the month following the day/month that the employee submitted their enrollment forms. Please also refer to the [Affordable Care Act System \(ACAS\) User Guide](#) for more information.



**Question:** Does FlexElect Cash enrollment continue or do you have to re-enroll each year like the Flex Spending Account?

**Answer:** Employees, except Permanent-Intermittent (PI) employees, who are currently enrolled in the Cash Option will automatically be reenrolled into the Cash Option for the next FlexElect Plan Year. Therefore, these employees are not required to complete a Cash Option Enrollment Authorization (STD. 701C) during the annual FlexElect Open Enrollment Period unless they wish to cancel or change their Cash Option enrollment. Permanent Intermittent employees are required to reenroll (complete a new STD. 701C) for each year they wish to receive the Cash Option.

**Question:** Can you please confirm that having Tricare Select will not qualify for Cash Option?

**Answer:** All CalPERS sponsored health plans meet the minimum value standards. Employees covered under individual coverage, such as TRICARE, Medicare, Medi-Cal, and Covered California are not eligible for the FlexElect Cash Option, even if they meet the minimum value standards.

**Question:** Since we are no longer receiving the \$260, for the employees who are no longer receiving the dental flex, will this automatically reinstate?

**Answer:** No, employees must enroll. Once enrolled, then there is no need to reenroll going forward.

**Question:** Is there no permitting event date needed on STD. 701R?

**Answer:** Instructions to assist employees in completing Sections 1-7 are contained in the FlexElect Handbook. The department should review each enrollment form to ensure it has been completed correctly. The department should then complete the remainder of the form, Sections 8-20.

**Question:** May we have the link to the Vision Services Plan (VSP) to refer employees to?

**Answer:** This requires an appeal with an explanation as to why the employee elected to enroll and if they have historically enrolled. Included in the appeal will need to be the previously submitted form. There are several factors which will impact this appeal request.

**Question:** Does Medical reimbursement deductions need to be used in the year or do they lose the money?

**Answer:** Meet the deadline for claims. The deadline to submit claims for expenses incurred in the current plan year is June 30 of the following plan year, otherwise funds left in the Application Software Inc. (ASI) account are forfeited if not claimed by the deadline.

**Question:** For employees enrolling in COBEN Cash, should we require copies of their current health and dental insurance cards?

**Answer:** No. Employees are not required to show proof of their other coverage.

**Question:** When an employee (EE) returns from Nonindustrial Disability Insurance (NDI) and State Disability Insurance (SDI), and is on probation, how should their probation extension be counted (permanent/Full time EE) 50% or 75% NDI? Where can I find this information?

**Answer:** Please review [Section 1214](#) regarding probation extension of the CalHR Human Resources Manual. If after review there are specific questions that need to be addressed, your department's designated contact can email [PSB@calhr.ca.gov](mailto:PSB@calhr.ca.gov) regarding NDI/SDI questions or refer to your designated Personnel Management Division analyst for questions related to probation extensions.

**Question:** Is there a good resource to clarify the difference between Collective Bargaining Identification Designation (CBID) 2 and 9 for Professional Leave other than the Memorandum of Understanding (MOU) Agreements?

**Answer:** The MOU is the best resource for information regarding Professional Leave. If there are still questions regarding the interpretation of language or application, you can reach out to your Labor Relations Department. If the question does not pertain to Labor, the departments designated contact can send the specific question to [PSB@calhr.ca.gov](mailto:PSB@calhr.ca.gov). We will review and assist with getting you a response, or to the right place for a response.