



It is the mission of the Personnel and Payroll Services Division to provide accurate and timely personnel and payroll services through quality customer service.

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CONTACT US

(916) 372-7200

popsdops@sco.ca.gov

Newsletter Suggestions
popsdregister@sco.ca.gov

sco.ca.gov

Statewide Civil Service Benefits Program: 2020 Open Enrollment is Here

The annual open enrollment period for health, dental, Premier Vision, and all FlexElect accounts is September 21 through October 16, 2020. All open enrollment actions will be effective January 1, 2021. The California Public Employees' Retirement System (CalPERS) Board of Administration approved [health plan premiums](#) for the 2021 calendar year, at an overall average premium increase of 4.32 percent. The Statewide Civil Service (SCS) Benefits program processes approximately 30,000 open enrollment Dental ([Std.692](#)) and FlexElect forms ([Std. 701R/701C](#)) annually during this period. This workload represents more than 20 percent of all forms processed by the SCS Benefits program each year.

As the SCS Benefits team ramps up for open enrollment season, here is how to help expedite the processing of forms sent to the State Controller's Office (SCO):

- Inform employees of the 2020 open enrollment period.
- Send reminders to employees to encourage the submission of open enrollment changes as soon as possible.
- Audit the open enrollment forms being submitted to ensure they are accurate and complete.
- Submit open enrollment forms on a flow basis to SCO for processing to openenrollment@sco.ca.gov.
- Remind employees to use the [Benefits Calculator](#) provided by the California Department of Human Resources.
- Use SCO [Civil Service Benefits Open Enrollment Checklists](#).
- Contact the [Statewide Customer Contact Center](#) at (916) 372-7200 with questions.
- If you have any suggestions, submit them to PPSDHRSuggestions@sco.ca.gov.

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