



June 2022

Transaction Supervisors' Forum Notes

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SURVEY QUESTIONS:

The following questions are submitted prior to the forum via [Survey Monkey](#).

- **Question:** We have some Work Week Group (WWG) E employees that we will be cashing out aged Compensating Time Off (CTO) and we're looking for some guidance on how to do this. Since the Payroll Input Process (PIP) doesn't allow this type of processing for WWG E, can we override PIP to change the WWG to show 2?
 - **Answer (SCO):**
 - 1) The HR must first contact CalHR for approval to cash out WWG E CTO.
 - 2) If approved by CalHR, the respective Human Resources (HR) will need to submit a std.674 payment request Earnings Identifiers (EID) OT5.
- **Question:** How do we get login information for this website:
<https://calhr.benefitsprograms.info/>

CALHR
CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

Home Open Enrollment State HR Professionals State Employee State Retiree

Password Protected

To view this protected post, enter the password below:

Submit

- **Answer (SCO):**
- The password for state HR Professionals is: 2021StateHRP (**password should not be shared outside of state HR Professional groups**)
- For further questions on the CalHR Benefits Website, please send them to BenefitInquiries@calhr.ca.gov

SCO KEY INITIATIVES

SCOCONNECT: CAL EMPLOYEE CONNECT PROJECT/CONNECTHR

ConnectHR – Liz James (LJames@sco.ca.gov)

- Telemwork Stipend Pay for the month of May:
 - 50,284 payments were issued to 35,623 employees
 - 86% of the payment transactions were submitted via ConnectHR
 - 14% were a combination of Payroll Input Process (PIP) and File Transfer Protocol (FTP) submissions.

Cal Employee Connect (CEC)

- Registration requirements reminder for employees with FlexElect or Consolidated Benefits (CoBen) Cash: [SCO | California Employee Connect \(CEC\)](#)

SCO – California State Payroll System (CSPS) Project – Edlin Pardillo (CPSHelp@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:**
 - Project Advisor Contract Executed
- **Upcoming Activities:**
 - Notify Departments of Department Agency Readiness Teams (DART) responsibilities and required resources
 - Testing planning
 - Solicitation Phase 1 – Evaluate Bidders

Schedule:

Activities	Start	End	Status
BPOs/PACs to review Opportunity Change Impacts	3/10/22	7/28/22	In Progress
Conduct Phase 1 of solicitation	4/1/22	7/21/22	In Progress
DART Informational Sessions	6/14/22	7/21/22	
Conduct Solicitation Phase 2 - Proof of Concept and Evaluate Proposals	7/22/22	11/1/22	
DART Liaison Kickoff	Oct 2022 (TBD)	Oct 2022 (TBD)	

BENEFITS ADMINISTRATION:**CalHR - Benefit Programs – Lisa Hatten and Kristin Wilsey (ACA.Policy@calhr.ca.gov)****Affordable Care Act (ACA)**

- CalHR May 2022 ACA Quarterly Compliance Review Currently Underway.
 - Departments who were notified of their outstanding ACAS errors are to correct and certify the errors were corrected by returning the Quarterly ACA Compliance Notification to ACA.Policy@calhr.ca.gov by **June 17, 2022**.
 - Departments are encouraged to utilize the existing ACAS resource and training documents, including SCO's [ACAS User Guide](#) and [Scenario-Based Job Aid for Updating the ACAS](#) on SCO's website for information on how to correct these errors.
- Updates and Reminders
 - Any time an employee's health benefits status changes (e.g., employee is newly eligible for health benefits, enrolls in health benefits, is offered COBRA coverage, offered an opportunity to continue benefits via Direct Pay) an update in the ACAS is required.
- ACAS Training
 - We still have open spots available in this month's ACA training.
 - June 21: 9:00 AM to 10:00 AM (CalHR's portion of the training)
 - June 22: 9:00 AM to 11:30 AM (SCO's portion of the training)
 - August 3 & 4
 - [Registration Information](#)
 - To enroll in the ACA training, please send an email to PPSDACATraining@sco.ca.gov.

Dental, Vision, FlexElect, CoBen, COBRA, Group Legal, Long Term Disability, and Third Party Pre-Tax Parking Reimbursement Account

- Flex Dental
 - CalHR has decided to remove the three year restriction. Employees will not need to wait three years to enroll in a dental plan if they have been enrolled in CoBen/Flex cash.
 - Any employee who is currently enrolled in Flex/CoBen cash in lieu of dental benefits will be allowed to disenroll from the Flex/CoBen cash and enroll in dental benefits during the Fall Open Enrollment.
 - CalHR will be sending an announcement to personnel offices shortly.
- Vision Dental Authorization Portal:
 - Reminder to use the new template which now requires the agency code.
 - Reminder that request to add, update, or delete employees from the portal must come from a Supervisor level listed in SCO’s California Personnel Office Directory.

Department Name (i.e. Department of Human Resources)	Department Agency Code	Personnel Specialist’s Name (i.e. John Doe)	Personnel Specialist’s Phone Number (XXX) XXX-XXXX	Personnel Specialist’s Email Address (i.e. john.doe@calhr.ca.gov)	Action Required (i.e. Add, Delete, Update)

- Group Legal Open Enrollment Change
 - Reminder open enrollment for Group Legal Insurance changed in 2020. Group Legal open enrollment is now in the fall and benefits are effective January 1.
- Appeals
 - FlexElect is currently at 60 days for processing appeals and analyst are addressing appeals in the order they are received. Thank you for your patience.
 - All other programs appeals are current within 30 days for processing.
- Program Updates or Reminders
 - Review appeals before submitting them to CalHR and ensure that forms are accurate and complete.
 - Appeals must be submitted individually. **Multiple appeals received within a single email will be returned.**
 - Allow 30 days before following up on the status of an appeal.

- Before contacting CalHR on the status of an appeal, check SCO's payroll system to see if the request was processed.
- Prior to enrolling an employee in Pre-tax Parking, the personnel specialist needs check SCO to ensure the employee is not already paying into a state-sponsored parking program.
- If CalHR is unable to open a secure email, the Personnel Specialist will receive a response with direction on how to resend the email.

CalHR Benefits' Resources

- Websites:
 - **Benefits Website:**
<https://calhr.benefitsprograms.info/>
 - **BAM Training Questions:**
BAMTraining@calhr.ca.gov
 - **HealthierU Connections:** <https://www.calhrwellness.com/en/welcome-california-state-employees/>
 - **Human Resources:**
<https://www.calhr.ca.gov/state-hr-professionals>
 - **State Employees:**
<https://www.calhr.ca.gov/employees>
 - **HR Manual:**
<http://hrmanual.calhr.ca.gov/Home/ManualIte>
- **Contacts:**
 - ACA Program ACA.Policy@calhr.ca.gov
 - Dependent Re-verification Program DependentRe-verificationProgram@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 LifeliInsurance@calhr.ca.gov
 - Group Legal Grouplegal@calhr.ca.gov
 - Third Party Pre-Tax Parking Reimbursement Account Pre-TaxParking@calhr.ca.gov

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

- FlexElect / Consolidated Benefits (CoBen) Cash Special Open Enrollment
 - FlexElect Cash Option STD. 701C
 - 7,154 forms received
 - 7,154 forms processed
 - FlexElect Cash Option STD. 701C
 - 2,099 forms received
 - 2,099 forms processed
- Special Open Enrollment has now ended effective 05/20/2022
- Employees will be able to enroll during Open Enrollment for 2023

PROGRAM UPDATES

Health Enrollment Self-Service Capabilities Project – Matthew Carson (Matthew.Carson@calpers.ca.gov)

Introductions

- Project Director – Vanessa Albritton
- Assistant Project Manager – Matthew Carson
- Business Analyst – Irina Soares

December 2021 Launch

- With a qualifying event, state active members can:
 - Add or remove dependents
 - Change plans
 - Recertify a parent-child relationship
 - Cancel coverage
- Employers have the ability to review and approve health enrollment changes requiring supporting documentation
 - All documentation is stored in myCalPERS
- Email notifications are sent to employers when a change request or supporting documentation has been submitted
- Email notifications are sent to active members when a transaction has been approved, rejected, or requires additional action

Phase 3 - Online health enrollments for all active members

- Scope:
 - Allow all active member types (public agencies, schools, state, and non-central state) to newly enroll, add or remove dependents, change plans, recertify a parent-child relationship, or cancel coverage.
 - Includes during Open Enrollment
 - Provide employers the ability to review and approve health enrollment changes and supporting documentation
 - All documentation will be stored in myCalPERS

- Special handling for COBEN members
- Email notifications to employers when any change request or supporting documentation has been submitted
- Email notifications to active members when a transaction has been approved, rejected, or requires additional action

Upcoming Communication

- June 16, 2022
 - Transactions Supervisors' Forum
 - Employer News
- June 20, 2022
 - Employer Bulletin
 - Employer Student Guide
 - Webpage Updates
 - Member Video
- June 22, 2022
 - Employer Email
 - Perspective Blog
- July 5, 2022
 - Member News Email

SCO – Personnel and Payroll Operations Bureau – Veronica Encinas (VEncinas@sco.ca.gov)

Program Management and Operational Readiness Assessment Project Update

- As previously reported PPSD has been engaged in a three-year 3-phase project, titled the Program Management and Operational Readiness Assessment Project. The vision of this project is to evaluate staff, business processes and technology that currently supports our mission and successfully transition to the future state with the implementation of the California State Payroll System's.
- The objective of this project is to focus on PPSD's readiness to transition to the future state by assessing our people, processes and technology.
- Phase One began in January 2020
 - During Phase One of this project, the PPSD immediately collaborated and took the opportunity during our first year to pilot various workload strategies and challenge ourselves.
 - Developed Division-wide comprehensive staff training plans by role
 - PPSD Established staff expectation
 - Developed a Service Level Portfolio
 - Set daily, weekly, monthly and yearly goals for our statewide program teams
 - Phase One Accomplishments:
 - 16 backlogged workloads were eliminated
 - Developed (17) eLearning modules to reach statewide customers in response to the pandemic and suspension of classroom training

- Phase Two – January 2021
 - Utilized lessons learned from Phase One
 - Focused on Programs with the most backlogged workloads at the that time was (Statewide Civil Service Benefits Programs)
 - We conducted Readiness Assessment Interviews with the most productive Program Teams to determine what could be leveraged and shared with other program areas for improvements
 - Managers and Supervisors volunteered over 500 hours to process transactions as well as dissected the steps in the process to better understand root causes for delays in processing – this included things like finding additional opportunities for improvement and understanding barriers to automation
 - Enhanced Internal and External communication/Establishing Daily Standups /All staff information Bulletins
 - Phase Two Accomplishments:
 - We eliminated 19 more workloads.
 - Increased Department HR Training by developing and releasing eLearning.
 - Modules and offering Virtual Instructor led training.
 - PPSD introduced a new intake option to submit Direct Deposit Enrollments directly to the Uniform State Payroll System and allow for paperless submittal.
 - Cal Employee Connect and ConnectHR introduced a new File Upload Business Process for submitting payroll processing forms and to date have received over 280,000 through connect HR.
 - PPSD converted 45 printed-paper reports to Document/View Direct (online viewing capability) as part of the Controller’s Paperless Initiative.
- We are currently in our final Phase Three, which began in January 2022
 - Utilize lessons learned from Phase One and Two
 - Focus on Programs with remaining backlogged workloads (Statewide Personnel and Payroll Programs)
 - Phase Three Accomplishments
 - PPSD introduced another feature to the Cal Employee Connect HR Console that allows departments to submit a batch payment file for the newly established telework stipend pay differential;
 - Continue to monitor and control all Program Management and Operational workloads;
 - Continue to look for opportunities to support remote work with e-learning and paperless reporting.
- We will be better positioned for future state and the implementation for CSPS. Our priority is to always offer the highest level of customer service. Please continue to monitor the weekly processing dates.

SCO – Statewide Tax Support – Alita Rivas (ARivas@sco.ca.gov)

Salary Advances

- Provided in 2022 and SCO warrant NOT issued
 - Must be reported to SCO for Form W-2 reporting
 - Constructive Receipt
 - Per IRS, “Income is constructively received when an amount is credited to your account or made available to you without restriction. You do not need to have possession of it...”
- Implications for not reporting
 - Incorrect wages reported on employee's Form W-2
 - More than 12 months reported – New Tax Bracket
 - Failure to file correct information return may incur penalties
- References:
 - Payroll Procedures Manual
 - Section N 103 – Salary Advances
 - Section N 109 - Instructions for completing the STD. 422, Salary Advances Paid/Offset Report
 - STD. 422, Salary Advances Paid/Offset Report <http://www.documents.dgs.ca.gov/dgs/fmc/pdf/std422.pdf>
 - Payroll Letter #22-003 – Salary Advance Reporting Compliance
 - https://www.sco.ca.gov/Files-PPSD-Letters/Payr/2022_p22-003.pdf
 - 26 U.S. Code § 6721 - Failure to file correct information returns
 - Contact: PPSDW2MiscDed@sco.ca.gov

SCO – Business Analysis & System Coordination – Tracy Gutierrez (TGutierrez@sco.ca.gov)

Fee Letters from CalPERS

- Under Government Code (Gov. Code) [section 20283](#), employers have 90 days to establish membership and report retirement contributions to CalPERS.
 - Enrollments later than 90 days result in liability for both member and employer contributions, as well as a \$500 administrative fee.
- Under Government Code (Gov. Code) [section 21220](#), an employer shall enroll a retired member within 30 days of the effective date of hire.
 - Enrollments later than 30 days result a fee of two hundred (\$200) dollars will be assessed per month until the retired annuitant is enrolled in my|CalPERS.
- If your department needs SCO assistance with an invoice, please provide it as an attachment to the [PPSD Civil Service Retirement Inbox](#).
- Circular Letter #200-009-20 has details regarding Gov. Code 20283
 - [Circular Letter #200-009-20: Notification of Reported Late Appointment \(Enhanced myCalPERS Functionality\)](#)
- Circular Letter #200-049-21 has details regarding Gov. Code 21220
 - [Circular Letter #200-049-21 \(ca.gov\)](#)

Disclaimer: This publication is intended for reference only. It does not supersede current applicable laws or regulations, and it is not intended for purposes of providing legal advice.

- It is a best practice to verify that new appointments have been added to my|CalPERS the day after they are keyed, as part of your appointment routine.
 - If a transaction did not result in a record being added to my|CalPERS, please contact the Statewide Customer Contact Center at (916)372-7200.
 - This will assist in avoiding late assessment fees.

SCO – Statewide Payroll Program – Renee McClain and Christina Campbell
 (Rmcclain@sco.ca.gov – Ccampbell@sco.ca.gov)

Civil Service (CS) Payroll Reminders

- Payroll Documents:
 - Stipulations
 - Please review the stipulations for your employees prior to submitting to SCO.
 - SCO has no authority to override a court order, nor can we process it partially, or modify the language. Whatever ruling is in the stipulation is what will be processed unless you seek an errata to change it.
- Before uploading documents to ConnectHR, please ensure you are uploading to the correct dropdown. For example, CS payroll payment request is only for the initial payment. A CS Payroll adjustment is when payment has been previously issued and you are making some type of adjustment to salary or time.
- Payment Type K documents do not come to payroll. Prior to uploading, you must verify [PPM sections B](#) (codes) and [PPM section H](#) for deductions to confirm where to upload documents to. Please use the ConnectHR directory for assistance.
- When responding to a PR250 (Ding Notice) you must upload the PR250 with the corrected document.
- All SPSSL/EFMLA/EPPLA Std. 674s MUST include a calculator. If the documents do not have a calculator, we will return the request unprocessed. Please review the [toolkit](#) for further information.
- If your HR office uploads a document and you discover an error, you may contact the SCCC at (916)372-7200 for assistance to locate the document and delete the incorrect upload.
 - Once the incorrect form has been located and deleted you may upload the corrected document. You may also request form deletions by emailing ConnectHRHelp@sco.ca.gov subject line revoke document , you must include the upload confirmation screen.
- Universal Email Address:
 - Effective July 1, 2022, all HR offices must have a universal email established with the State Controller’s Office (SCO).
 - The SCO expectation is for all authorized HR representatives are included as part of the distribution list directly tied to the universal

email box within their department to ensure that all communication, requests, and replies are received timely.

- The naming convention should be consistent with the abbreviation of the HR office's agency name (Example: SCOPersonnelTransactions@SCO.ca.gov).
- To complete this update, please work with your internal Information Technology (IT) representative and then notify SCO by June 30, 2022 of the preferred universal email address by contacting cacosta@sco.ca.gov.
 - Please include your agency code(s) in the email subject line.
- As of 6/14/2022 we have only received 103 email requests. If your agency has not submitted your email information please do not wait until the last minute.
- Lastly, please update the [California Personnel Office Directory \(CPOD\)](#) with your new universal email-box address.

SCO General Reminders

- Utilize ConnectHR to send documents.
- Include the employee's complete social security number (SSN) when sending documents through ConnectHR.
- Check [Weekly Processing Dates](#) before sending inquires.
- 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.
- Please review the toolkits on the State Human Resources website
- Customer service survey coming soon
- 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
- Cal Employee Connect Email connecthelp@sco.ca.gov
- Cal Employee Connect Feedback Email connectfeedback@sco.ca.gov
- California Leave Accounting System (CLAS) Email Clas@sco.ca.gov
- ConnectHR Email (All HR Staff) connecthrhelp@sco.ca.gov
- ConnectHR Feedback Email (All HR Staff) connecthrhelp@sco.ca.gov
- CS Escalation Email (HR Supervisors and Managers) PPSDOps@sco.ca.gov
- HR Suggestions Email (All HR Staff) PPSDHRSuggestions@sco.ca.gov
- Management Information Retrieval System (MIRS) Email ppsdmir@sco.ca.gov
- [Statewide Customer Contact Center](#) (916) 372-7200

FORUM QUESTIONS:

The following questions were submitted during the forum:

- **Question:** The most current telework template is 1.04 correct? If so, I'm having a difficult time locating this version....only the 1.03 keeps coming up.
 - **Answer** (SCO): 1.03 is the most current. 1.04 had errors.
- **Question:** What is the link to enroll in the ACA training classes?
 - **Answer** (SCO): For ACA training, email PPSDACATraining@sco.ca.gov
- **Question:** Is the ACA team working with the new payroll system?
 - **Answer** (CalHR): Yes, the ACA team has been working with CSPS from the start of the project.
- **Question:** Will there be any trainings for MIRS system usage?
 - **Answer** (SCO): "The MIRS team is in the process of finishing development of 6 eLearning modules. Currently, two modules are online. The other four will be available later this year. In the case that you need additional training from what is online in those two modules (this is likely), please reach out to ppsdmir@sco.ca.gov. The MIRS Consultants will be happy to work with you on training needs.
 - For more information, see [MIRS Training](#)

- **Question:** Can PI who are enrolling into coverage due to meeting the required hours in the control period use the Self-Service Portal?
 - **Answer** (CalHR): Information on the self-service portal is found here: [Health Enrollment Self-Service for Active Employees - CalPERS](#)
 - Typically, the form is filled out manually and submitted to their HR office. The HR office will then confirm if they have met the specific eligibility criteria in or to receive the cash option for Flex.
- **Question:** Where we should be submitting enrollment and cancellation forms for pre-tax parking. We are having issues with our employee's forms being received and processed.
 - **Answer** (SCO): Forms and related correspondence should be submitted to: Pre-TaxParking@calhr.ca.gov
- **Question:** If they are enrolled in FlexElect/CoBen and the employee enrolls in a health program, will it automatically stop flex cash so the employee doesn't have to complete the form?
 - **Answer** (SCO): The system does not necessarily stop the FlexElect/CoBen Cash Option automatically. However, the SCO Civil Service Benefits team will see when health is coded into MyCalPERS. If there is FlexElect/ CoBen Cash they will administratively cancel it with no form needed. If you see health benefits and Flex/CoBen Cash deductions on the same warrant then please reach out to Statewide Customer Contact Center 916-372-7200.
- **Question:** So that means those employees should not get the \$260 payment in June?
 - **Answer** (SCO): If they are now enrolled in the Flex or CoBen Cash from the special enrollment, they should not be receiving the \$260 in June.

The automated payment program looks for the flex cash deduction code and will eliminate the employee from receiving the payment for the June pay period payments issued in July.
- **Question:** When reporting payment, do we put the code in the tax support notes or by A/R topic?
 - **Answer** (SCO): For Payment Type K A/Rs, please use the position number assigned to the A/R. This will indicate if it needs to go to the W-2 Unit versus Benefits.
- **Question:** If I PI becomes eligible for benefits due to meeting the hours required for the control period, can they enroll in flex if they choose to decline health and/or dental? Or do they need to wait until open enrollment?
 - **Answer** (CalHR): Resources for PI enrollment in Flex can be found in the [Flex Elect portion of the BAM, Section 710](#)

– 710. Permanent-Intermittent (PI) Enrollment:

- Permanent-Intermittent (PI) employees may enroll, but have limited eligibility. The only FlexElect option available to a PI is the Cash

Option. PI employees are not eligible to enroll a Medical and/or Dependent Care Reimbursement Account.

- All PIs who expect to qualify for FlexElect during the next plan year must make an election to enroll in the Cash Option during the FlexElect Open Enrollment Period by completing a Cash Option Enrollment Authorization (STD. 701C). Participation in the FlexElect Program will be contingent on meeting the required eligibility criteria. In the event PIs who have enrolled during the open enrollment period do not qualify, their STD. 701C form, which was retained by the department during open enrollment, should not be processed. The employees will have another opportunity to enroll in FlexElect during the next open enrollment period.
 - PI employees hired after the open enrollment period, but prior to January 1 of the next plan year, may enroll in FlexElect, however, they must meet the eligibility criteria (as outlined in the Section 710's Cash Option - PI Employees) before their Cash Option enrollment can become effective.
 - PI employees who enroll in FlexElect may not cancel or change their FlexElect elections, including their choice of State-sponsored health and/or dental plans, during the plan year unless they experience a valid change in status event as defined by the Internal Revenue Service (IRS) regulations. Please see Section 705, Election Changes/Change in Status Events, for information regarding changes in status events.
 - In addition to changes or cancellations that PI employees may initiate as a result of a valid change in status, their participation in the FlexElect Program is contingent on meeting the specific eligibility criteria for the PI Eligibility for Cash Option in Section 710 of this manual.
- **Question:** Who do we contact when we check July pay for any fall out that did not get processed
 - **Answer (SCO):** Call the Statewide Customer Contact Center (SCCC) at 916-372-7200.
- **Question:** What email/role do the CalPERS notifications go to?
 - **Answer (CalPERS):** It will go to the Health Benefit Officer contact type, marked Primary.
 - NOTE:
 - If there are several Health Benefit Officer contacts listed, and the Primary contact is not identified, then we will use the first one listed. It is important to identify the primary contact.

- If there are no Health Benefit Officer contacts identified, then the email will go to the General contact type marked Primary. This is a “default” contact for many processes that send email (not just health).
 - You can create a distribution list and list the email address as the contact email for your primary health benefit officer if you want the email to go to several people.
- **Question:** When active employees submit a recertification for a Parent Child Relationship (PCR) will this change how CalPERS audits departments when requesting documents?
 - **Answer** (CalPERS): No, this will not change.
- **Question:** How have members been notified of this change, I believe very few employees are aware of this change?
 - **Answer** (CalPERS): See below for communications used to notify the change:
 - In December 2021, they were notified via PERSpective Blog post and email. There will be another PERSpective Blog post running on 6/22/22 and an email will go out in early July.
 - We’ll also include information about the change in upcoming Open Enrollment communications and social media posts.
 - We’ve encouraged employers to notify their employees and included an email template in the employer bulletin released on 6/20/22 (see below).
 - Email Template to Inform Employees:
 - Subject line: Health Enrollment Self-Service for Active Members
 - To improve customer service and save you time, CalPERS has launched a new tool that allows all active members to submit most health enrollment changes online through their myCalPERS account
 - With a qualifying event, you can now enroll yourself and your family into health benefits. Additionally, if you are currently enrolled in health benefits, with a qualifying event you can:
 - Add or delete dependents
 - Change health plans
 - Recertify a parent-child relationship
 - Cancel coverage
 - Beginning September 2022, you will also be able to submit your Open Enrollment changes online.
 - Watch this [video](#) for instructions on how to make health enrollment changes and submit supporting documentation through your [myCalPERS](#) account. For additional information, visit the [Health Enrollment Self-Service for Active Members](#) webpage.

- Register or log in to your [myCalPERS](#) account to view your customized health information and discover your options"

Question: Will employees that are retiring be able to add their health and dental into retirement through CalPERS?

- **Answer** (CalPERS): No, the transition from employment to retirement is not affected by this change, and will continue to follow the current process.
- **Question:** Will the agencies still be able to process health enrollments as we used to if employees are not able to do it on their end for whatever reasons including Open Enrollment?
 - **Answer** (CalPERS): Yes, employers can continue to process health enrollments as normal, as they see appropriate, that hasn't changed.
- **Question:** Will we be able to upload those reports on Mobius?
 - **Answer** (CalPERS): CalPERS does not utilize Mobius; however, our [Cognos](#) reports can be downloaded and exported to excel. The excel file can be modified as you see fit and uploaded in any system that supports the file type.
- **Question:** When employees upload forms on CalPERS are HR personnel required to print and put a copy in the OPF?
 - **Answer** (CalPERS): Retain per HR policy. You will not be able to print if they leave to another agency. Per CalPERS: cancellation during Open Enrollment will not alert the HR.
- **Question:** If cancelling for a life event change and adding a health enrollment do they still need to provide a letter on letter head with an effective date that they lose coverage or does anything that requires documentation need to be approved by HR through CalPERS. Are we required to keep documentation on file?
 - **Answer** (SCO): PCR member will upload the documents. Dependent Re-Verification (DRV) will not be automated
- **Question:** How do you get on the list to receive the notes after the meeting? I have never received them.
 - **Answer** (SCO): To access all Notes for the current month and past Transaction Supervisors' User Group Forums, see the [SCO Transaction Supervisors' Forum](#) website.
- **Question:** Should the accounting office be the one to do the reporting?
 - **Answer** (SCO): Yes, reporting should be the Accounting office, especially if it's current year.
- **Question:** Why is this not a yearly reporting, instead of a monthly report?
 - **Answer** (SCO): Reporting is done on a flow basis for the employees.

- **Question:** If we have had a stipulation processed by SCO but need to correct, do we resubmit the entire package?
 - **Answer (SCO):** Yes you will need to resubmit the stipulation package.
- **Question:** The revised Telework Stipend Pay Diff 453, indicates If the mid-month change results in the employee being eligible for the higher rate, the receiving department is responsible for the stipend difference, and ensuring no employee receives more than \$50 per pay period.
- How do we process the difference in payment due? Is there a way to key in PIP or do we have to submit a 674?"?
 - **Answer (SCO):** Submit the STD 674 to the premium pay team for processing.
- **Question:** I thought there were some scenarios where the calculator is not required (i.e. alternate work schedule outside of 9/8/80 or 4/10/40)?
 - **Answer (SCO):** Check payroll letter and the [toolkit](#) for examples.
- **Question:** How will we know when an employee makes changes during the health open enrollment period?
 - **Answer (SCO):** ACAS report: PDA2056M EE with Deduction Without 3A, 3B, or w/ 6A
 - See the [Cognos](#) reports
- **Question:** Do other agencies allow their transactions staff to telework? If so, what is the frequency and the terms?
 - **Answer (Roundtable):** Collective responses below:
 - CalPERS 3 days a week
 - We are teleworking and my staff goes in maybe 1 - 2 days a week
 - Two days per week telework
 - None for dshnapa
 - 3 days a week currently but soon transitioning to 1 day a week
 - No telework at CSDF
 - Our department does. It depends on our schedule.. as long as we get our work done, They are open to our coming/going.
 - Department of Insurance is in the office 3 days a week, telework 2
 - DSS 3 days in office 2 telework days (Tue,Wed)
 - Only 4 hrs a week, if needed
 - Once every other week (Wednesdays)
 - No Telework at CCC
 - We do not telework
 - We fairly flexible depending on the need of the employee, the need come in at least 1 day a week
 - None for CHP

- Most our Specialists are in the office maybe telework 1 to 2 days a week (HCD)
 - My team is all teleworking, may come in when needed
 - Telework 3 days a week
 - Telework 100%
 - Yes 1 day a week in office
- **Question:** Have any departments scanned their OPFS and store electronically?
 - **Answer** (Roundtable): Nine departments responded “Yes” and eight departments responded “No.”
 - **Question:** Would Departments be willing to share their process/policy on eOPFs?
 - **Answer** (Roundtable): Collective responses below:
 - EDD has created electronic OPF's, but the hard copies haven't been added yet.
 - DOJ is in the process. It is slow, but we are getting there
 - we are transitioning to electronic OPFs
 - Yes we have both original hard and OPF
 - We recently used Sytech Solutions. All of our documents are electronic now including payroll and timesheets etc.
 - DSH most of our documents are electronic, OPF is the last big job.
 - **Question:** What do you do with the hard copies?
 - **Answer** (Roundtable): Collective responses below:
 - Shred
 - We keep them we just store them in a locked area in HR.
 - **Question:** 1) When an employee transfers, do you print them out?
 - 2) Is there still a requirement to print and mail OPF's to gaining departments or can we electronically send?
 - **Answer** (Roundtable): Collective responses below:
 - Yes print and send to receiving agency.
 - Yes, we do both.
 - Print out and send it. If receiving department accepts electronic copy then we send it securely.
 - Yes we are starting to download and make sure the new agency receives it.
 - We have all documents electronic including some SCO docs. Sometimes we have to go in office to get SCO documents. All our employees email documents that they need processed. We have encryption systems in place.
 - **Question:** Where is the FTP system?
 - **Answer** (SCO): [Electronic Transaction Process](#):
 - In an ongoing effort to streamline business processes, and create efficiencies for our customers, SCO encourages departments with their own internal HR

systems to consider submitting common transactions electronically for processing. Using the record layouts and instructions found in the links below, agencies can create and submit data files securely to SCO through File Transfer Protocol (FTP) and reduce Payroll Input Process (PIP) entry by generating and submitting data files from their internal systems. This also may reduce the need to mail hardcopy documents or scan and email softcopy documents.

- This process does not replace PIP, if your department uses PIP regularly, absent an internal HR system, please continue to do so.
 - [603 Non-Compensable Absence \(DOCK\) FTP Information](#)
 - [650 FTP Information for Miscellaneous Deductions](#)
 - [672 Positive Attendance FTP Information](#)
 - [673 Overtime FTP Package](#)
 - [676 Premium Pay FTP Information Packet](#)
 - [676S Shift Pay FTP Information Package](#)
- **Question:** What is the correct way to upload the 699 Direct deposit form? I show there is an option on HRConnect as well as the file transfer system?
 - **Answer** (SCO): Refer to the [Direct Deposit](#) instructional webpage on SCO.
- **Question:** Does anyone have specific process in how they are handling the telework stipends that they are willing to share? Do we know when we will receive the SEIU telework info or payments?
 - **Answer** (CalHR): The telework stipend has not been approved by the Governor's Office. I believe it is part of the budget. The pay diff will be updated once all approvals are done.
- **Question:** SEIU is telling employees that the side letter is approved by SEIU and CalHR, and we should start paying the telework stipend already.
 - **Answer** (CalHR): The telework stipend has not been approved by the Governor's Office. I believe it is part of the budget. The pay diff will be updated once all approvals are done.
- **Question:** if everyone is approved for stipend, will SCO take over and issue all payments instead of departments?
 - **Answer** (CalHR): The telework stipend has not been approved by the Governor's Office. I believe it is part of the budget. The pay diff will be updated once all approvals are done.
- **Question:** Has anyone else had success in modifying the printed view of documents through Mobius? For example, the MSA half-slips and the MSA list are either too small for the page or too large for the page. Are those reports staying in ViewDirect?
 - **Answer** (Roundtable): Try to change the page orientation to portrait instead of landscape. Then download and save as a PDF to print.

- **Question:** I understand you are working on this but any chance NOPA's & PAR's will be electronic before the mass updates?
 - **Answer (SCO):** By end of June, NOPA may be available in MOBIUS.
- **Question:** What is the DSA statement regarding SSN's that was mentioned?
 - **Answer (SCO):** Refer to the [State Controller's Office Personnel and Payroll Services Division Decentralized Security Program Manual](#)
- **Question:** I have an employee who is requesting pay stubs from 2013 to present. Can you please guide me or let me know where I can obtain this information so he can submit this request.
 - **Answer (SCO):** The Human Resources (HR) office is to submit a [payroll history request form](#). The HR will then need to use [PPM section B](#) to identify the deductions.