



May 2022

Transaction Supervisors' Forum Notes

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SURVEY QUESTIONS:

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

- **Question:** Will the Decentralized Security Administrator (DSA) add a box for to the PSD125A to check for accessing Connect HR, instead of completing the spreadsheet?
 - **Answer (SCO):** Not at this time.
- **Question:** Will we be manually keying the health stipend come June 1-2022?
 - **Answer:** (SCO): The automated process* will still be used to issue the mass payment batch for the \$260 Improving Affordability and Access to Healthcare Stipend.

*Please see the Frequently Ask Questions below for more details:
[SCO: \\$260 Healthcare Cash Payment SEIU, Excluded & Exempt FAQs](#)
- **Question:** What happened to the documents that were sent to State Controller's Office (SCO) prior to the upload process that have not been processed yet? Do we resubmit them? Per the SCO weekly processing dates the documents been processed already?
 - **Answer:** (SCO): Please contact the Statewide Customer Contact Center (SCCC) at 916-372-7200 and a team member will assist you.
 - In order for the request to be expedited, you will need to provide proof of submission of the original document. Proof is a previous temp ops email, fax confirmation/mail confirmation.

SCO KEY INITIATIVES

SCOCONNECT: CAL EMPLOYEE CONNECT PROJECT/CONNECTHR

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

- Telework Stipend Feature status update
- Toolkit and new template can be found at the following link:
[SCO | Human Resources \(ca.gov\)](#)
 - Possible issue that users sometimes encounter:
 - If you take more than 15 minutes to submit the upload screen, you will time out and get the "Failed to upload" error. So make sure you submit the upload form within 15 minutes.
 - Also, download the spreadsheet to your drive before entering data to the spreadsheet.

SCO – California State Payroll System (CSPS) Project – Dustin Close (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:**
 - Bidder's Conference
- **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 Outreach Sessions	May 2022 (TBD)	May 2022 (TBD)	
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:

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

- New Civil Service Benefits Program Manager - Ryan Baughman
- FlexElect / Consolidated Benefits (CoBen) Cash Special Open Enrollment
 - Stats as of 05/18/22:
 - 8,485 forms received
 - 5,753 forms processed
 - *Expected to receive 19,000 Forms for this Special Enrollment
 - Reminders
 - Special Enrollment is for SEIU Represented & Related Excluded Employee only! (1, 3, 4, 11, 14, 15, 17, 20, & 21)
 - Please do not send duplicates
 - Ensure employee is using correct form based on CBID:
 - R=STD 701c Flex Cash
 - S,M,C,E, Excluded=702 Consolidated Benefits (CoBen) Cash
 - Permanent Intermittent employees are NOT eligible to enroll per CalHR
 - Represented employees who have health coverage are eligible to elect Dental-only (\$12)
 - Those enrolling in Dental-only will also continue receive \$260
 - **Last day to submit is Friday 05/20/2022**
 - **Please submit ASAP!**
- Common PR250 (Ding Notices) Occurrences: STD 692- Dental Enrollment Form
 - Dental Plan Name
 - For Section B, please make sure the employee is putting the name of the dental plan.
 - We have been receiving forms with the spouse/dependent's name listed there instead.

Clear

Print

D

PLEASE TYPE OR USE BALL POINT PEN, PRINT CLEARLY - SEND COMPLETED FORM TO PERSONNEL/PAYROLL OFFICE

SECTION A	SECTION B															
1. TYPE OF ACTION <input checked="" type="checkbox"/> NEW - ENROLLING IN A PLAN FOR THE FIRST TIME (Complete Sections A, B, and D) <input type="checkbox"/> CANCEL - (Complete Sections A, C, D) <input type="checkbox"/> CHANGE - CHANGING PLANS OR DEPENDENT COVERAGE (Complete Sections A, B, C, and D) <input type="checkbox"/> COBRA - ENROLLING IN COBRA CONTINUATION COVERAGE (Complete Sections A, B, and D)	1. NAME OF DENTAL PLAN Delta Dental PPO plus Premier Basic															
2. NAME (First) (Middle) (Last)	2. PROVIDER/PACIENT NUMBER (if applicable) (prepaid plans only)															
3. WHEN CHANGING FAMILY MEMBER ENROLLMENT, LIST ALL FAMILY MEMBERS CURRENTLY ENROLLED, AS WELL AS FAMILY MEMBERS TO BE ADDED AND/OR DELETED. ENTER THE ACTION CODE A (ADD) AND/OR D (DELETE) BESIDES THE NAMES OF ONLY THOSE MEMBERS TO BE ADDED OR DELETED.	<table border="1"> <thead> <tr> <th>ACTION CODE</th> <th>LIST ALL PERSONS TO BE ENROLLED IN DENTAL PLAN (Include self)</th> <th>DATE OF BIRTH (MM/ DD/ YY)</th> <th>DEPENDENT TYPE</th> <th>GENDER</th> </tr> <tr> <th>(First)</th> <th>(Middle)</th> <th>(Last)</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	ACTION CODE	LIST ALL PERSONS TO BE ENROLLED IN DENTAL PLAN (Include self)	DATE OF BIRTH (MM/ DD/ YY)	DEPENDENT TYPE	GENDER	(First)	(Middle)	(Last)							
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(First)	(Middle)	(Last)														

- **Common PR250 (Ding Notices)** Occurrences: STD 692- Dental Enrollment Form
 - Domestic Partner Party Codes
 - Per [Benefits Administration Manual \(BAM\) Section 508](#):

2. Registered Domestic Partner

If a domestic partner is being claimed as an economic dependent for the purposes of an employee's personal income taxes, the [Affidavit for Domestic Partners being claimed as Economic Dependents \(CalHR 680\) - \(Attachment G\)](#) must be received by personnel from the employee and maintained in the employee's official personnel file. The completed STD. 692 to add the dependent to coverage with the appropriate party code designation must be sent to the SCO Benefits Unit for processing.

It is the personnel office responsibility to inform employees regarding the requirements of the CalHR 680 form when adding a domestic partner to their benefits, but it is the employee's responsibility to understand their tax situation and submit the CalHR 680 to personnel. Employees who add a domestic partner to their coverage, but do not submit a CalHR 680 to personnel will be subject to the federal imputed tax based on the difference between the one and two party premiums. SCO will apply the tax withholding on the employee's warrant based on the party code designation on the STD. 692. For the addition of domestic partners who are **not** considered "economic dependents" for federal tax purposes, when the partner is added to benefits, the party code must be shown as "A" for party code 2 and "B" for party code 3.

- If "CalHR 680" is not in remarks section of the STD 692 Dental Plan Enrollment form to indicate it is on file, then the Benefits Team will change the party code to A or B, respectively.
 - This will cause the imputed taxes to occur, resulting in significantly higher tax withholdings on the employee's warrant.
- New Message for Domestic Partner Party Code Change
 - SCO has now created a PR250 warning message that will be sent to the Personnel Specialist (PS) when the party code change occurs.

- This warning message will not prevent processing of the form
- The Personnel Specialist (PS) will have the option to reply if the CalHR 680 is in fact on file and the party code can be changed back.
- If no response, then the party code remains A or B.
- Domestic Partner Frequently Asked Questions can be found [here](#)
- Domestic Partner Pay Letter
- Statewide Customer Contact Center (SCCC) Reminder - Appeals
 - Appeals for benefits are reviewed by CalHR
 - SCO must receive appeal information from CalHR to process
 - Please do not contact Statewide Customer Contact Center regarding appeals
 - Please contact CalHR regarding any benefit appeals information

SCO - Affordable Care Act (ACA) - Sarah Huggins (SHuggins@sco.ca.gov)

- ACAS Training
 - New dates added!
 - June 21 & 22
 - August 3 & 4
 - [Registration Information](#)

CalHR - Benefit Programs – Elaine Smith, Kristin Wilsey, Carol Ormonde (Carol.Ormonde@calhr.ca.gov)

- Affordable Care Act (ACA)
 - CalHR May 2022 ACA Quarterly Compliance Review Currently Underway
 - Departments who are notified of their outstanding ACAS errors as part of CalHR’s quarterly compliance review are to correct and certify that the errors were corrected by returning the Quarterly ACA Compliance Review Notification document to CalHR at ACA.Policy@calhr.ca.gov by June 17.
 - ACAS keying errors observed on the detail safe harbor reports were included in our outreach.
- Dental, Vision, FlexElect, CoBen, COBRA, Group Legal, Long Term Disability, and Third Party Pre-Tax Parking Reimbursement Account

Dental

- Reference BAM page for the Dental program for correct information regarding how to submit COBRA enrollment forms.
 - [BAM - Dental Program](#)

- Remind employees to use current forms and visit the CalHR Dental Benefits webpage for current information and handbooks. Outdated forms will be rejected.
 - [CalHR Dental Benefits](#)
- 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.
 - Refer to the HR Online Manual, the BAM and program specific Permitting Event Codes for processing details and requirements.
 - [Permitting Event Codes – Vision Program](#)
 - [Permitting Event Codes – Dental Program](#)
 - Ensure retiring employees are informed of all their benefit options before retirement, including Group Legal and Vision insurance.
 - If CalHR is unable to open a secure email, the Personnel Specialist will receive a response with direction on how to resend the email.
 - Dental/Vision Authorization Portal
 - We recently revised the form for submitting updates to the portal.
 - Requests for updates to the portal must come from a departmental manager or supervisor currently on file with SCO's CPOD.

Special Open Enrollment

- On May 3, 2022, CalHR announced that the Special Open Enrollment for the FlexElect and Consolidated Benefits (CoBen) Cash Options for SEIU represented employees and related excluded employees was extended until May 13. This provides eligible employees an additional two weeks to submit forms to their departmental human resources office. Departments will have until May 20th to submit documents to SCO. However, we encourage departments to submit documents to SCO by May 15 to ensure processing is completed timely.
- The current Improving Affordability and Access to Healthcare monthly payment of \$260 will expire after the June 2022 pay period for SEIU represented employees and excluded employees tied to SEIU who are NOT enrolled in a state-sponsored health plan.
 - The HR Announcements can be viewed on the CalHR website using the following link: <https://www.calhr.ca.gov/state-hr-professionals/Pages/hr-announcements.aspx>
 - A memorandum to departmental personnel offices was posted on the Benefits Division website with an employee announcement. For a copy of the memorandum and employee announcement, please visit the HR Professionals page on the Benefits Division Website <https://calhr.benefitsprograms.info/>

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 LifInsurance@calhr.ca.gov
 - Group Legal Grouplegal@calhr.ca.gov
 - Third Party Pre-Tax Parking Reimbursement Account Pre-TaxParking@calhr.ca.gov

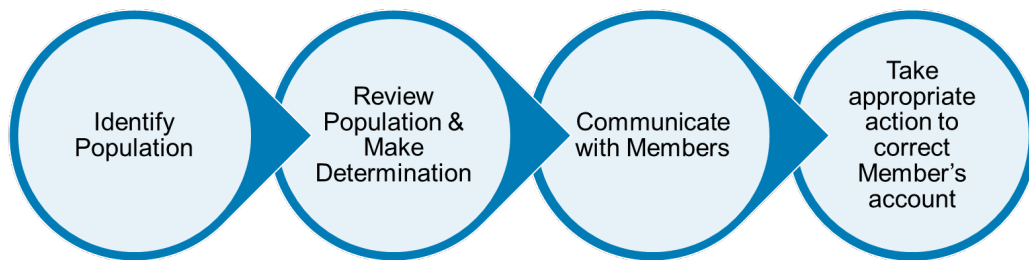
PROGRAM UPDATES

CalPERS – New CalPERS Circular Letter Overview – Michelle Norris (Michelle.Norris@calpers.ca.gov)

- The circular letter will explain the Employer and SCO responsibilities
- Personnel Information Management System (PIMS) updates will now be coordinated between State Employers and SCO
- Information in PIMS should be consistent with myCalPERS

CalPERS – Tier Correction Case Overview and General Q&A – Cassandra Elsalamy (Cassandra.Elsalamy@calpers.ca.gov)

- Review Tier Correction Project



- Frequently Asked Questions

- Is there a toolkit or guide for HR shops when we receive a letter with action (like a second tier determination) from CalPERS?
 - There is not currently a guide, but CalPERS will work with SCO contacts to share process knowledge for development of one.
- As the employer, do we also receive notification if our member is approved when they elect CalSTRS?
 - Yes, a letter is sent notifying of the CalSTRS election, this letter does provide more information (such as an account code to help with the transaction) because that information is provided to CalPERS by CalSTRS
- Does CalPERS or SCO have a designated space on their website to guide HR shops on the different letters that could be sent from CalPERS?
 - Templates of the various CalPERS determination letters are currently not available for view, but each letter sent describes the action needed by employers or the action taken by CalPERS; it is then up to employers and SCO to correct PIMS.
- What is the process, if we receive an invoice for late arrears?
 - Review the determination letter mailed to the employer's address in myCalPERS; this letter provides a 30-day period for reconsiderations and formal appeals.
 - If the employer finds the determination of arrears to be incorrect, you can email the information needed to correct the determination to the Membership_Reporting@calpers.ca.gov
- What is the process to initiate a formal appeal?
 - To initiate a formal appeal, you can go to the determination in MCP and select the reconsideration button and attach your appeal letter or you can write an appeal letter and mail it to MCP or submit via email to our membership box, or fax. Be sure to tell us your basis of appeal.
- What does the appeal process entail?

- First it should be a reconsideration providing CalPERS receives additional supporting information that would change our determination. If determination still stands, we will communicate if it changes, we would send a new determination letter. If the employer still does not agree, then a formal appeal would be needed. Member will draft a RFLA to provide legal for an attorney to be assigned this can take up to 6 months. Information regarding this process is available on our website under “Precedential Board Decisions, Appeals & Hearings.”

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

REMINDER

- Separating retirement annuitants (RAs)
 - Please separate any RAs that are no longer working
- Legislation requires reporting of RA hours worked
 - Unnecessary records on PIMS increase potential for CalPERS late reporting fees

Service & Seniority Statewide University update - Elda Ortiz (Service&Seniority@calhr.ca.gov)

- Employees submitting a CalHR-039 form for exempt time worked at a Private University:
 - The request can be submitted by the employee or by the HR Staff by emailing ucpath@universityofcalifornia.edu
 - In the email, please include:
 - The CalHR-039 form with Section I Employee Information completed & signed by the employee. The employee’s signature authorizes UC to release the employment history and payroll records to the Employee or HR Staff.
 - On the email subject line add: Cal HR Records Request. (To ensure the case is assigned to the appropriate team to complete.)
 - Include all dates of employment at the University and employee and or HR Staff phone number so that the UC Staff can obtain the SSN# for the employee
 - Include the return email address to send the completed form and month to month record of earnings
 - In the event the requested data is for a timeframe prior to what is available in the UC Path system, the form and report will be completed with the available information from UC Path. The UC Path associate will explain which timeframe will need to be requested prior to the launching of the new UC Path system.
- Service & Seniority Statewide University Response Time:
 - Please refer to the Personnel Management Division Standard Response times we have 30 days from date of receipt to complete calculations.
 - Please remind Staff not to email social security numbers if they provide an number we can call the department and obtain this information.

- **Transaction Reminder:** If an employee has an S41 transaction in their employment history, the department must provide an approval letter from CalHR or SPB before the employee can take an exam or be reappointed. Appointing an employee without the proper approval will be deemed an unlawful appointment. If there is any questions you can reach out to the assigned PMD Consultant for your department.

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

- Garnishments
 - [STD.639/STD.639CFS Rev 3/2021](#)
 - Departments have been submitting forms incorrectly due to completing the form based on the prior version. You must use the most current form (Rev 03/2021) and verify the appropriate garnishment type.
- Payroll Documents
 - [STD.674/STD.674 Payroll Adjustments Accounts Receivables](#)
 - Dock time and time worked must equal the time possible for the pay period. This is one of the biggest issues we have with errors on 674s for pay adjustments and accounts receivables (A/Rs).
 - If the employee has a non-qualifying pay period, a 715 Employment History (EH) transaction must be keyed in order for the document to be processed.
 - Check Pay History before submitting request.
 - 6B must include salary rate, and time worked
 - Please ensure you include your email address
 - Keep the [California Personnel Office Directory \(CPOD\)](#) updated with all changes.
- Civil Service Audits Reminders:
 - Lump Sum Separations:
 - [Lump Sum Separation Contribution Election Form Rev 12/2021](#)
 - Employees must use the most current version of the Lump Sum Separation Contribution Election Form (Revised 12/2021). It contains added employee contact information, added check boxes to provide additional clarification for the employee, as well as reiterates the labor codes and terms and conditions the employee must agree to prior to submission.
 - Please be sure the employee is completing their election form with the amounts they want to contribute. It is not SCO's responsibility to determine the "Max" dollar amount the employee wants.

- Only one box must be checked as they are requesting to take the maximum dollar amount available for the selected plan if they are not sure of the amount they will have to contribute.
 - Changes to the employee's form will not be accepted if the five (5) days prior to separation threshold date has passed.
 - Please refer to the STD. 640 Pay Period Calendar to determine the threshold date which excludes holidays and weekends.
 - Example:
 - Employee's separation date is 05/31/22
 - Employee must sign and submit election form by 05/23/22
- Universal Email Address:
 - Effective July 1, 2022, all HR offices must have a universal email established with the State Controller's Office (SCO).
 - A universal email will ensure that all communication, request, 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.
 - Lastly, please update the [California Personnel Office Directory \(CPOD\)](#) with your new universal email-box address.

SCO – Statewide Training Program – Michael Berlanda (MBerlanda@sco.ca.gov)

- [New Courses for Second Trimester 2022](#)
 - Virtual Corrective Actions (Now open for Enrollment)
 - Virtual Fundamentals of Personnel: Qualifying Pay Periods, Sick Leave, and Vacation (Available in June 2022)
- Training Coordinator eLearning Module
- Statewide Training Webpage - Under Construction

SCO – Statewide Disability Program – Nastassja Johnson on behalf of Karin Johnson-Anderson (KJohnsonAnderson@sco.ca.gov)

During Green Cycle for Current Month Pay:

- Make sure to select the Green Cycle document choice for the type of disability pay you are submitting in ConnectHR. See options below:
 - Disability - Std. 674D Green Cycle IDL (Industrial Disability Leave)
 - Disability - Std. 674D Green Cycle NDI (Nonindustrial Disability Leave)
 - Disability - Std. 674D Green Cycle SDI (State Disability Leave)
 - Disability - Std. 674 Green Cycle TD (Temporary Disability)

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
- Accounts Receivable (A/R) Business Process Survey
- 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:** What happens to the documents that were sent to SCO prior to the upload process that have not been processed yet? Do we resubmit them? Per the processing dates in SCO the dates have been processed already?
 - **Answer (SCO):** Please contact the SCCC at 916-372-7200 and a team member will assist you. In order for the request to be expedited you will need to provide proof of submission of the original document. Proof is a previous temp ops email, fax confirmation/mail confirmation.
- **Question:** If they originally add their domestic partner, then down the road get married, how do we update that on the std. 692?
 - **Answer (SCO):** Resubmit with event permitting code (*Marriage in this case*).
- **Question:** What is the timeline if the appeal was sent to SCO/approved months ago and still is not processed?
 - **Answer (CalHR):**
 - Give 30 days to review or deny for CalHR
 - Give 30 days to process for SCO
 - After 90 days, contact CalHR if you did not receive an approval or denial letter.
- **Question:** When will the quarterly compliance reports be sent out??
 - **Answer (SCO):** The Quarterly Compliance reports were released on ViewDirect on May 2nd, 2022. If you cannot find the reports, please reach out to acasupport@sco.ca.gov.
- **Question:** What is the name of the quarterly report?
 - **Answer (SCO):** [PDQ2701 A- L](#)
 - For a full list of available reports on ViewDirect, go to: https://sco.ca.gov/Files-PPSD/available_viewdirect_reports.pdf
- **Question:** Once we correct our errors is there a report to run to reflect the updates?
 - **Answer (SCO):** No, they will drop off on the next month's report.

- **Question:** Our department has experienced multiple issues with dental carriers not being updated of changes to address or additions. What is the timeframe of updated "TAPE" files being sent to all carriers not just dental as we have been told this process is behind on their dates?
 - **Answer** (CalHR): In these instances, submit your inquiries to dental@calhr.ca.gov
- **Question:** It typically takes SCO 60 days to process dental enrollment forms. If that is the case, do we tell EEs they cannot use dental benefits for 60 days?
 - **Answer** (SCO): As long as the dental form has been submitted to ConnectHR and everything is correct for the situation, then the employee will be able to receive services while awaiting processing. The only stipulation is that the employee may have to pay upfront or better yet receive and invoice for the services performed. Once the deductions begin to come out of their warrants, then the employee can contact the carrier listing their effective date and send in the invoice for reimbursement. The reimbursement would likely be only up to what the employee normally pays for co-pay or additional fees if it is a specialized service that the carrier only partially covers.
- **Question:** Do you know who I could submit appeals to for Health?
 - **Answer** (SCO): Please contact CalPERS at 888-225-7377
- **Question:** For employees on a leave of Absence is there any extension for the Special Open Enrollment?
 - **Answer** (SCO): Complete upon their return from their leave of absence.
- **Question:** How can we update approved callers on the Delta dental contact listing?
 - **Answer** (CalHR): Email dental@calhr.ca.gov
- **Question:** If a report is going to SCO that identifies the errors, is it also expected that departments are also reviewing ALL appointments? Seems like we would be duplicating work. If departments are required to do this, can we also get the report?
 - **Answer** (SCO): We suggest agencies to double check if their transactions keyed, i.e., an appointment transaction, went through successfully after keyed in PIMS. If the submission was unsuccessful, contact our Statewide Customer Contact Center (SCCC) at 916-372-7200.
- **Question:** Is there a listing available which indicates what type of designation (Misc., Safety, POFF) a classification has been given?
 - **Answer** (SCO): R01C Employment History Transaction is an excellent resource!
 - Keying Guide:
 - [Personnel Letter 21-009](#)
 - [https://sco.ca.gov/Files-PPSD-Letters/Guide to Keying the R01C Employment History Transaction 050721 FINAL.pdf](https://sco.ca.gov/Files-PPSD-Letters/Guide%20to%20Keying%20the%20R01C%20Employment%20History%20Transaction%20050721%20FINAL.pdf)

- https://sco.ca.gov/Files-PPSD/pam_section_2_par_items_lines_1-7.pdf

Question: Why will CalPERS not have access to PIMS History anymore?

- **Answer** (CalPERS): CalPERS does not have access to PIMS anymore because PIMS is the State Payroll System. An audit was done and CalPERS should not be able to view the State's Payroll System. We are not allowed to do that for public agencies or schools.
- **Question:** Is there a feature in CalPERS document history search to locate a letter for a specific member by their social?
 - **Answer** (CalPERS): Search by letter type; go into the member's account and look in their document history.
- **Question:** For questions about the PIMS transition?
 - **Answer** (CalPERS): Contact Membership_Reporting@calpers.ca.gov
- **Question:** To confirm, if they have not worked in the past 12 months, we are to separate Retirement Annuitants, correct?
 - **Answer** (SCO): Refer to the [Personnel Action Manual / Section 3 / Separation Transactions](#)
- **Question:** The SCO system gives you access to only one agency and one position if within the same agency. Therefore:
 - 1) Does anyone know how to issue pay for RA employee who is working for 2 different departments? Or
 - 2) Two different units within the same agency?
 - **Answer** (SCO):
 - 1) The employee must reflect employment history with a dual position. As a reminder the employee can't exceed 960 within a fiscal year between all appointments. Each agency is responsible for paying the employee via Payroll Input Process (PIP).
 - 2) HR will key all pay into PIP via Time and Attendance and then work with your accounting office to charge the appropriate funding units
- **Question:** Is there a report that I can find a service and seniority list?
 - **Answer** (CalHR): Contact CalHR at: Service&Seniority@calhr.ca.gov
- **Question:** If we add this email to the [California Personnel Office Directory \(CPOD\)](#), it is likely we will get all kinds of request, i.e., A01, Verification of Employment, etc. Is it really necessary to list the universal email box here? This mailbox should be for SCO communications only?
 - **Answer** (SCO): Yes, the email address needs to be updated on the California Personnel Office Directory (CPOD).

- The universal email box is for SCO only. Please note: specifically for the Personnel Payroll Bureau.
- **Question:** Our agency has universal emails already, but do not match this naming convention. For example, we have Benefits@doj.ca.gov and PBS@doj.ca.gov. Do we need to make a new one? Or can we submit our existing one to you?
 - **Answer (SCO):** Yes, you can utilize your existing universal email box.
- **Question:** If we want to retake a training, are we allowed to?
 - **Answer (SCO):** Yes you can.
- **Question:** I forgot ... how many pay cycles after cutoff are considered Green Cycle?
 - **Answer (SCO):** Typically Three [SCO | Decentralized Payroll Calendars](#)
 - Green cycle ends 5 days after the last no cycle day following green cycle
 - [Payroll Procedures Manual / Section D/ Attendance](#)
- **Question:** Military Department ask: For the telework stipend, if the employee did not fill out form 200 & they're on an emergency telework schedule, can we back date the stipend?
 - **Answer (CalHR):** If they have a formal telework agreement on file, then they can have the stipend.
- **Question:** Where can you find the work week information when you are trying to determine overtime and if it's at straight time or time and a half?
 - **Answer (CalHR):** [Section 10 / Work Week Groups](#)
- **Question:** Employees who do not telework but, their cell phone data usage has increased with their staff since COVID19 - would they be eligible for the telework stipend?
 - **Answer (CalHR):** No, only employees with a signed telework agreement are eligible for the stipend based on the criteria in the pay differential.
- **Question:** Do you have to register for Mobius?
 - **Answer (SCO):** No, you do not have to register for Mobius.
- **Question:** Does the Std. 672 on Mobius come without social security numbers?
 - **Answer (SCO):** It does not.
- **Question:** Will the Payroll Action Requests (PAR) ever be available?
 - **Answer (SCO):** Not at this time. It is on the docket to be converted.
- **Question:** In regards to a medical employee with dual positions, when the employee has not worked in one position for over a year, is it ok to separate the employee for that position with a S31 using code 27?
 - **Answer (SCO):** Yes, it is ok to separate the employee on a S31 using Code 27.

- **Question:** For Accounts Receivables (AR), does the three-year statute apply from the date of overpayment or the date when the AR is established?
 - **Answer (SCO):** Section I 015: STATUTE OF LIMITATIONS (Revised 04/12):

Agencies/campuses cannot take action to recoup an overpayment, pursuant to G.C. 19838, unless the action is initiated within three years from the date of overpayment. For example:

 - An employee was overpaid for an overtime payment issued on 1/5/11. To recoup this overpayment, the written Overpayment Notification must be provided to the employee by 1/4/14.

- **Question:** What if the Accounts Receivables (AR) is established after three years from the overpayment?
 - **Answer (SCO):** Section I 015: STATUTE OF LIMITATIONS (Revised 04/12):

Agencies/campuses cannot take action to recoup an overpayment, pursuant to G.C. 19838, unless the action is initiated within three years from the date of overpayment. For example:

 - An employee was overpaid for an overtime payment issued on 1/5/11. To recoup this overpayment, the written Overpayment Notification must be provided to the employee by 1/4/14.

- **Question:** What about benefit Accounts Receivables (AR). How far back can we collect without notification?
 - **Answer (SCO):** Section I 015: STATUTE OF LIMITATIONS (Revised 04/12):

Agencies/campuses cannot take action to recoup an overpayment, pursuant to G.C. 19838, unless the action is initiated within three years from the date of overpayment. For example:

 - An employee was overpaid for an overtime payment issued on 1/5/11. To recoup this overpayment, the written Overpayment Notification must be provided to the employee by 1/4/14.