**July 2022**

**Transaction Supervisors' Forum Notes**

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## SURVEY QUESTIONS:

The following questions are submitted prior to the forum via Survey Monkey.

- **Question:** When will the pay scales reflect the GEN increase?

  - **Answer** (SCO): The pay scales get updated for the 7/1 pay period.

- **Question:** After keying an address change in the State Controller's Office (SCO) system, the information should automatically be sent to the Public Employees' Retirement System (CalPERS) on a file from SCO. One of my staff recently made me aware that some of his addresses changes have not been updated in CalPERS, even ones from several months ago. When he spoke with an agent at SCO, he was told SCO has been receiving a high volume of calls regarding that matter and is looking into this issue. Can SCO please provide an update on the issue and any action the departments should take? I have advised my staff to double check CalPERS when keying address changes, however we are concerned that they have been missed over the past few months.

  - **Answer** (SCO): SCO made improvements to our CalPERS address reporting some time ago. Please share any records that were not updated in my|CalPERS via email with Tracy Gutierrez (pascinquiry@sco.ca.gov) so that we may research and make any necessary updates.

## SCO KEY INITIATIVES:

**SCOCONNECT: CAL EMPLOYEE CONNECT PROJECT/CONNECTHR**

**ConnectHR – Liz James (connecthelp@sco.ca.gov )**

- Telework Stipend update
  - June counts:
    - 72,524 payments were issued to 38,599 employees
    - More than 95% were the result of data submitted via ConnectHR rather than PIP or some other means

- ○ IMPORTANT REMINDER:
  - – Double check your entries on the telework template **prior to** submission (Refer to the Telework Stipend FAQ)
    - • Submissions cannot be recalled
    - • Any errors (i.e. incorrect payments) will need to follow the Warrant Process Instruction in Section I of the Payroll Procedures Manual (PPM)

**Cal Employee Connect (CEC)**

- • Pseudo-Interactive features: Multifactor Authentication, Direct Deposit, Address change and Withholdings
- • Released a survey to potential eligible agencies to assess the interest to use the e-Timesheet feature in CEC.

**SCO – California State Payroll System (CSPS) Project – Jeana Smith (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, Benefits, Position Control, Time & Attendance, Travel & Business Expense and Payroll
- • **Why CSPS:** Current system is 50 years old and not integrated; current system does not reflect or incorporate IT, HR, PR innovations over past 50 years.
- • **Who will this impact:** State HR and Payroll staff and all state employees



**Status Updates / Progress:**

- • **Recent Progress:**

  - ○ Addendum 3 released

- • **Upcoming Activities:**

  - ○ Continue Department Agency Readiness Teams (DART) sessions re: responsibilities and required resources
  - ○ Testing planning
  - ○ Solicitation Phase 1 – Evaluate Bidders

**Schedule:**

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| Activities | Start | End | Status |
|---|---|---|---|
| BPOs/PACs to review Opportunity Change Impacts | March 2022 | July 2022 | In Progress |
| Conduct Phase 1 of solicitation | April 2022 | July 2022 | In Progress |
| DART Informational Sessions | June 2022 | July 2022 | In Progress |
| Conduct Solicitation Phase 2 - Proof of Concept and Evaluate Proposals | August 2022 | November 2022 | |
| DART Liaison Kickoff | October 2022 (TBD) | October 2022 (TBD) | |

## BENEFITS ADMINISTRATION:

**SCO – Civil Service Benefits and Retirement - Ryan Baughman (PPSDCSBenefits@sco.ca.gov )**

- Pleased to announce we are within our 30-day agreement on all Benefits workloads listed in the Civil Service Processing dates
- Premier Vision Enrollment form CalHR-774 to be sent to VSP directly, not uploaded on ConnectHR. See Benefits Administration Manual for more info.
- Dental Dependent Re-verification:
  - o Example: An employee loses health and dental benefits for dependents due to missing the Re-verification deadline. Employee submits their re-verification and health benefits are re-instated. **Dental benefits for dependents are not automatically reinstated in this scenario.**

Human Resources must submit a STD.692 via ConnectHR to reinstate those verified dependents with permitting event code 13A (standard event).

**We are preparing for 2022 Open Enrollment!**

- The Benefits team members are being assigned now for this workload
- Team is in the process of training and prepping for the upcoming influx of documents (approximately 32,000!)
- All Open Enrollment documents shall be uploaded via ConnectHR
- Please upload Open Enrollment Benefits forms on a flow basis and refrain from waiting until the last day to upload all documents
  - o The steady flow of documents ensures that they are processed timely for the 01/01/2023 effective date
- More information and resources to be released soon!

## PROGRAM UPDATES:

**Statewide Tax Support Program – Monique Perez (PPSDW2MiscDed@sco.ca.gov )**

**IRS LOCKS/EMPLOYEE ACTION REQUEST (EAR)**

- EAR Reminders
    - o Submission of form requirements
    - o Section A and J
- Payroll Procedures Manual (PAM)
    - o Section 6
    - o PAM: Section 6 - EAR Processing (ca.gov)

If you have questions, please feel free to email me or the W-2/ Miscellaneous Deductions Team at PPSDW2MiscDed@sco.ca.gov

**VERIFICATION OF EMPLOYEES IDENTIFIED AS NONCITIZEN (FORMERLY NONRESIDENT ALIENS)**

- Personnel Letter 22-011 (ca.gov)
- Verification of Employees Identified as Noncitizen Personnel Letter issued 07/14/2022, Personnel letter 22-011
- Reports are on View Direct until September 30, 2022.
    - o Report name in View Direct: PDW7170
- Tax Support does a biannual verification
- Forms are due by August 16, 2022, this is a requirement for **all** agencies

If there are any questions, please email the Tax Support Unit at PPSDTSP@sco.ca.gov

**SCO – Business Systems Support and Maintenance (BSSM) – Muang Saechao (pascinquiry@sco.ca.gov)**

**Collective Bargaining Changes effective 07/01/2022**

- General Salary Increase (GEN) for bargaining unit (BU) 1, 3, 4, 6, 7, 11, 12, 14, 15, 16, 17, 19, 20, 21 and Excluded Employees processed on July 7, 2022
    - o 177,213 employee records updated
- Special Salary Adjustment (SAL) for BU 12, 19 and Excluded Employees processed on July 12, 2022
    - o 1,326 employee records updated
- Retirement rate change for BU 2, 5, 7, 9, 13 and Excluded Employees processed on July 18, 2022
    - o 28,483 employee records updated

**SCO – Statewide Payroll Program – Renee McClain ([ppsdcspayroll@sco.ca.gov](mailto:ppsdcspayroll@sco.ca.gov); [ppsdcsaudits@sco.ca.gov](mailto:ppsdcsaudits@sco.ca.gov))**

**Civil Service (CS) Audits Reminders:**

- CS Payroll Action Request (PAR) Confirmation Emails and PSD40 notices
    - Please do not respond to the confirmation email. Contact the Statewide Customer Contact Center (SCCC) at 916-327-7200 with your questions.
    - PARs will be cancelled if there is no response to the PSD40 ding notice within 24 hours.
        - Resubmit your PAR package with the PSD40 on top as the first page so it can be worked by the staff that sent the notice when it is received.
        - Allow 3-5 days for it to be keyed.

- Lump Sum:
    - Per labor code 201 and 202 lump sum separations must be keyed within 2 and ½ months of the separation date, so please allow SCO time to key the PAR and issue the lump sum pay and Savings Plus contributions.
        - Departments may key the S70 with item 606, 615 if applicable, and 888, completed to prevent master pay from issuing incorrectly.
        - SCO will key a fix for the S70 if it has already been submitted once we are able to key the Lump Sum PAR package.

- Mass Updates:
    - As a result of the July mass updates, CS Audits will be emailing memos to departments using their universal mailbox to notify them of employees that have appointments, separations, or plus salaries with an expiration date that has expired and requires departments to correct their employment history.


**SCO – Statewide Training Program- Michael Berlanda ([ppsdtraining@sco.ca.gov](mailto:ppsdtraining@sco.ca.gov))**

**Upcoming:**
- Statewide Training Needs Assessment
    - Closes July 29, 2022
- Upcoming Development Opportunity
    - Employment History Overview
- Website Updates


**SCO – Executive Office (EO) Inquiries – Nastassja Johnson ([PPSDComs@sco.ca.gov](mailto:PPSDComs@sco.ca.gov) )**

- What are EO Inquiries? Inquiries that constituents send to the SCO
- Top EO Inquiries:
    - Taxes & W-2: 10
    - Records Requests: 8
    - Paycheck: 8

- How you can help?
    - Direct them to the resources on the SCO State Employees webpage

**SCO – Human Resources (HR) Suggestions – Nastassja Johnson (PPSDComs@sco.ca.gov )**

- We received four (4) HR suggestions this past month
- One (1) of the suggestions is being reviewed to see if there is something new that we can implement or change
- If we are able to implement any of these suggestions we will share at the forum
- Remember to submit your HR suggestions to the SCO's HR Suggestions Email (All HR Staff) PPSDHRSuggestions@sco.ca.gov

**SCO General Reminders**

- Customer Satisfaction Survey – Closes July 28
- Transaction Specialists' Educational Forum – August 4th
- 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
- Recommended 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:**

- [Cal Employee Connect](#)
- [California State Payroll System Project](#)

**CONTACTS:**
- Affordable Care Act (ACA) Email [acasupport@sco.ca.gov](mailto:acasupport@sco.ca.gov)
- Cal Employee Connect Email [connecthelp@sco.ca.gov](mailto:connecthelp@sco.ca.gov)
- Cal Employee Connect Feedback Email [connectfeedback@sco.ca.gov](mailto:connectfeedback@sco.ca.gov)
- California Leave Accounting System (CLAS) Email [Clas@sco.ca.gov](mailto:Clas@sco.ca.gov)
- ConnectHR Email (All HR Staff) [connecthrhelp@sco.ca.gov](mailto:connecthrhelp@sco.ca.gov)
- ConnectHR Feedback Email (All HR Staff) [connecthrhelp@sco.ca.gov](mailto:connecthrhelp@sco.ca.gov)
- CS Escalation Email (HR Supervisors and Managers)  [PPSDOps@sco.ca.gov](mailto:PPSDOps@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:** Who do we contact if address don't link over to CalPERS?
  - **Answer** (SCO):
    - Please email [pascinquiry@sco.ca.gov](mailto:pascinquiry@sco.ca.gov) for address change concerns.
    - You can update my|CalPERS if didn't update. Thanks for mentioning that! Yes, please do update addresses in my|CalPERS if you discover it is incorrect. We do ask that you also notify us so that we can address any necessary updates to the way our file information is provided to CalPERS. Thanks!

- **Question:** Now that the PayDiff 453 Telework Stipend has been updated to include SEIU employees, is there any change in how the SEIU telework stipend is processed? Or do we upload the stipend file as normal?
  - **Answer** (SCO):
    - Christina - Submit the upload the same as your previous employees. Just verify the dates.
    - Liz - Reference to the Pay Differential Letter. When entering in the data, make sure the pay periods are correct. Review the Pay Differential Letter.

- **Question:** Will the telework differential ever be added to the PAR as an EID?

  - **Answer** (SCO): The system will not catch a mid-month position change. You will need to use the same position # at the time of when they worked.

-  **Question:** Pay diff locked on the PAR

  - **Answer** (SCO):
    - Payment Type 9 cannot be locked in the PAR. We did not go that route because those payment types cannot be pro-rated. Which can be issued through PIP or ConnectHR. For Payment Type 8, those can be prorated.

- o Payment type 9 cannot be locked on the PAR. Pay diff telework should not be locked on PAR.


- **Question:** Will SCO be sending out any further communication on the Telework Stipend for the SEIU employees? Or are we just to refer to the original information provided by SCO for the excluded employees?
    - o **Answer** (SCO): Yes, they will be sending out a "blast email"

- **Question:** How are departments keying this pay diff? Are the employees submitting a form each month to verify? If not how are departments auditing that pay issued correctly.
    - o **Answer** (SCO):
        - o Kim Herlache Responded - At CalHR each division chief is submitting a spreadsheet that lists their staff and we designate their telework status as either office based or home. I thought it was the format they use to submit to SCO for processing.
        - o Rachel Watkins (FI$Cal) - Key by hand, use the 672
        - o CalOES - we use an electronic tracking system and we certify every week.
        - o DOT - Monthly Verification
        - o OSI - Verified on the monthly basis before keyed
        - o Brooke Bonner - We have a telework coordinate who keeps track in a spreadsheet
        - o Jennifer Portillo - We have the employee designated monthly on their HR timecard and then we send a monthly file to SCO to process the payments
        - o HCD - We track our telework agreements in PeopleSoft


- **Question:** Can you please send those email addresses here for the DART program?
    - o **Answer** (SCO): https://sco.ca.gov/csps.html , cspshelp@sco.ca.gov

- **Question:** Does the ACAS also need to be updated for TAU's such as student assistants?
    - o **Answer** (SCO): Sarah Huggins & Korinn Revelino - Every employee must need an ACA status code (Temp, Perm, Temp Intermittent)

- **Question:** Can these sessions for OE be captioned?
    - o **Answer**: Yes.

- **Question:** Will the pre-recorded presentations remain for employees to view throughout open enrollment?
    - o **Answer** (CalHR): Yes, they will remain on the website until Oct 14th.

- **Question:** Can you please provide the link to the CalHR Benefits HR professionals?
    - o **Answer** (CalHR): Benefits Administration Manual - CalHR

- **Question:** What was the password again for CalHR?

    - o **Answer** (CalHR):  Password is 2021StateHRP

- **Question:** Can this be done administratively? Dental reinstatement?
    - o **Answer** (SCO):

- Christina - HR offices have the authority to contact the carrier to update the employees' eligibility. Be sure the effective date is accurate. Make sure are not updating the employee who is not eligible.
- Carol Ormonde - If you contact the carrier with updates, you must also ensure that the enrollment form is submitted to SCO immediately so that processing is completed timely to ensure the carrier receives the correct premiums. If the carrier does not receive the correct premium, they may delete or freeze the changes that were requested.

- **Question:** For DRV or PCR re-certify substantiations, can we accept CA 540 page or does it have to be the 1st page of 1040 for the tax dependents?
  - **Answer** (CalHR): This is a CalHR question. Christina - DVR checklist. https://www.calhr.ca.gov/benefits/Pages/dependent-reverification-toolkit.aspx Carol from HR was going to take this one back.

- **Question:** IRS locks do employees still need to contact IRS?
  - **Answer** (SCO): Monique - It depends. Email her team at PPSDW2MiscDed@sco.ca.gov
    - Alita Rivas - If the employee has questions in regards to the Lock, they should definitely contact the IRS.

- **Question:** Does SCO have copies of the IRS lock? Some are old and our department can't locate some.
  - **Answer** (SCO): We do have copies of a majority of the Locks submitted. Please contact PPSDW2MiscDed@sco.ca.gov to request a copy if needed.

- **Question:** Do you know what data field the report looks for? [NRA Report]
  - **Answer** (SCO): The report that is given out for this compliance, it is for all employees that are listed as a Non-Resident in our database. The reporting is happen on a flow bases - when to add or delete these employees on this database to have they can have the additional withholding

- **Question:** PDW7170 shows no data for our department but when we pull a MIRS report we have several, why is that?
  - **Answer** (SCO): MIRS report is reporting what happened, and the 7170 is what is reporting to us (SCO). If you are not reporting to us (SCO), then they will not be on this report

- **Question:** Can you share the green card info with all of us? Can you provide the information about the green card/perm resident in the meeting notes for all of us?

  - **Answer** (SCO): We will add this to our notes after the Sup Forum

- **Question:** How do we report employees that should be on your database?

  - **Answer** (SCO): Can submit through ConnectHR

- **Question:** Is it for employees with B on the Oath field?
  - **Answer** (SCO): Yes, I believe so.

- **Question:** This topic is very confusing, where can we learn more about this topic?

- o **Answer** (SCO): We have personnel letters. Reach out to Tax Support Directly, and we can give you a response to those.

- **Question:** We have two CEAs tied to a BU that has a change in retirement contribution rate. They were not included in the mass update their code. Should we make the change ourselves?

  - o **Answer** (SCO):  Reference Personnel Letter. (Not sure if this is correct - PAM item 545 [https://sco.ca.gov/Files-PPSD/pam_section_2_par_items_lines_1-7.pdf](https://sco.ca.gov/Files-PPSD/pam_section_2_par_items_lines_1-7.pdf))

- **Question:** Do you have any info for BU10 and BU9?
  - o **Answer:** CalHR and review the BU Contract. CalHR releases letters.

- **Question:** Regarding the Universal email, did that take effect on 7/1/22? Is that for Ding notices only or does it pertains to Direct deposit cancellation confirmation.
  - o **Answer** (SCO): Direct Deposit will go to the Universal Email

- **Question:** If SCO staff reach out to us for missing documentation do we send it to them directly or through Cal Connect and put the employee in the remarks sections?
  - o **Answer**  (SCO):
    - o Renee - You would submit that documentation back.
    - o Christina - Upload through ConnectHR w/ the PR250
    - o Tommy - If my staff is emailing you directly, email them back. But if they send a PR250, then send to the ConnectHR and do not email the staff

- **Question:** The universal email box is for SCO use only, correct?
  - o **Answer** (SCO): Yes.

- **Question:** If the requested information is not corrected within the allotted time frame, does the documents go back to the bottom of the file for processing.
  - o **Answer** (SCO): Yes. The point of putting the P250 will work it once it is returned. It is not put in the normal backlog

- **Question:** Direct Deposit doesn't have PR 250 drop down.
  - o **Answer** (SCO): Yes. It was implemented. It is very new.

- **Question:** We received an A01 check from a department (not SCO) using the universal email; how would another department have access to that?
  - o **Answer** (SCO): It is on the California Personnel Office Directory (CPOD). Anybody has access to the website.

- **Question:** Off questions -- is there or can there be a drop down for requesting duplicate checks on Connect HR.
  - o **Answer** (SCO):  Not at this time. Since that form must go to disbursements. Follow instructions on the form

- **Question:** Can you repeat the form number that can only be mailed?
  - o **Answer** (SCO):  Request for Duplicate Warrant is STD. 435

- **Question:** These classes will all be online- correct? No in house training.
  - **Answer** (SCO): Yes, https://www.sco.ca.gov/ppsd_elearning_new.html

- **Question:** will there be any SDI or NDI online training?
  - **Answer** (SCO):  We will eventually transition the NDI in-class training to a virtual format. It just hasn't made it to the top of the priority list for virtual course development based on needs assessment data. I'll be sure to let everyone know when it's on the docket for development

- **Question:** Is there a date when the additional MIRS eLearning Modules to be available?
  - **Answer** (SCO):  We will be releasing a 3rd MIRS training this week. And a 4th one right behind it. https://www.sco.ca.gov/ppsd_mirs_training.html

- **Question:** Will SCO ever go back to in person training as this is a great networking tool?

  - **Answer** (SCO): For the foreseeable future, no this will be done entirely online.

- **Question:** Weekly Processing Dates, is this the date that was uploaded to SCO? Or when SCO analyst is assigned?

  - **Answer** (SCO): Dates we are working. We are in the process of updating the mainframe items, and some of the items with OBED and they are not being worked as fast as possible

- **Question:** For the forum, is there a link to register? [For the PS Forum]
  - **Answer** (SCO): For the PS Forum, we sent a broadcast. For the CalPERS Forum: http://www.calpers.ca.gov/educationalforum

- **Question:** Is there a link to the specialist forum?
  - **Answer** (SCO): https://teams.microsoft.com/registration/R2s1hoPSrE2lFoeilPIOEg,-Gu603q3JE2tYp21pDhE4w,HTMv2cz9t0aMqx1Lj359SQ,tQxmQ0fkk0uzpHq8FSKa_w, H7DTmq2h8UG6LFCkQi2SNA,aIu_03Hb-UanXG__F8BfZw?mode=read&tenantId=86356b47-d283-4dac-a516-87a294f20e12&webinarRing=gcc&skipauthstrap=1

- **Question:** Paper copies of 2nd half July 672s were delivered to us. Was this a one-time thing or will it continue to be in Mobius?
  - **Answer** (SCO): Paper will continue through July. Paper will stop Aug 1st It'll go online in MOBIUS

- **Question:** We're seeing an increase in departments cancelling employees pay when they're transferring to our department, as opposed to letting pay issue and if the appointment is keyed after cut-off the funds transfer. It's an inconvenience to the EE, interruption to their payroll and deductions. The department has to do salary advances. (all based on not being able to key before cut-off for month of appointment). Should this be the practice or let payroll issue?

- Answer (SCO): Do not cancel pay. There has been a common issue that the one HR shop is not sending the needed information to the new HR shop. Do not cancel pay.

- **Question:** Are the 672's going to continue having 2 copies of each page on Mobius?
  - **Answer** (SCO): Yes, there are two copies in Mobius because some agencies use both copies. The printed version also contains two copies.

- **Question:** Any reason why the 672s on Mobius has a duplicate copy?
  - **Answer** (SCO): Yes, there are two copies in Mobius because some agencies use both copies. The printed version also contains two copies.

- **Question:** Do we know when we will receive information about the $1500 public safety stipend for BU 7 safety positions?
  - **Answer:** Not yet, we are working on that.

- **Question:** If I have a retirement code question- it's a very specific situation, who can I contact?
  - **Answer** (SCO): Contact the SCCC and select Retirement

- **Question:** Where can I find more information about dual positions?

  - **Answer** (CalHR):
    - Are you looking for benefits or how to key it? Send information the HR Suggestion.
    - CalHR - First Step: Make sure you get approval from CalHR before you can hire someone in one or more appointment.

- **Question:** In the past we have received direction in keying the General Salary for Teachers unit 3, I just want to verify if we are ok to key them or will we be getting a pay letter.
  - **Answer** (SCO): Personnel Letters should have already been released

- **Question:** If an employee resign on 06/30/22 and receives their MSA on 07/01/22. Is the employee entitled to the MSA for their lump sum?
  - **Answer** (SCO): A number of people are saying "YES".

- **Question:** If someone leaves we do stop there pay due to other agencies are issuing salary advances and we are finding out that employees are getting double paid.
  - **Answer** (SCO): Work with the other agency to ensure that the employee is not overpaid.

- **Question:** We have been trying to add our Specialists to the list to be able to call Delta and other dental agencies direct to help employees with coverage with no avail. We've sent the email 3 times since April 2021 and still only our Chief is listed for our department. Is there someone we can reach out to direct to get this fixed?
  - **Answer** (CalHR): To request authorization to contact the dental and vision carriers with updates, supervisors/managers must submit the request to the Vision/Dental Authorization Portal general email box [visiondental.authorization@calhr.ca.gov](mailto:visiondental.authorization@calhr.ca.gov). The request must come from a supervisor or manger currently listed on CPOD.

- **Question:** CalPERS- I have been reaching out to figure out how to provide access to a new employee on CalPERS website. Her user ID was spelled incorrectly -- and she is not able to use it. I have deleted and updated a couple of times already? I need to help!
  - o **Answer** (CalHR): Michelle Norris - I would reach out to the call center and they should be able to help you. If you tried that and are still needing help please reach out to me directly and I will make sure it gets updated for you.

- **Question:** The Section 9.4 PAM indicates that when correcting PARS we only complete items that need to be corrected. Recently staff have been told by SCO that they must complete and key all open items of the transaction being corrected. Is this correct? If so, will the PAM be updated to reflect this new direction?
  - o **Answer** (SCO): We have not changed the Correction Action Process

- **Question:** How long should it take for SCO to manually upload appointment to CalPERS? I have an RA who reinstated and on July 8, 2022 and the information has yet to be updated in CalPERS.
  - o **Answer** (SCO):
    - o Michelle Norris - The goal is to have all updates on appointments keyed into PIMS within 90 days
    - o Gunderette Pinero - We have nightly batch that happens. HR shops should make sure they are checking the EH transaction went through and is reported in my|CalPERS, a day after they keyed it, to avoid late assessment fee. If transaction did not successfully reported in my|CalPERS, they are to call the SCCC (916) 372-7200

    Thank you, I have already contacted the SCCC on July 13, 2022 the new appointment still has yet to be updated in CalPERS.
    - o Gunderette - You can directly email me the employee information and we will look into it— GPinero@sco.ca.gov

- **Question:** I had a situation where a department didn't transfer an employee for 3 months after they left our department. We didn't know if the EE was showing up to work. I contacted the other agency several times asking the department to transfer the EE with receiving no answers. Can we ask that departments please transfer EE's timely?
  - o **Answer** (CalHR): Absolutely, there is no reason a department should not key an employee timely. Backlogged is not an excuse to timely move an employee.

- **Question:** We've done that email request 3 times now and no-one is still added?
  - o **Answer** (CalHR): Are you emailing it to VisionDental.Authorization@calhr.ca.gov ?
    - o Yes that is where it was sent. I can try again but was wondering if someone could look us up or if there was someone to ask directly since that hasn't been working.

- **Question:** Yes I have same question about keying appointment into CalPERS. My employee needs her benefits ASAP and I asked to be expedited but still has not been worked. CalPERS advise if they key appointment it will created a mess later
  - o **Answer** (SCO): Gunderette - If this is a Health Appointment, my co-manager in Benefits, Ryan Baughman, can also help me look into it. But yes send an email to me. Thank you.

- **Question:** I know you said the teachers were in the Pay letters do you know when we will get new salary schedule?

  o **Answer** (SCO): Email for PSB for the salary schedules


- **Question:** BU 15 MOU 12.11.15 Uniform Replacement Allowance (Unit 15) employees get a safety footwear replacement allowance of one hundred dollars ($100) per year. is there a way to enter in SCO with earnings ID where the taxes are not taken out?
  o **Answer** (SCO): PIP is how you issue pay. We will have to look at the exact Earnings ID for $100. I don't believe there is one that says "No Tax". We will take that question back.

- **Question:** If we don't show the PDW7170 report in View Direct, and we reported individuals that last time it was requested, do we just email PPSDTSP@sco.ca.gov , or is there a simple answer?

  o **Answer** (SCO): Yes, please email Tax Support at the email you provided.


- **Question:** Do you ever see a pay diff code placed on the PAR for Telework Stipends? Like the health stipends?

  o **Answer** (SCO):  No, we are not adding to the PAR because it is a payment type 9


- **Question:** We have an employee whose daughter is returning to the US from Sweden and she is requesting to enroll her on her benefits. The daughter had Universal Healthcare while living in Sweden however she will no longer have health coverage when she return to the US. Are we able to add her to the EEs benefits due to loss of coverage? Does CalPERS consider Universal Healthcare as creditable health coverage? If so what type of loss of coverage substantiation would be acceptable?

  o **Answer** (SCO): Here is the link to CalPERS Health Event Types and Reasons myCalPERS Health Aid: Health Event Types and Reasons for Employers

- **Question:** I just wanted to let you know that I was told that several dentist will longer being taking Delta Dental…Can you please specify if it is the PPO plan or DeltaCare USA?
  o **Answer** (SCO): CalHR - Employees need to check with the dentist on who are in their carrier. Christina - Prepaid plans are only to be used in California.

- **Question:** Do you know is there a program like service credit purchase for Military, and for buying back LOA time with CalPERS
  o **Answer** (SCO): There is a service credit handbook on the CalPERS website.


- **Question:** SDI Payment for Disability - Does issue as payment type 0?
  o **Answer** (SCO): Disability - They are going to take this offline.
    o Christina - This is in the PPM.
    o April Parich w/ EDD - All of my SDI supplementation has issued as payment type 0, yes. I have been told that it issues just like regular pay.

- Arlene Bailey - yes SDI supplemental issues as payment type 0
- Angila Singh - Yes, SDI Sup payment is payment type "0"