August 2023

Transaction Supervisors' Forum Notes

SCO KEY INITIATIVES:

SCOConnect: Cal Employee Connect (CEC) Project/ConnectHR – Moe Adam (ConnectHRhelp@sco.ca.gov)

– Cal Employee Connect (CEC)
- CEC Phase II – Employee Service features
    - Multifactor Authentication (MFA) (MFA User Guide):
        - Now available to all Cal Employee Connect (CEC) users
        - As of 8/14/23: 40,967 employees have enabled MFA
- Direct Deposit:
    - 95% of departments statewide have been deployed
    - As of 8/14/23: CEC has received 10,864 direct deposit transactions
    - Effective 11/1/23: SCO will no longer accept STD. 699 on ConnectHR
        - All departments/agencies will need to use Electronic File Transfer Protocol (EFTP) to send new or changes to direct deposit; or
        - Employee self-service feature on CEC
        - Demo sessions for EFTP and CEC Direct Deposit will be offered in September to departments/agencies still needing to transition to a paperless option.
- Address Change:
    - 95% of departments statewide have been deployed
    - As of 8/14/23: CEC has received 1,889 address change requests
- 2023 W-2 Opt-in Feature:
    - As of 8/14/23:
        - 17 agencies have been enabled in pilot mode
        - 539 employees have activated this feature
- eTimesheet Feature:
    - As of 8/14/23:
        - 17 agencies have been enabled in pilot mode
   - Note:

- This feature is available to agencies, who do not have a Time and Attendance system or wish to decommission their current system.
- It has limited work schedules and leave benefits. Please email us for additional information.
  - o Demo
- − ConnectHR
  - Accounts Receivable (A/R) 035 Deduction Collection Feature:
    - o This feature has been made available to all agencies
    - o As of 7/31/23:
      - ➢ Total of 40,727 A/R 035 deductions have been processed via this feature
      - ➢ Total of $9,242,267 has been collected
    - o As of 8/14/23:
      - ➢ The ConnectHR team sent notice of the feature availability to all remaining agencies via email to Security Monitors and Universal Email
      - ➢ 86% of departments/agencies have been enabled
  - The ConnectHR team will continue to reach out to the agencies **who are not** using the 035 Feature via their Human Resources Chiefs.

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

- − 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 Administration, Benefits Administration, Position Control, Time & Attendance, Travel & Business Expense Management, and Payroll
  - **Who will this impact:** State HR and Payroll staff and all state employees
- − Why CSPS:
  - Current System is Complex
    - o 40% fewer employees
    - o Pre-dates collective bargaining
    - o Lacks sufficient integration
    - o Cumbersome policy and processes
  - Opportunity for Innovation
    - o Technological innovations
    - o Modernize HR & Payroll processes
    - o Supports remote work
- − Status Updates:
  - Negotiations with vendor selection will be in process through October
  - Data team resolving import data through automation
  - Departments have until August to identify Subject Matter Experts (SMEs) and Coordinators to their

assigned Agency Change Expert (ACE).

- The Organizational Change Management (OCM) ACEs have been conducting outreach meetings with their departments over the last couple of months.
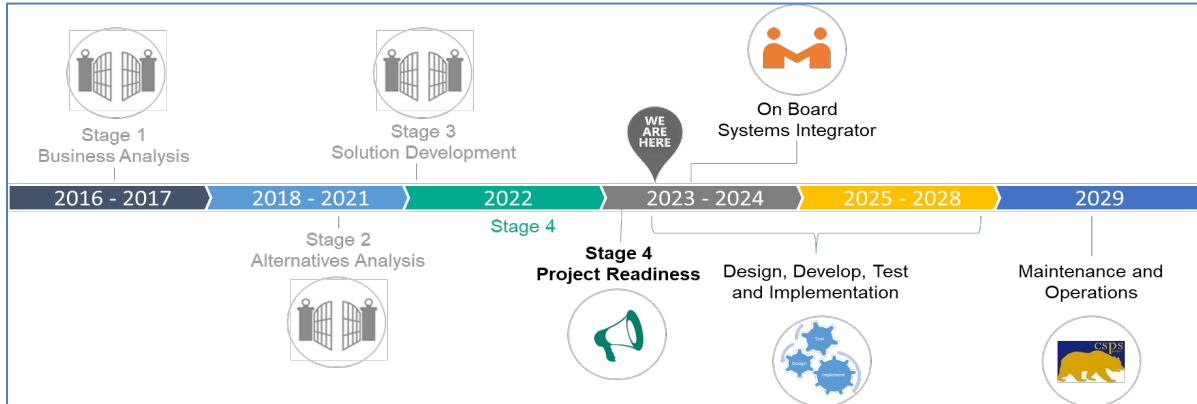
BENEFITS ADMINISTRATION:

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) – Bobby Saetern (Contact: OpenEnrollment@calhr.ca.gov)

  - Updates
    - The 2023 Benefits Open Enrollment period is September 18 – October 13, 2023.
    - Open Enrollment is a set period of time annually for State of CA employees to make changes to their Health, Dental, Vision, & Voluntary Benefits such as Consolidated Benefits, FlexElect, Legal, Long-Term Disability, & Supplemental Life Insurance.
    - Changes made during Open Enrollment will be effective January 1, 2024.

  - Virtual Benefits Fair
    - CalHR will be hosting a Virtual Benefits Fair over the course of 2 days this year. The Virtual Benefits Fair will take place September 13 - 14, 2023.

  - In-Person Benefits Fairs
    - New for 2023, CalHR is working on organizing in-person benefits fairs. There will be an in-person fair for state employees to attend in Northern and Southern, California.
    - More information on benefit fairs will be shared later this month.

  - Brown Bag Sessions
    - CalHR is planning to host two Brown Bag Sessions on September 12 and October 10, 2023, from 11:00am – 1:30pm.
    - During these sessions, information will be shared by representatives from CalHR and SCO.
    - The first 30-minutes of these sessions will provide Open Enrollment updates and reminders followed by a one-hour Q&A session for HR Professionals to ask Open Enrollment related questions.
    - Communication regarding the Brown Bag Sessions will be shared and information will also be updated on the CalHR Benefits website later this month.

  - Contact
    - Department Personnel Offices can send Open Enrollment related questions via email to OpenEnrollment@calhr.ca.gov.
    - Current response time is five (5) business days.

- Statewide Engagement Program

  - Program Mission: Provide a holistic approach in connecting state departments with the capacity and community to support the overall wellbeing of state employees.
    - Learn more about the Statewide Engagement Program by visiting our CalHR Benefits website
    - Register for our virtual roadshows on August 24 and August 28
      - ➢ Department Coordinators, Personnel staff, Managers/Supervisors

- Threading the topic of employee engagement by nourishing the five elements of wellbeing
    - Career: You like what you do every day.
    - Social: You have meaningful friendships in your life.
    - Financial: You manage your money well.
    - Physical: You have energy to get things done.
    - Community: You like where you live.
- Connect with us
    - StatewideEngagement@calhr.ca.gov – Statewide Engagement Program
    - EAP@calhr.ca.gov – Employee Assistance Program (EAP)
    - Engagement@calhr.ca.gov – Employee Engagement Program
    - CalHRWellness@calhr.ca.gov – Wellness Program
    - Merit@calhr.ca.gov – Merit Award Program

- Affordable Care Act (ACA) – Lisa Hatten (Contact: ACA.Policy@calhr.ca.gov)
    - ACA Quarterly Compliance Review
        - Departments notified of their outstanding errors in the Affordable Care Act System have until September 8, 2023 to certify that the errors were corrected by returning the Quarterly ACA Compliance Review Notification document to ACA.Policy@calhr.ca.gov.
        - As we approach the end of the year, it is important that all errors on the compliance reports are corrected. Information that is incorrectly reported to the Internal Revenue Service could result in information reporting penalties.
    - Information Reporting Penalties up to **$620** for incorrect reporting
        - Failure to file a correct information return with the IRS is $310.
        - Failure to furnish a correct employee statement (1095-C) is $310.
    - ACA Training
        - We still have openings for training in September
        - Additional training dates will be posted to the ACA Training Page on SCO's website
        - Please send your training requests to: ppsdacatraining@sco.ca.gov

- Dental Program Updates – Kristin Wilsey (Contact: Dental@calhr.ca.gov)
    - Program is current and within 30 days
    - Appeals Issues
        - Dual coverage is not permissible.
        - Verify employee eligibility prior to submitting an appeal.
        - 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.
            - This should be confirmed prior to appeal submission
        - Administrative signatures are only acceptable on an STD. 692 for mandatory deletions.
        - CalHR requests for additional information that do not receive a reply by the stated reply by date, will result in the appeal being closed.
        - CalHR continues to receive Open Enrollment appeals that have incorrect information. Please use the 2023 Instructions for completing open enrollment forms to submit appeals.

- When CalHR provides directions and links to resources in response to an appeal, please follow the directions and utilize the links provided. Failure to do so will delay the appeal.
- Special Announcement:
  - Effective May 1, 2023, departments are expected to use the most current version of the STD. 692 Dental Enrollment Form. CalHR and the SCO will reject any outdated STD. 692 Dental Enrollment forms. We strongly encourage employees to complete the document electronically as well. You can access the most current STD. 692 Dental Enrollment Form here: [Dental plan enrollment authorization (ca.gov)](ca.gov).
- Delta Dental Address Change for Direct Payments
  - Effective immediately, the following updated addresses must be used by departments when mailing direct payments to Delta Dental for State-Sponsored Dental Plans (excluding COBRA)
    - PPO Mailing Address:
      Delta Dental of California
      Attn: Accounts Receivable
      PO Box 884460
      Los Angeles, CA 90088-4460
    - Delta Care Mailing Address:
      Delta Dental Insurance Company
      Attn: Accounts Receivable
      PO Box 647006
      Dallas, TX 75264-7006

- Pre-Tax Parking Program – Kristin Wilsey (Contact: Pre-taxparking@calhr.ca.gov)
  - Third Party Pre-Tax Parking (PTP) Reimbursement Account Updates
    - Program is current and within 30 days.
    - 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, and attach a copy of the cancellation form submitted to SCO.
        - Incomplete memos without the proper cancelation form will delay processing.
  - Going forward, Pre-Tax Parking refund requests will be restricted to a period of 36 months determined by the date the refund approval is received by SCO and the date that the refund request is processed by SCO.
  - COVID-related refund requests will no longer be accepted as a justification for deductions beginning with the January 2023 pay period.
  - After December 2023, COVID-related refund requests will not be accepted for the pay periods from January 2020 through December 2022. Requested refunds are subject to SCO's 36-month retroactivity limitations.

- Vision Program Updates – Kristin Wilsey (Contact: Vision@calhr.ca.gov)
  - Program current and within 30 days.
  - Form submission – Send forms directly to VSP
    - CalHR 774 (Premier Vision Enrollment)
    - COBRA
    - CalHR 695 (Retiree Enrollment)
  - Do not send multiple enrollments in one email; this can cause errors with data entry and delay employee enrollment.
  - Recommended subject line language for email submissions
    - Premier Vision Enrollment -Employee Name (Last Four)
    - Retiree Vision Enrollment -Retiree Name (Last Four)
  - Child Dependent Age Check
    - Dependents over age of 26 are being submitted to VSP without confirmation that they are a disabled dependent.
  - Appeals
    - Prior to sending appeals, check SCO for warrant deductions and plan information.
  - 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 – Kristin Wilsey (Contact: visiondental.authorization@calhr.ca.gov)
  - Requests are current and within 30 days.
  - Reminder to make a change to the authorization portal, the request must come from a supervisor or manager listed on SCO's CPOD.
  - Information to provide when adding an authorized user:
    - Agency Code (this is often missed)
    - Agency Name (as listed on CPOD)
    - Personnel Specialist's first and last name
    - Personnel Specialist's telephone number using this format (123) 456-7890
    - Personnel Specialist's email address
    - Reason for request – Add, Delete or Update
  - Do not send requests to the Dental or Vision program general email boxes
  - Send requests to visiondental.authorization@calhr.ca.gov

- FlexElect Program – Kristin Wilsey (Contact: FlexElect@calhr.ca.gov)
  - FlexElect is current and within 30 days.
  - Reminder to only submit one appeal per email.
    - When emailing appeal request, please include the employee's full name and last 4 of social in the email subject.
    - Flex forms should be fully complete, including the employee and the personnel sections.
    - Please check SCO Pay Hist for updates approximately 14 business days after you receive the determination from the Flex Unit.
  - 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.
  - STD 701C Cash Option and STD 702 CoBen Cash Reminders
    - Double-check the monthly cash option amount totals and be sure to indicate the lump sum totals for eligible permanent intermittent employees.
    - In the health insurance plan name section, include the full name of the insurance plan (not the employee's name)
    - Please do not leave the spouse, domestic partner or parent's social security number section blank.
    - Remember to complete the entire personnel section authorization details including effective date, permitting event date.
    - If necessary, include a completed STD. 692 form for employee to cancel or decline dental coverage.
    - If employee is permanent intermittent, remember to submit a completed STD. 674 Payroll Adjustment Notice to certify the employee's qualifying hours.
- Long-Term Disability (LTD) and Group Legal Programs – Kristin Wilsey (Contact: LTD@calhr.ca.gov)
  - Information to provide when submitting an inquiry for an employee:
    - Original Document
    - Employee's First and Last Name
    - Employee's Social Security Number
    - Employee's Position Number
    - Reason for Inquiry
- General Program Updates or Reminders
  - A Complete Appeals Package includes:
    - Justification Memo explaining appeal
    - Complete and error-free forms
    - Written confirmation that the employee acknowledges accounts receivable 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.
  - Training Recommendations
    - Benefits Administration Manual Training – online CalLearns
    - Employee Benefits Orientation Training – online CalHR Webpage

- Benefits premiums cannot be waived for months when services are not used.
- We continue to receive calls and emails from employees stating their personnel office directed them to call CalHR. Do not refer your employees to CalHR. Employees must work with their personnel office regarding their benefits.

- Dependent Re-Verification (DRV) – Delia Baulwin (Contact: 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 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.
    - Departmental personnel offices are required to update Dental and Premier Vision dependent re-verifications through the Family Connect Portal (FCP).
    - Department compliance with DRV regulation will be monitored and addressed with department 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 vision benefits.
    - Sept 2023 cycle: 30-day/3rd DRV notice for Health (CalPERS), Dental and Premier Vision (CalHR) mailed out 8/1/23. Departmental personnel offices have until the end of September to process all DRV documents submitted on or before the end of August.
    - The December birth month cycle is approaching, and the initial 90-day notice is scheduled to be mailed September 1.
    - 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.
    - Current response time is five (5) business days.

- CalHR Benefits' Resources
  - Websites
    - CalHR Benefits Website: https://calhr.benefitsprograms.info/
    - BAM Training Questions BenefitsInquiries@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

SCO – Affordable Care Act – Steve Hallett (Contact: acasupport@sco.ca.gov)

− The Affordable Care Act (ACA) is still performing user acceptance testing for the auto population enhancement for:

- ACA Status Code 2A
- ACA Status Code 2B
- ACA Status Code 2D

− Some things to keep in mind when looking forward to this enhancement:

- The program cannot auto populate if:
  - o Appointment transactions are not keyed into Employment History
  - o The appointment transaction is keyed with an effective date prior to the release date
  - o The ACA Status Code to be auto popped is already the current ACA Status Code
- It is the responsibility of departmental human resource staff to ensure that all ACA Status Codes are accurate for each employee, including all necessary updates.
- Auto population programs will not work as designed and benefit HR offices, if transactions are not keyed timely; specialists will need to review monthly compliance reports and correct all errors for their campuses.
- A personnel Letter will be released upon implementation with additional information for your reference.
- Please contact acasupport@sco.ca.gov with any questions.

SCO – Statewide Benefits Program – Ryan Baughman (Contact: ppsdcsbenefits@sco.ca.gov)

− SCO Open Enrollment Resources Overview

- The following will be available on SCO's Open Enrollment Resources Webpage:
  - o Checklists – FlexElect/CoBen Cash Option, FlexElect Reimbursements, Dental
  - o *Also coming soon*:
    - ➢ Examples & Common Errors – Dental, FlexElect/CoBen Cash Option, FlexElect Reimbursements
    - ➢ Open Enrollment Frequently Asked Questions (FAQs)

− Important Dates

- 2023 Open Enrollment Period – 9/18/2023 – 10/13/2023
- Permitting Event Date : 9/18/2023
- Effective Date: 01/01/2024
- Last day to upload Open Enrollment forms: 11/1/2023
- Last day to upload forms corrected as a result of PR250: 11/22/2023
- Last day for employees to submit cancellation/changes to Cash Option or Reimbursement Accounts: 12/31/2023
- Last day for agencies to submit cancellation/changes to Cash Option or Reimbursement Accounts: 1/2/2024

PROGRAM UPDATES:

Statewide Tax Support Program

− Salary Advances – Monique Perez (Contact: PPSDW2MiscDed@sco.ca.gov)

- Paycheck Calculator Calculations

- Break down is based on the pay periods

- Payroll Letter 22-003

  o Payroll Letter # 22-003 SALARY ADVANCE REPORTING COMPLIANCE

− References

- Payroll Procedures Manual (PPM)

- Section N 103 – Salary Advances

- Section N 109 - Instructions for completing the STD. 422, Salary Advances Paid/Offset Report

  o Section N 171 - Withholding Requirements

- STD. 422, Salary Advances Paid/Offset Report

  o http://www.documents.dgs.ca.gov/dgs/fmc/pdf/std422.pdf

− Verification of Employees Identified as Nonresident Aliens – Monique Perez (Contact: PPDSTSP@sco.ca.gov)

- Tax Support conducts bi-annual verification; therefore, if you filed a form for the first half of the year (January through June), you must also submit a form for the second half (July thru December).

- Personnel Letter 23-016 – Verification of Employees Identified as Nonresident

- The Nonresident Alien reports (PDW7170) are available on ViewDirect until December 31, 2023. Please note any addition or deletion requests submitted to SCO after July 1, 2023, will not be included in the report.

- **ALL agencies/campuses** are required to submit the verification forms bi-annually if you do not have any Nonresident Aliens or on a flow basis to indicate any additions or deletions to report.

- Forms are due by **September 15, 2023.**

- SCO will contact the department chiefs if forms are not received by September 15, 2023.

− Reporting Compliance 2023

- January - June

  o Civil Service: 29%

- July - December

  o Civil Service: 38%

− Reporting Compliance 2022

- January - June

  o Civil Service: 32%

- July - December

  o Civil Service: 32%

− Deceased Employee Data Form (PPSD-21)

- Payroll letter 22-002

- Fill and print Form PPSD21

- o https://sco.ca.gov/ppsd_state_hr_tax_support.html

Statewide Training Program – Siobhan Hallinan (Contact: PPSDTraining@sco.ca.gov)

- Affordable Care Act (ACA) Training
  - ACA Policy
  - ACA Keying
- eLearning Modules
- PPSD Training Open Enrollment Begins 08/18
- New and Upcoming
  - *eLearning modules*
    - o Fundamentals of Personnel: Introduction and Module 3
    - o Employment History Overview
    - o Fundamentals of Salary Determination
    - o Lump Sum Garnishments
  - *Virtual Classes*
    - o Introduction to Salary Determination Level I
    - o Introduction to Salary Determination Level II
    - o Advanced Salary Determination

Human Resources (HR) Suggestions – Shelley McCarthy (PPSDHRSuggestions@sco.ca.gov)

- We received 13 emails in the PPSD HR Suggestions inbox in the last three months
  - One suggestion is currently being implemented, and one is pending review
  - Verification of Employment—high volume
    - o Direct all employees to the Work Number and/or Statewide Locator
  - Remember to submit your suggestions to SCO's HR Suggestions Email (All HR Staff) PPSDHRSuggestions@sco.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 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)

CUSTOMER RELATIONS SURVEY:

How would you like to receive information from us during this time? Please send suggestions to our HR Suggestions Inbox at PPSDHRSuggestions@sco.ca.gov.

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 Administration (DSA) & 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: Is the eTimesheet feature available for all agencies?

Answer: It is available now; you just need to contact Cal Employee Connect to discuss deployment. If interested, please email ConnectHRhelp@sco.ca.gov.

Question: Will all departments be required to use the eTimesheet feature?

Answer: The eTimesheet feature is not a requirement. It is voluntarily and an optional feature to use.

Question: If an employee uses the eTimesheet method, how would the Personnel Specialist review and approve it?

Answer: The Personnel Specialist will continue to receive the timesheet for review and approval.

Question: Is there a time frame for enabling the eTimesheet feature where it will automatically send to the selected supervisor once you complete the timesheet?

Answer: There is no set time frame.

Question: Is there a "Test" Cal Employee Connect account that we can use to demo all staff?

Answer: Please email ConnectHRhelp@sco.ca.gov to discuss this question.

Question: Can we change the position in Cal Employee Connect if there is a mid-month transfer?

Answer: It depends on the employee's situation and the Cal Employee Connect feature. For specific scenario, please email ConnectHRhelp@sco.ca.gov with your question and include your employee's name and UEID. If you are referring to the eTimesheet, the position number will update as soon as the employee receives pay from the current position number.

Question: Will there be a training or a step-by-step guide to share with other staff regarding the eTimesheet feature?

Answer: Yes, for those interested in using this feature, SCO provides a full training and user guides for their staff. SCO also has tools and resources that you can share with your agency to help you deploy this feature. Please email with your interest at connecthrhelp@sco.ca.gov to schedule a demo to walk you through the process.

Question: Can you add work lines in Cal Employee Connect? Our departments use specific work lines for payment and budgeting reasons.

Answer: Unfortunately, this type of enhancement is not available at this time.

Question: Will the eTimesheet feature be available for departments whose leave balances are not updated through Cal Employee Connect?

Answer: The eTimesheet feature is not a requirement. If you are interested in learning how this feature can benefit your department, please feel free to email us at Connecthrhelp@sco.ca.gov.

Question: Can you confirm that the information shown on the eTimesheet does not automatically upload to California Leave Accounting System (CLAS), therefore it will still need to be hand keyed? If so, will this change in the future?

Answer: Yes, this is a correct understanding. SCO is always looking for ways to improve their processes and will continue looking for ways to see if a CLAS interface can be added.

Question: Can we have multiple lines for regular hours worked so that we can charge to multiple funding sources?

Answer: Unfortunately, this type of enhancement is not available currently.

Question: Is there any future enhancement planned to interface with CLAS?

Answer: Unfortunately, this type of enhancement is not available currently. However, the team will continue to find ways to streamline processes.

Question: Is there a plan to have eTimesheet interface with CLAS in the future to avoid the manual keying?

Answer: Unfortunately, this type of enhancement is not available currently. However, the team will continue to find ways to streamline processes.

Question: Can the eTimesheet add various project activity codes?

Answer: Unfortunately, this type of enhancement is not available currently.

Question: Can the eTimesheet be corrected if there is an issue?

Answer: Yes, the employee has the option to re-submit a "Corrected" timesheet.

Question: Can the eTimesheet capture an employee's status of their Non-Industrial Disability Insurance (NDI), State Disability Insurance (SDI), Workers Compensation, and Family Medical Leave Act (FMLA)?

Answer: Yes, the feature captures most disability benefits.

Question: Will Specialists have access to shadow the eTimesheet feature like they do with the earnings?

Answer: Unfortunately, this type of enhancement is not available currently.

Question: Does this eTimesheet feature capture dock, and does it interface over on dock cutoff?

Answer: Yes, dock can be captured in the timesheet; however, it does not interface with the California Leave Accounting System (CLAS). Manual keying into CLAS is still required.

Question: When will CalHR update 2024 dental and vision list of prices?

Answer: The 2024 Dental and Vision Plan Premiums are now updated on the CalHR Benefits website. For Vision, please visit the [Vision webpage](). For Dental, please visit the [Dental webpage]().

Question: If an employee wants to enroll in CalPERS to make changes during Open Enrollment, then does the employee need to create an account to make the changes?

Answer: Active employees can make changes through their employer as well. They do not have to make an account, but it is encouraged as there is a lot of great health information that can be found in their myCalPERS account.

Question: I submitted two Flex-Cash Appeals at the end of May 2023, I also sent a follow up email not too long ago; can someone please let me know who else I can reach out too to get these appeals resolved. It has been more than 60 days.

Answer: Please email to FlexElect@calhr.ca.gov and a Flex analyst will research your appeal for you.

Question: Has there been a change to how we are supposed to submit appeals? I submitted an appeal for Consolidated Benefits (COBEN) and have not received a response.

Answer: The process for submitting appeals remains unchanged. To address your appeal and provide an update on its status, please email to FlexElect@calhr.ca.gov.

Question: When will the Open Enrollment (OE) Resources webpage be updated on CalHR and the OE Announcement to State Employees be available for 2023?

Answer: The State HR Professionals Open Enrollment Resources webpage has been updated on the CalHR Benefits website. The OE Announcement to State Employees is available in this resources page, as well as the main Open Enrollment webpage.

Question: What is the most current form revision date for STD. 692?

Answer: A revision date of 3/2021 is the most current STD. 692.

Question: I have a dental appeal that was approved back in May however the Accounts Receivable (A/R) has not been established. How long does it take before the A/R is established? The employee now is requesting to cancel the appeal since the A/R has not been established.

Answer: Please email to dental@calhr.ca.gov for clarification.

Question: A few employees on the basic Vision Service Plan (VSP) are not able to seek services because they cannot be found in VSP's system due to Date of Birth (DOB) listed as 01/01/1900. Is this issue going to be fixed soon?

Answer: CalHR is currently working with VSP and SCO to get member DOB added to membership profile. Currently this information is not included in regular deduction reports that are sent for Basic Vision form SCO to VSP. When employees are using services, they can use their social as their unique identifier to help locate their profile. Please make sure employees are aware they need to state they are employed by the State of California.

Question: I am having to call dental plans every month to have employees added back on due to the carrier not receiving premiums. When will this be resolved?

Answer: CalHR is actively addressing the ongoing issue and collaborating with carriers to find a solution. We sincerely value your patience and are working diligently towards a resolution. Thank you.

Question: Regarding Dependent Re-Verification (DRV) in Family Connect specifically the section "Demographic & Enrollment Exception Dashboard," we have a couple of employees with errors. When we look at the Exception Comments the message is very broad, there are no specifics, and we are having difficulties finding the error that the system is referring to. The exception comment only says, "Mismatched Fields." We already verified the employee's information and we also reached out to Delta Dental but we both have the same information, and we cannot figure out the error. Can someone assist us with this?
Answer: Please email to DRV@calhr.ca.gov and your inquiry will be investigated more closely. If the carrier has the correct information, then there may be a mismatch with SCO data.

Question: Would it be possible for SCO to include a copy of the dinged enrollment form when a PR250 is sent to the submitting department?
Answer: Unfortunately, our systems that generate the PR250/PSD40s do not have the capability to attach the associated form. It is the HR office's responsibility to track the forms submitted for each employee to SCO.

Question: What is the best way to submit the STD. 422 to Administration and Disbursements Division?
Answer: You will need to submit through the mail or via courier as a payment is included.

Question: Is Sal D training only available as an eLearning?
Answer: No, virtual classes will be offered for the next trimester.

Question: Where is the open enrollment training on SCO website?
Answer: Please view the 2023 Open Enrollment Resources webpage on SCO website.

Question: Could you please send the hyperlink to the Affordable Care Act System (ACAS) training on SCO website?
Answer: Affordable Care Act (ACA) Training

Question: Is SCO issuing the Continuing Medical Education (CME) payments for Bargaining Unit 16 out of the July pay period as they have in the past or will it be issued in the August pay period?
Answer: Personnel and Payroll Services Division is working toward issuing those on 8/18 and will be releasing a Personnel Letter shortly.

Question: When we get CalHR approvals should we submit the documents through ConnectHR?
Answer: Correct, along with the approved documents.

Question: What is the turnaround time for review of exceptions submitted?
Answer: It will vary depending on complexity and other workloads.

Question: Bargaining Unit 2 staff are stating that they are now eligible for Non-Industrial Disability Insurance (NDI) and Non-Industrial Disability Insurance - Family Care Leave (NDI-FCL) due to a Memorandum of Understanding (MOU) agreement whether they are Rank and File or Excluded, however I have not seen anything official on this (unless I just missed it). Is this true, and will there be any official notification sent out to Departments?

Answer: Please review the Human Resources Manual on CalHR for clarification.

Question: Can you confirm that come November 1st we will no longer be able to submit new direct deposit forms via STD. 699? For new employees they will receive a paper check before they can sign up for a Cal Employee Connect account, correct?

Answer: Yes, Starting November 1, 2023, paper STD. 699 will no longer be handled by SCO. For new employees, their information can be submitted from your office via use of SCO Electronic File Transfer. We can assist to get these agencies set up. For new employees, they will still be able to register for Cal Employee Connect later.

Question: If an employee retires before the end of year but the amount for their flex reimbursement funds has been depleted for the full year but not all deduction has been deposited into their account, then is the former employee contacted for those deductions to satisfy outstanding balances?

Answer: Per the Payroll Procedures Manual (PPM) Section H 757 if the gross of the payment was sufficient, but the net was insufficient to withhold the FlexElect deduction, follow the instructions in H 010 to submit a STD. 674AR. If the gross is insufficient, the employee must make direct payment to the deduction company.

Question: Will the Continuing Medical Education (CME) payments be issued for excluded departments?

Answer: Per Payroll Letter #20-012, departments should process this payment via the Payroll Input Process System (PIP) using the IM Earnings ID. Refer to Payroll Procedures Manual (PPM) Section G 154 for STD. 671 or 672 completion instructions or PPM Section N 127.1 for tax information.

Question: How can we sign up for Electronic File Transfer (EFT)?

Answer: Send an email to PPSDDirectDeposit@sco.ca.gov.

Question: Is there going to be some sort of notification to all departments regarding the direct deposit changes?

Answer: An email blast was sent August 16, 2023, another one will be sent mid-September and a final one mid-November.

Question: Will new hires need to update the information themselves in Cal Employee Connect (CEC)?

Answer: If the employee is new to State, their appointment would need to be keyed, and a paper warrant issued to enroll in CEC.

Question: The employee is the one keying in the information, not Human Resources, Correct?

Answer: If this is regarding Direct Deposit Employee self-serve, then yes, the Employee enters the information through their CEC Account.

Question: Does the new employee submit the direct deposit through Electronic File Transfer (EFT)?

Answer: No, a new employee can enroll in Direct Deposit through Cal Employee Connect Self-Serve once they have received their first paper warrant.

Question: If an employee (EE) transfers to a new agency and the EE has an Accounts Receivable (A/R), can the new agency submit the A/R 035 function on ConnectHR to collect for the losing agency?

Answer: No.

Question: If an Employee makes payments to an Accounts Receivable (A/R) via agency collect and then halfway through the arrangement they decide to do payroll deduction, do we then submit a STD. 674 A/R?

Answer: Yes, reflect payroll deduction and the amount owed.

Question: Regarding Affordable Care Act System (ACAS) each month we are getting errors for employees without an appropriate address and all of them are P.O. Boxes. Does this mean that the ACAS system no longer allows P.O. Boxes?

Answer: P.O. Boxes are still allowed. If there is an issue, it should be specific to that P.O. box. Please reach out to acasupport@sco.ca.gov for support.

Question: Is there a reason why employees' keep being deactivated from their dental plan when they are current employees?

Answer: To investigate and pinpoint the root cause of the issue, we kindly request that departments send an email to Dental@calhr.ca.gov containing the employee's name and dental plan. This will enable us to analyze the data and understand why this issue is happening frequently.

Question: Can an employee cancel Voluntary Personal Leave Program (PLP) at any time? Or do they have to stay in the program for 12 months? We have an employee who is stating it's a financial hardship.

Answer: This depends on their Memorandum of Understanding (MOU). Please view the Human Resources Manual for clarification.

Question: When submitting for CalHR approval, who does the email need to come from? Is a personnel specialist acceptable?

Answer: A Personnel Services Branch designated contact is acceptable.

Question: Will the monthly Accounts Receivable half sheets be available through an electronic file in the future to replace the paper copies sent to departments?

Answer: The Accounts Receivable Half Sheets are available on ViewDirect and Mobius View. The report IDs are PD-A/R (Notice of Payroll Accounts Receivable) and PD-A/RVSL (Notice of Payroll Accounts Receivable Reversal).

Question: It was mentioned that there would be lump sum garnishment classes coming up, do we know when those would be held?

Answer: There is an eLearning dealing with the new changes but not a full class. It is in its final stages so should be out soon. We will send an email blast once it is posted.