

Transaction Supervisor's Forum 10/20/2016

PPSD provided the following CS Benefit updates at the forum:

Benefits

Workload Type	Oldest Dates
Dental News	10/3/16
Dental Cancels	9/26/16
Dental Changes/Appeals	9/22/16
Dental Changes/Appeals - CHIPDIP	10/5/16
Dental Changes/Appeals – Code 40s	8/25/16
Dental Changes/Appeals – R06	10/4/16
Payroll Adjustment Notices – 035s	9/19/16
99PRS	8/2/16
HBD12-P	8/1/16
Payroll Adjustment Notices – Leave Credits	5/6/16
Flex Enrollment (News/Changes)	7/19/16
Flex Enrollment (Cancels)	8/9/16
Flex Reimbursements	10/14/16
Vision	10/11/16
STIPS	3/10/15
OE – Dental	9/19/16
OE – 701C Flex	9/28/16
OE – 701R Flex	9/28/16

Questions/Concerns/Comments:

Regarding Benefits:

Per Bryan Bruno from CalHR: Medical/Tri-Care participants are not eligible for Flex Cash, or Coben. The Open Enrollment Toolkit is working well so far.

Transaction Supervisor's Forum 10/20/2016

Questions/Concerns/Comments cont.:

1. Why are we not processing the Leave Credit Offsets faster? (Oldest date reported approx. a month ago was 5/4/16. As of 10/20/16 we've only move up 2 days.)

Per Gustavo Ortega, CS Benefits: We are processing Leave Credit Offset but they are time consuming. We also have other units helping with Leave Credits. In addition, the R06 Leave Offset list is being worked which includes 1,545 Leave Offsets to process.

2. Are we refusing to establish retro AR's for vision/dental when an employee separates for coverage prior to the separation date?
 - Scenario: EE hired in April, then separates in July. What happens to deductions for May and June? Why would SCO NOT establish AR's for this retro coverage for May and June prior to the separation in July?

Per Gustavo Ortega, CS Benefits: We do not process retro vision, the vision benefits are established by the system and the effective date is based on when the PAR was keyed.

If the employee was hired in April and the Dental benefit is effective in May, June or July we do process an AR to establish the dental deductions but if the dental form was submitted late to be effective after the employee separated then SCO will send the document back to the department.

3. What is causing our backlog on Stips (oldest date as of 10/20 is 3/10/2015)? Are we behind because Benefits is waiting for a transaction to be keyed in Stipulations unit? Is the holdup due to pending settlement agreements?

Per Samantha Stevens, Manager: There are many reasons Stipulations can appear to be backlogged. Although the oldest date is 03/15/2015, it does not mean that stipulations received after that date have not been processed.

Stipulations are processed like other documents, as they are received, but the more complex settlements may take longer or errors in submitted documents can delay processing. To assist with processing:

- Carefully review the settlement and audit employment history to determine course of action.

Transaction Supervisor's Forum 10/20/2016

- ***Contact CalPERS to re-establish Health benefits correctly.***
- ***Submit accurate PAR documentation.***
- ***Submit accurate Std. 674s for each pay period effected.***
- ***Include any applicable Miscellaneous Deductions for each pay period.***