

Transaction Supervisor's Forum 04/21/2016

PPSD provided the following updates at the forum:

Benefits Reminders

Please remember to redact social security numbers from documents you attach to emails submitted to SCO's PPSDOps escalation mailbox. We ask that you provide the employee's name and last 4 digits of their social security number, so we can locate the employee's information in our system.

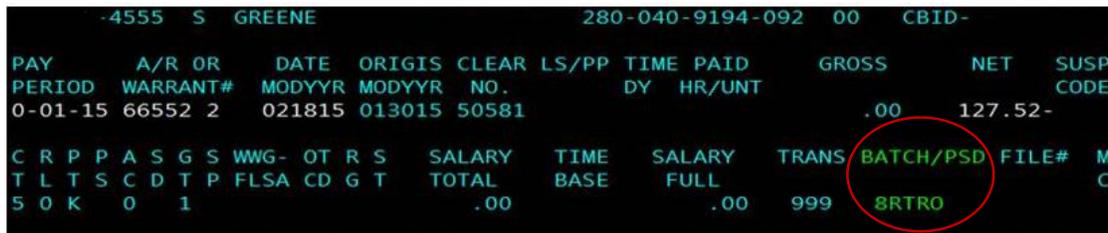
When CalPERS deletes a 26-year old dependent from an employee's health coverage, please check the employee's Official Personnel File to see if the dependent is enrolled on the employee's dental plan. If so, please submit an Administrative cancellation document to SCO, so we can delete the dependent from the employee's dental plan.

We have been receiving a large volume of emails in our PPSDOps escalation mailbox requesting status updates. Please be advised that we will not respond to email inquiries regarding status/receipt of documents. When escalating an issue via email to PPSDOps@sco.ca.gov, please include the area for the inquiry (i.e., benefits, disability, retirement, etc.) and provide the information outlined in the bulleted section of the <http://sco.ca.gov/Files-PPSD/EscalationEmail.pdf> guidelines.

To ensure Benefit A/Rs are routed to the CS Benefits Unit timely, please mark the Benefits PPSD Unit Destination box (Not Payroll). We also request that you include the batch ID number (shown in the Payment History Detail Screen) in the 674 A/R Remarks section. The table below shows the various Batch IDs for Payment Type K A/Rs:

Batch ID	PPSD Unit Destination
8RTRO	Benefits
BXXXX	Benefits
9SACS	Benefits (If Flex Health)
990XB	Retirement
RXXXX	Retirement
8XXXX	W2
WXXXX	W2
DXXXX	Disability
All others	Payroll

The screen shot below shows where the batch ID is located in the Payment History Detail screen.



Transaction Supervisor's Forum 04/21/2016

Disbursement Issues (Late 672s, missing documents/reports):

SCO Disbursements Bureau sorts the Std. 672 by department, however the other documents are sent to PPSD Ops Support to be sorted. After sorting, SCO Disbursements places all document/reports in the department's mailbox for pick up or sends out via GSO Overnight service if outside of the Sacramento area. Currently, both units have been experiencing staffing shortages, causing delays in sorting and mailing these items. SCO continues to fill vacancies and foresees this issue being resolved within the next few months. If a department has any further concerns, please email the PPSD Escalation email at PPSDOps@sco.ca.gov.

Questions/Concerns:

1. What date is PPSD currently working on as of 04/25/2016?

Unit	Workload Type	Oldest Date
Position Control	607	04/22/16
Audits	PARs	04/11/16
Disability	IDL Special/Complex	02/07/16
	IDL Regular	04/18/16
	SDI Special/Complex	03/30/16
	SDI Regular	04/19/16
	NDI Special/Complex	03/25/16
	NDI Regular	04/20/16
	TD Special/Complex	03/25/16
	4400	04/18/16
	4800	04/19/16
Payroll	EH Messages	04/21/16
	674	04/21/16
	674 A/R	04/22/16
Benefits	Health	12/29/15
	FLEX News Appeals/Changes	12/03/15
	FLEX Cancels	03/25/16
	Dental New	04/25/16
	Dental Cancels	01/27/26

Transaction Supervisor's Forum 04/21/2016

Unit	Workload Type	Oldest Date
	Dental Appeals/Changes	01/22/16
	674 A/R	03/29/16
	674 Leave Credits	12/07/15
Misc. Deduction/W-2	Group Legal	04/18/16
	LTD	04/18/16
Retirement	EH Messages	02/09/16