



May 2023

Transaction Supervisors' Forum Notes

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SURVEY QUESTIONS:

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

Question: Could you please go over the I-9 policy once more? We have been getting some pushback since the last forum. Originals are not being sent with transfer paperwork and the I-9s are still not being kept with the Official Personnel Files (OPFs). Can you go over what is required, and reiterate that we are all one employer and that the State policy does take precedence over the U.S. Citizenship and Immigration Services (USCIS) policy? Additional resources or links would be helpful as well.

Answer: Departments need to transfer the I-9 forms with the employee. The state is one employer. This is taken directly from the US Citizenship and Immigration Services website [7.0 Rules for Continuing Employment and Other Special Rules | USCIS](#).

- Transfer from one distinct unit of an employer to another distinct unit of the same employer; you may transfer the employee's Form I-9 to the receiving unit.
- Continuing employment with a related, successor, or reorganized employer, as long as the employer obtains and maintains records and Forms I-9, where applicable, from the previous employer. A related, successor, or reorganized employer includes:
 - The same employer at another location.

Question: I would like clarification regarding the Form I-9 and all departments being under the same employer (State of California). Our department has reached out to U.S. Citizenship and Immigration Services (USCIS) prior, and they stated if each agency has its own Employer Identification Number (EIN) then a form I-9 must be completed by each agency as the hire will be treated as a new hire for a new employer. The current Form I-9 will remain with the original department for the required retention period. I would like clarification as USCIS federal standards should trump State regulation and each agency having its own EIN means each state agency is its own employer.

Answer: Unless something has changed, the State's Federal EIN number for payroll purposes is the same, regardless of the department. Departments may have an EIN number that differs for other purposes but as far as I know it is not for payroll. Employees who change departments do not receive two (2) Form W-2's with different Federal EIN numbers, they receive one (1). As such, the employee is not a new hire, and the state is one employer. The I-9 should move with the employee.

Question: We have supervisors that are carrying Compensating Time off (CTO) balances that should have been cashed out when they moved from represented to excluded classifications. I would like to know what options we have for these balances. Can we cash it out or can we make the employees use those leave credits first? Any feedback will be greatly appreciated, thank you!

Answer: Designated contacts may email Personnel Services Branch (PSB) to obtain approval to cash out the leave, which will need to be provided to SCO to process payments for FLSA-exempt employees (WWG E/SE). Please provide the employee's name, number of hours, when the transition to WWG E/SE took place and the reason for the request.

Question: The Personnel Action Manual (PAM) Section 3.3 (page 10) indicates that an A02 is processed: For Limited Term appointment – to extend expiration date up to two years (less one day) from the effective date of the original "LT" appointment. PAM Item 415 indicates: Per CalHR – Effective June 16, 2007 – 24 Month Maximum on Limited Term (LT) Certification Lists. Departments are delegated the responsibility to make 12-month LT appointments and extend them to 24 months when the statutory requirements have been met. These extensions do not require an additional appointment or recertification. Department should correct the original appointment to extend the LT appointment. Under what circumstances an A02 should be processed to extend an LT appointment versus correcting the original appointment transaction?

Answer: The agency should always key an A02C to the original appointment.

Question: Since the STD. 910 Essential Functions Health Questionnaire is no longer being used, how is Personnel Action Request (PAR) Item 550 Medical Clearance supposed to be documented for employees new to the data base? Our agency contacted SCO Audits and were told that we should be entering "on file," but the Personnel Action Manual (PAM) says that it is only for a current employee. Since this is a required field, can you please confirm what an agency should be entering when the employee is new to the data base?

Answer: The SCO and CalHR teams will provide an update to HR offices.

Question: When reaching out to the losing agency, instead of receiving the Personnel Action Request (PAR) with concurring signature, we receive PIMS HIST screenshots. This does not permit us to follow Personnel Action Manual (PAM) Section 8.3 for movement to another department as a receiving agency. Is there something in writing permitting this change? Will this cause an issue during an audit?

Answer: The process has not changed. HR offices must follow the instructions; [PAM section 8.3](#).

Question: Per Payroll Procedures Manual (PPM) Section G 105, one of the reasons why a pay differential should not be "locked in" on the Personnel Action Request (PAR) is if it is not subject to retirement and some exceptions apply. Can you provide guidance on what the reasons may be for the exceptions? For example, Pay Differential 441-Geographical Recruitment and Retention is not subject to retirement and according to the Miscellaneous Payments Processing Chart in the Locked In column it indicates Yes. Can you help us understand why this pay differential is an exception and how the exception affects the retirement contribution?

Answer: This may be old programming notes. The only reason I am aware of for not locking it in is due to the pro-ration criteria. I will have my staff change the wording in the PPM for future reference and to avoid confusion.

Payroll Security Considerations – Ronna Vandertorren (rvandertorren@sco.ca.gov)

– Payroll Information Security Risks

- Payroll data can be a gold mine for cybercriminals leaving no room for complacency.
 - According to sources payroll fraud is the #1 source of accounting fraud and employee theft, which happens in 27% of all businesses.
 - Payroll involves working with a considerable amount Personally Identifiable Information (PII) and sensitive information
 - Social Security numbers
 - Bank Information
 - Salaries
 - Email and Physical Addresses
 - Other
 - A cyber attack or breach has the potential for negative repercussions
 - Reputational damage
 - Legal damage
 - Financial Liability
 - Productivity Impact
 - HR Implications
 - Impact to employees
- To prevent such crimes:
 - Conduct surprise audits and management reviews to help uncover discrepancies and suspicious activity.
 - Limit access to only what a person needs in order to their job.
 - Implement Separation of controls.
 - Those responsible for processing should not be responsible for entering changes or amending employee records and vice versa.
 - Rotate employees into different job roles from time to time.
 - Train employees not to share their passwords with anyone. Not even supervisors or managers.
 - Maintain policies and procedures and ensure employees are familiar.
 - Implement security awareness training and make it an ongoing topic at staff meetings.
- Make sure employees know how to recognize and report anything suspicious! Provide the option to report anonymously.

– Internal Threats

- Malware planted by disgruntled employees.
- Payroll fraud that could be committed by a worker within your organization includes: *Negligence, Embezzlement, Identity Theft, and Other Types of Fraud.*
- Payroll can also involve attempts to *alter timesheets, compensate non-employees, or issue illegal bonuses and other payments.*
- Red Flags:
 - Unexpected changes to an employee's status, pay rate, or bank account within your payroll system.
 - Flaws or discrepancies in payroll records that cannot be accounted for.

- Pays per cycle that do not align with your total number of active employees.
- Employees receiving and reporting extra funds in their accounts.
- Signs of additional payroll transactions that are labeled as extra or supplemental deposits.
- Evidence of an employee living well beyond their salary and means.
- Employees sending direct deposits to multiple bank accounts or sharing a single bank account; not including those who are related, for example husband and wife.

– External Threats

- Phishing Scams (*Email, Text Messages, Phone, Internet and In Person*), Solicitation of Personal & Financial Information.
 - Attempts may closely mimic internal communications, using publicly accessible information to create trust before requesting login credentials or other sensitive data.
- Ransomware Attacks
- Spreadsheet and Word Document Macro's
- Payroll Deposit Scams



- Verify any email request with the person who supposedly sent it – no matter how legitimate it seems.
- Don't click on email links even if they appear to come from someone you know. Always verify first.

– Cyber Caution: Payroll Security Tips

1. Provide Security Training For All Workers
 - Anyone with access to your payroll software should complete security training annually. Even when their access to the payroll system is minimal.
 - Teach workers how to protect sensitive information and inform them on policies and expectations.
 - Provide training at least annually, plus whenever there are software updates to your system or procedural changes.
2. Perform Payroll Security Audits
 - This will help identify current security practices and areas for improvement.
 - Closely evaluate your payroll data to determine if there have been security breaches in the past.
 - If you find something, try to determine the root cause and make appropriate changes to prevent it from happening again.

3. Keep Payroll Software Updated
 - Be aware of new software updates and implement them immediately. If possible, set up automated updates.
4. Restrict Payroll Access
 - Limit access to those whose jobs require access. For example, those in the payroll and human resources departments, plus business owners or those in leadership roles.
5. Separate Payroll Duties
 - Delegate payroll management responsibilities across your workforce to ensure that payroll preparation is separated from payroll submission and payroll verification. Splitting these duties reduces the threat of an individual employee committing payroll fraud.
6. Encrypt Sensitive Data
 - Encrypt sensitive data on your computers and other devices and encourage employees to log out of the payroll system before they leave their desk or other work area.
7. Protect Physical Payroll Data
 - Keep any paper files with sensitive information locked up. Store away any documents with confidential data and lock cabinets when leaving work areas. Use confidential bins or shred unwanted papers. Collect file room keys from employees who are leaving.
8. Be Mindful of Security When Employees Leave
 - Remove access immediately when a worker leaves the organization.
 - Disable their access to your payroll software and any hardware that would allow them to connect to your network.
9. Manage Login Credentials
 - Be aware of new software updates and implement them immediately. If possible, set up automated updates.

SCO KEY INITIATIVES:

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

- Cal Employee Connect (CEC)
 - CEC Phase II – Employee Service features
 - Multifactor Authentication (MFA) ([MFA User Guide](#)):
 - Now available to all Cal Employee Connect (CEC) users
 - As of 5/16/23: 28,240 employees have enabled MFA
 - Direct Deposit:
 - 90% of departments statewide have been deployed
 - As of 5/16/23: CEC has received 6,932 direct deposit transactions
 - Address Change:
 - As of 5/10/23: 90% of departments statewide have been deployed
 - As of 5/16/23: CEC has received 260 address change requests
- ConnectHR
 - Accounts Receivable (A/R) 035 Deduction Collection Feature:
 - This feature has been made available to all agencies
 - As of 5/16/23:
 - The ConnectHR team sent notice of the feature availability to all remaining agencies via email to Security Monitors and Universal Email
 - 80% of departments/agencies have been enabled
 - Total of 29,096 A/R 035 deductions have been processed via this feature
 - Total of \$6,556,167 has been collected

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

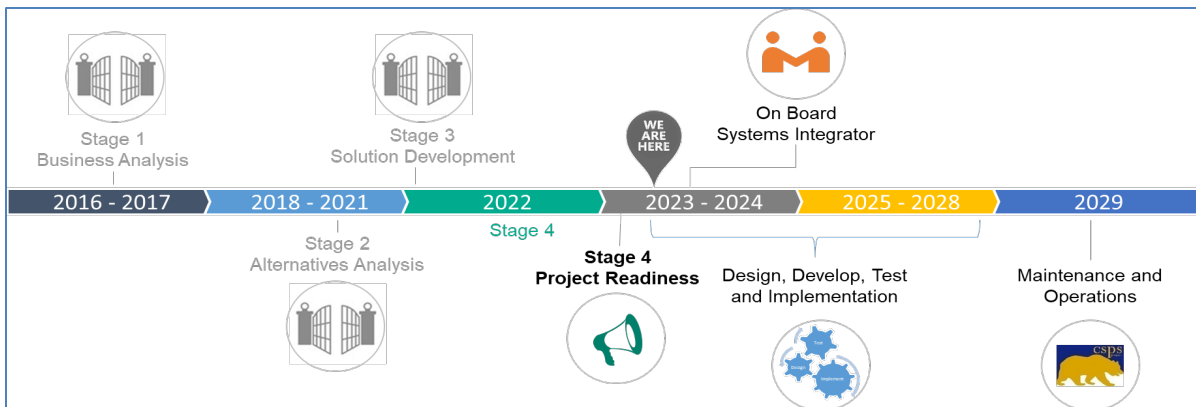
- CSPS Speed of Change
 - 2026-2028 | Commitment Level: Ownership and Commitment
 - Roll Out to Departments
 - Maintain System
 - 2024-2025 | Commitment Level: Support and Knowledge
 - Prep for Go-Live
 - Train Users
 - Pilot with Departments
 - 2023-2024 | Commitment Level: Understanding
 - Onboard Vendor
 - Configure System
 - Educate on Future State
 - 2022-2023 | Commitment Level: Awareness
 - Vendor Selection
 - DART Formation
 - Validate Processes

– Project Information:

- **Objective:** To modernize and integrate the State’s Human Resource and Payroll systems
- **Goals:** Manager and Employee Self-service, Reduction in manual/paper submissions, Improved reporting capabilities, Efficiencies in processes/workflow
- **Scope:** Personnel Administration, Benefits Administration, Position Control, Time & Attendance, Travel & Business Expense Management, and Payroll
- **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:

- We are currently negotiations with potential system integrators for the CSPS Project.
- Technical team has been ahead of schedule cleaning up data in our legacy systems.
- Departments have until August to identify Subject Matter Experts (SMEs) and Coordinators to their assigned Agency Change Expert (ACE)
- The Organizational Change Management (OCM) ACEs have been conducting initial outreach meetings with their departments over the last couple of weeks



BENEFITS ADMINISTRATION:

Affordable Care Act System – Korinn Revelino (ACASupport@sco.ca.gov)

- Update to ACA Compliance Report Effective 06/01/2023
ACA has partnered with California State Payroll System (CSPS) Project in the Data Cleansing effort to update the following compliance report (Personnel Letter to be released 6/01/2023)
 - Employee Without Appropriate Address
 - PDA2050F (monthly)
 - PDQ2701I (quarterly)
 - Modifications include changes to position status, which will increase the number of records on the report to include:
 - Active or On Leave employees
 - Separations effective 01/01/2023 or later
 - Human Resources (HR) Offices can access the reports on ViewDirect and [Mobius View](#)
- 2020 1095-C Corrections
 - SCO started the corrections process in late April, ahead of schedule
 - Please continue to correct errors on your department's compliance reports
 - Ensure employee addresses are current
- Information Reporting Penalties (IRPs)
 - What we know is changing
 - As of the 2021 reporting year (1095-Cs issued in early 2022), the Internal Revenue Service (IRS) is no longer providing relief for incorrect reporting
 - 2021 IRP Amount
 - \$280: Failure to file a correct 1095-C record to the IRS
 - \$280: Failure to provide a correct 1095-C to the employee
 - Total: \$560 per corrected 1095-C
 - 2022 IRP Amount
 - \$290: Failure to file a correct 1095-C record to the IRS
 - \$290: Failure to provide a correct 1095-C to the Employee (EE)
 - Total: \$590 per corrected 1095-C
 - What does this mean?
 - The State of California will be assessed penalties for all corrected 1095-Cs once SCO submits the 2021 corrected 1095-Cs to the IRS (as early as 2024)
 - Why should I care?
 - HR offices are responsible for maintaining accurate information in ACAS
 - IRPs will be passed down to the department at fault
 - Penalties compound over time

- ACAS Training Database Launch Summer of 2023 – Jordan Kergan (PPSDACATraining@sco.ca.gov)
The ACA is launching a training database enhancing the virtual training experience by allowing users to simulate keying ACA transactions in the ACAS during virtual training sessions
 - Virtual Affordable Care Act System (ACAS) Training Database Testing May 29th – May 31st
 - Currently Testing with External Departments
 - Flexibility to administer smaller specific Trainings (Permanent Interment, etc.)
 - Target Launch Date of 06/30/2023

CalHR – Benefits Division

- Affordable Care Act Program – Lisa Hatten (ACA.Policy@calhr.ca.gov)
 - Quarterly Compliance Review
 - The May Affordable Care Act (ACA) Quarterly Compliance Review is currently underway. Notices were sent to departments with errors in the ACAS older than 90 days.
 - Departments who were notified of their outstanding errors have until June 16, 2023, to certify that the outstanding errors are corrected by returning the “Quarterly ACA Compliance Notification” document to ACA.Policy@calhr.ca.gov.
 - Departments should refer to the State Controller’s Office (SCO) “ACAS User Guide” and “Scenario-Based Job Aid for Updating the ACAS,” available on the [SCO’s website](#) for information on how to correct the errors.
 - There’s an uptick in errors on the “Active Employee with Separation” compliance report.
 - For employees on this report, please be sure to look at their employment history to identify their new appointment date and key the appropriate ACA code and effective date in the ACAS to reduce your department’s exposure to information reporting penalties.
 - ACA Training
 - CalHR and SCO will facilitate the next ACA training in June. Departments should send their requests for training to SCO at: ppsdacatraining@sco.ca.gov.
 - Tuesday, June 7 from 9 to 10 a.m. (Part I Module)
 - Wednesday, June 8 from 1 to 3:30 a.m. (Part II Module)
 - Additional training dates are continuously updated and posted on SCO’s [Affordable Care Act Training](#) webpage.
- Dependent Re-Verification (DRV) – Nafisa Khan (DRV@calhr.ca.gov)
 - What is DRV: The Dependent Re-verification (DRV) is the process of re-verifying the eligibility of your employees’ spouses, domestic partners, children, stepchildren, and domestic partner children (family members) enrolled in state health and dental benefits.

Government Code section 19815.9 mandates re-verifying the eligibility of these family members for health benefits. Government Code section 22959 authorizes extending this review to family members enrolled for dental benefits. The bargaining unit contracts specify that family member eligibility for dental benefits shall be the same as that prescribed for health benefits.

- DRV Updates
 - CalHR automated the DRV process for Dental and Premier Vision effective January 2023
 - The current health DRV process through CalPERS and the MyCalPERS system will remain unchanged
 - CalHR mails out DRV notices to employees with dependents enrolled in Dental and/or Premier Vision who require re-verification at 90, 60 and 30 days before the employees' birth month
 - CalHR contracts with DGS to mail out DRV notices
 - Mailing list is prepared 15 days in advance of the mailing date
 - Departmental personnel offices are required to update Dental and Premier Vision dependent re-verifications through the Family Connect Portal (FCP)
 - Department compliance with DRV regulation will be monitored and addressed with Health Benefit Officers and FCP Department Admins.
 - March 2023 cycle: HR offices must take necessary steps to remove unverified dependents from dental and vision benefits.
 - June 2023 cycle: 30-day Health (CalPERS), Dental and Premier Vision (CalHR) final/cancellation DRV notices were mailed out on 5/1/23.
 - The CAHP and CCPOA enrollment data in FCP is still pending.
- Contact
 - Before contacting the DRV Unit with policy and procedure related questions, please review all DRV Resources provided
 - Contact the DRV Unit at CalHR with questions and processes related to the Disabled Dependent and Parent Child Relationship benefits program for dependents enrolled in dental and/or vision benefits only.
 - Department Personnel Offices can send DRV related questions via email to DRV@calhr.ca.gov
 - Current response time is five (5) business days
- Benefits Programs – Kristin Wilsey
 - Dental
 - Program is current and within 30 days.
 - Appeals Issues
 - Dual coverage is not permissible.
 - Verify employee eligibility prior to submitting an appeal.
 - With retroactive enrollments, prior to submitting appeals to CalHR, departments must ensure that employees are aware of the responsibility to pay retroactive premiums and that accounts receivables will be established to recover these premiums if applicable.
 - Administrative signatures are only acceptable on an STD. 692 for mandatory deletions.
 - CalHR requests for additional information that are not received by the reply by date, will result in the appeal being closed.

- A Complete Appeals Package includes:
 - Justification memo explaining appeal
 - Complete and error free STD. 692
 - Written confirmation that the employee acknowledges accounts receivables will be established for retroactive enrollment (if applicable)
 - Once an appeal is approved by CalHR and processed by SCO, we will not cancel or reverse the appeal.
- Special Announcement:
 - Effective May 1, 2023, in order to improve the accuracy of the provider enrollment files, departments are expected to use the most current version of the STD. 692 Dental Enrollment Form. Effective May 1, 2023, CalHR and the SCO will reject any outdated STD. 692 Dental Enrollment forms. You can access the most current STD. 692 Dental Enrollment Form here [Dental plan enrollment authorization \(ca.gov\)](#).
- Third Party Pre-Tax Parking (PTP) Reimbursement Account
 - Program is current and within 30 days.
 - Reminders for personnel specialists:
 - Use the SCO database to check the status of an approved refund prior to emailing CalHR to inquire on the status.
 - Prior to enrolling an employee in PTP, the personnel specialist needs to ensure the employee is not already paying into a state-sponsored parking program.
 - When submitting the required memo for a refund request, please include ALL of the information requested within the memo requirements, including the cancellation form submitted to SCO.
 - Incomplete memos without the proper cancellation form will delay processing.
 - COVID-related refund requests will no longer be accepted as a justification for deductions beginning January 2023 and forward.
- Vision
 - Program current and within 30 days.
 - Form submission – Send forms directly to VSP:
 - CalHR 774 (Premier Vision Enrollment)
 - COBRA
 - CalHR 695 (Retiree Enrollment)
 - Do not send multiple enrollments in one email; this can cause errors with data entry for VSP.
 - Recommended subject line language for email submissions
 - Premier Vision Enrollment -Employee Name (Last Four)
 - Retiree Vision Enrollment -Retiree Name (Last Four)
 - Child Dependent Age Check
 - Dependents over age of 26 are being submitted on vision forms without indication of disabled dependent.
 - Appeals
 - Prior to sending an appeal, confirm employee information in SCO miscellaneous deductions.
 - Complete Appeals Package includes:

- Justification Memo explaining appeal
 - Complete and error-free vision form.
 - Written confirmation that the employee acknowledges accounts receivable for retroactive enrollment (if applicable).
 - ❖ Once an appeal is approved by CalHR and processed by SCO, we will not cancel or reverse the appeal.
 - VSP Contact Information
 - Phone Number: 800-400-4569
 - Email: stateofca@vsp.com
 - Fax: 916-389-8304
 - Employee Website: <https://stateofcaemployee.vspforme.com/>
 - Retiree Website: <https://stateofcaretiree.vspforme.com/>
 - Please be patient, kind, and professional
- Vision Dental Authorization Portal
 - Requests are current and within 30 days.
 - Reminder to make a change to the authorization portal the request must come from a supervisor or manager listed on SCO's CPOD.
 - Information to provide when adding an authorized user:
 - Agency Code (this is often missed).
 - Agency Name (as listed on CPOD).
 - Personnel Specialist's first and last name.
 - Personnel Specialist's telephone number using this format (123) 456-7890
 - Personnel Specialist's email address
 - Reason for request – Add, Delete or Update
 - Do not send requests to the Dental or Vision program general email boxes.
 - Send requests to visiondental.authorization@calhr.ca.gov
- Long-Term Disability (LTD) and Group Legal
 - Reminder: LTD and Group Legal open enrollment is no longer March-April. Both plans are part of the Fall open enrollment process.
- FlexElect
 - FlexElect is currently at 60 days for processing appeals.
 - Reminder to only submit one appeal per email.
 - Please check SCO Pay Hist for updates approximately 14 business days after you receive the determination from the Flex Unit.
 - For questions regarding an employee's ASI account, the employee should contact ASI directly via phone at (800) 659-3035 or email at asi@asiflex.com.
- General Program Updates or Reminders
 - Training Recommendations
 - Benefits Administration Manual Training – Online CalLearns
 - Employee Benefits Orientation Training – Online CalHR Webpage
 - Reminders for Open Enrollment Changes
 - Check pay history to verify open enrollment changes were processed.

- Employees should check their pay warrant for Vision, Legal, and LTD open enrollment changes.
 - Benefits premiums cannot be waived for months where services are not used.
 - We continue to receive calls and emails from employees stating their personnel office directed them to call CalHR. Do not refer your employees to CalHR. Employees must work with their personnel office regarding their benefits.
- CalHR Benefits’ Resources
- Websites
 - CalHR Benefits Website: <https://calhr.benefitsprograms.info/>
 - BAM Training BAMTraining@calhr.ca.gov
 - Healthier U Connections: <https://www.calhrwellness.com/en/welcome-california-state-employees/>
 - Human Resources: calhr.ca.gov/state-hr-professionals
 - State Employees: calhr.ca.gov/employees
 - HR Manual: hrmanual.calhr.ca.gov/Home/ManualItem
 - Contacts
 - ACA Program ACA.Policy@calhr.ca.gov
 - Dependent Re-verification (DRV) Program DRV@calhr.ca.gov
 - Dental Program dental@calhr.ca.gov
 - FlexElect/CoBen Program FlexElect@calhr.ca.gov
 - COBRA COBRA@calhr.ca.gov
 - Vision vision@calhr.ca.gov
 - Dental/Vision Authorization Portal VisionDental.Authorization@calhr.ca.gov
 - Long Term Disability LTD@calhr.ca.gov
 - Life Insurance LifelineInsurance@calhr.ca.gov
 - Group Legal GroupLegal@calhr.ca.gov
 - Third Party Pre-Tax Parking Reimbursement Account Pre-TaxParking@calhr.ca.gov

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

- Updates
- CalPERS COGNOS Reports – Reconciling health deductions
 - [Circular Letter 600-049-18](#) gives introduction and direction on COGNOS reports
 - Tool to reconcile health deductions between Universal State Payroll System & [myCalPERS](#)
 - If you have [myCalPERS](#) access, you most likely have COGNOS Reports available.
 - Here are instructions on [running COGNOS reports](#)
 - To streamline processing and auditing for health deduction issues:
 - Please complete STD. 674 A/R and upload to "Benefits- STD. 674 A/R Benefits Accounts Receivable" dropdown in [ConnectHR](#).
 - [Weekly Processing Dates](#) – Civil Service Benefits
 - We are approaching Service Level Agreement (30 days) on all our workloads.

– Reminders:

- Decentralized Calendar – HBD RETRO SCHEDULE
 - Indicates when system-generated Accounts Receivables are created.
 - Verify Accounts Receivable is accurate prior to using 035 feature on [ConnectHR](#).
- STD. 692 Dental Enrollment Form – Must Use Most Current Version
 - Starting in May 2023, the Civil Service Benefits Unit will begin sending back outdated versions of STD. 692 Dental forms for correction.
 - The current version date is 03/2021 and can be found here on the [Department of General Services](#) website. An autofill version is available for employees on [CalHR's benefits calculator](#) website.

PROGRAM UPDATES:

CalHR – Personnel Services Branch – Kim Herlache

- Non-Industrial Disability Insurance-Family Care Leave Program – Katie Narvaez (PSB@calhr.ca.gov)
 - Effective July 1, 2023, Bargaining Units (BUs) 2 and 9 will be eligible for NDI-FCL.
 - The newly added participants must still meet eligibility criteria (no changes to current criteria).
 - Be in a qualified bargaining unit, or an excluded employee, and enrolled in the Annual Leave Program.
 - The program itself has no changes.
 - A newly added participant, BUs 2 and 9, cannot file a FCL claim (bonding or care) prior to July 1, 2023.
 - The NDI policy, NDI-FCL FAQ's, CalHR, Employment Development Department (EDD), and SCO websites or related documents will be updated to reflect these changes.
 - EDD will not be updating their forms at this time so departments may have to document on NDI-FCL forms if the employee is in BU 2 or 9 (there is a box for excluded).
 - Departments designated contacts may reach out to PSB@calhr.ca.gov with any questions related to this change.

- CalPERS Membership Review Employer Account Management Division – Ryan Bieker
 - Automated Permanent Separation Updates
 - Automatic Permanent Separation – Potential Appointments
 - 3 months
 - Automatic Permanent Separation – Completed Appointments
 - 6 months
 - Member Refunds
 - No Letters
 - Certification Reminders
 - Report ALL Pay Periods
 - Even periods where the member did not work
 - Place Zero's in fields that are blank
 - Use the Correct Data Element
 - Special Compensation Codes
 - Correct Payroll Schedule is Identified
 - Double Check Begin/End Dates
 - Unsubmitted Certifications
 - Service Credit Purchases
 - Membership Reviews
 - CalPERS Review Reports
 - Manual Entry
 - XML
 - CSV

- Resources
 - [Employment Certification Functionality Student Guide](#)
 - [Employer technical support@calpers.ca.gov](mailto:Employer_technical_support@calpers.ca.gov)
 - [Review Report Template](#)

System Activities Coordination and Support (SACS) – Chuck Lucas (ppsdsacs@sco.ca.gov)

– Schedule 8 activities

- Test Files are available on Viewdirect/Mobius under PD59 (REGULAR) & PD60 (SUPPLEMENTARY) as of 05/03/23
- File Transfer Protocol (FTP) files were sent to agencies on 05/08/23 for those that signed up
- Change in Established Positions Form STD. 607
 - [Fiscal Year-End Letter #23-003](#) (Due back by 06/02/23)
- Preliminary Budget Memo (Fiscal Year End Letter 23-005) will be posted on Listserv on 07/06/23
- Production Schedule 8 reports will be available on Viewdirect/Mobius on 07/06/23 under PD59 (REGULAR) & PD60 (SUPPLEMENTARY)
- FTP files for those that signed up will be sent on 07/10/23

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

- Start with a survey
- Design based on needs
- Continuously improve based on feedback
- Give Personnel Specialists what they need when they need it

A Shining Example, Our Vision Moving Forward – Shelley McCarthy (PPSDComs@sco.ca.gov)

- Program Management and Operational Readiness Assessment Project
 - Began January 2020
 - Goals accomplished
- Third and final phase
 - Concluded December 2022
 - Goals accomplished
 - Goals through the remainder of 2023
- State Controller Malia M. Cohen
 - Leading the CSPA Project to implementation
 - Both CEC and the CSPA project will continue their forward progress to achieve the vision set forth by her administration for these initiatives.
- We encourage you to read the full article on our website, [A Shining Example of Future-Focused Change at the State of California](#)

PPSD General Reminders

– When you reconcile payroll, check that these *details* are correct:

- Withholdings and deductions
- Employer taxes
- Hours worked, including overtime, vacation time, sick days, etc.
- Wages and salaries

Make sure the numbers recorded are reasonable. Look at past payrolls to see if current pay period is similar. If there is a large difference, learn the cause. Then, make sure each transaction you entered is correct.

- Utilize ConnectHR to submit documents or upload data – include SSN
- Include the employee's complete social security number (SSN) when sending documents through ConnectHR
- Check [Weekly Processing Dates](#) before sending inquiries
- Update [California Personnel Office Directory \(CPOD\)](#)
- The [PPSD Register](#) – PPSD's Monthly Newsletter
- Check out recommended Human Resources [subscriptions](#)
- Review Communication from State Policy and Instructional Departments for Business Process impacts
- It is recommended that the Human Resources (HR) staff follow [Section M](#) of the Payroll Procedures Manual (PPM) for certifying payroll, which requires HR staff to validate that both mandatory and voluntary deductions have been withheld appropriately and to certify the employee's payroll is accurate.
- Share this information with your Human Resources Team!

SCO EMAIL SUBSCRIPTION SERVICE:

- To ensure you're receiving essential PPSD notifications, please subscribe to our email subscriptions listed below. Also, we invite you to share this information with anyone who would be interested in PPSD notifications.
 - [California Leave Accounting System \(CLAS\) Letters](#)
 - [State Controller's Office Letters \(Personnel / Payroll Operations\)](#)

CUSTOMER RELATIONS SURVEY:

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

SCO RESOURCES:

- Websites:
 - Human Resources (HR): https://sco.ca.gov/ppsd_state_hr.html
 - State Employees: https://sco.ca.gov/ppsd_se_payroll.html

SCO KEY INITIATIVES:

- [SCOConnect](#)
- [California State Payroll System Project](#)

CONTACTS:

- Affordable Care Act (ACA) Email acasupport@sco.ca.gov
- [Cal Employee Connect \(CEC\) - Help and Feedback](#)
- [ConnectHR - Help and Feedback](#)
- California Leave Accounting System (CLAS) Email CLAS@sco.ca.gov
- CS Escalation Email (HR Supervisors and Managers) PPSDOps@sco.ca.gov
- Decentralized Security Administration (DSA) & ViewDirect Access - (916) 619-7234 or DSA@sco.ca.gov
- HR Suggestions Email (All HR Staff) PPSDHRSuggestions@sco.ca.gov
- Management Information Retrieval System (MIRS) Email ppsdmir@sco.ca.gov
- [Statewide Customer Contact Center](#) (916) 372-7200

FORUM QUESTIONS:

The following questions were submitted during the forum:

Question: Is there still a plan to stop using the Direct Deposit enrollment form for all but new employees?

Answer: Yes, eventually we plan to stop using the Direct Deposit (DD) enrollment form. In the meantime, we highly encourage all departments to start using the DD feature instead of the DD enrollment form. If you are able to implement the usage of the DD feature instead of the DD enrollment form at your department immediately, please feel free to do so. As always, do not hesitate to reach out to the ConnectHR team if you have any additional questions at ConnectHRHelp@sco.ca.gov.

Question: Do the A02C instructions also pertain to Limited Term (LT) A01 appointments? Are we supposed to do A01Cs to extend as well?

Answer: Yes, if the original LT appointment was keyed as an A01. You would key an A01C to extend the LT.

Question: When using the Benefit Calculator, the Benefit plan for Blue Shield Access + EPO does not come up on the picklist. Is the plan no longer being offered (during Open Enrollment in 2022 it was on the list)? Please confirm as we instruct all our staff to use the benefit calculator.

Answer: The Blue Shield Access+ EPO plan is still available. The premiums for Blue Shield Access+ in the calculator are the same for Blue Shield Access+ HMO and EPO plans.

Question: I wanted to verify that when items are sent through ConnectHR and are incorrect or are missing information, that agencies will still be receiving a PR250 ding notice via email. Thank you.

Answer: Yes if there is missing or incorrect information a PR250 ding notice will be sent via email to the general email inbox listed on the [California Personnel Office Directory](#) (CPOD).

Question: Is the Affordable Care Act update needed if an employee transfers from one agency to another with no benefit changes? Thank you.

Answer: If the employee has no change in benefit status, then no change is needed in the Affordable Care Act System. Please make sure that you review the record in full before deciding that no change is needed.

Question: When do the quarterly compliance reports go out?

Answer: The first of the month.

Question: We have staff that have two (2) positions, is there a way that we don't have to enter Affordable Care Act (ACA) information for their 2nd position? The second position is for extra 15 days for summer school?

Answer: It is definitely important to make sure all positions have appropriate Affordable Care Act System (ACAS) Status Codes in ACAS. The reason for this is that in order for SCO to complete 1095-C reporting at the end of each year, we have to add all hours worked in all positions, then use that information to determine whether the employee qualifies for a 1095-C. Hours can come from positions that an employee works with an agency / department, the California State University, a District Agricultural Association (fairs), and workers identified as Common Law. Any position without an ACA Status Code will not be evaluated as a part of this consideration. In order for us to report accurately, and for these positions to not show up on your compliance reports, it is important that you key the appropriate ACA Status Codes as employees move in and out of positions. They still need to have an ACA Status Code in each position that they hold. This ensures that all positions are considered, especially if something happens to their benefit offer in their full-time position, and also keeps them off of your compliance reports.

Question: Should the Affordable Care Act checklist be kept in the Official Personnel File (OPF)?

Answer: Yes, correct.

Question: Could someone attach the Affordable Care Act checklist that should be kept in the employees Official Personnel File (OPF)?

Answer: [Affordable Care Act Notification Checklist](#)

Question: Should Personnel Specialists have access to Dependent Re-Verification (DRV)? Are they eligible to register to obtain access?

Answer: If your staff will be working in the Family Connect Portal you can request a department user access and sign the security form. We are happy to discuss this with you further, if needed. Please contact us at DRV@calhr.ca.gov.

Question: Who do we reach out to as supervisors to get our specialists Dependent Re-Verification access?

Answer: To receive access go to [CalHR Family Connect](#).

Question: Regarding Dental, is there any dual coverage or state dual coverage?

Answer: For clarification on dual coverage, please refer to the [Dental Benefits Administration Manual Section 508: Dependent Eligibility](#).

Question: A dental enrollment was submitted in January 2023 and has not been processed by SCO to date. Do we have to file an appeal to CalHR, or can we simply upload an "Inquiry" document?

Answer: An appeal must be submitted to CalHR for review.

Question: What would be the appropriate email to forward Consolidated Benefits (CoBen) STD. 702 appeals to?

Answer: Please submit your appeal to FlexElect@calhr.ca.gov.

Question: When can we expect dental and vision dependents to be added properly? In most cases, the dependents are never added once the form is processed by SCO and we must call the providers and add them manually only after the employee has attempted to make an appointment and is told their dependent is not covered. Is there a way to prevent this from happening?

Answer: We are currently working with carriers to improve enrollment file accuracy. We highly encourage employees to fill out the STD. 692 electronically so information is transcribed accurately.

Question: Page 5 of the 2023 Dental Handbook indicates the following: All eligible newly hired represented employees in Bargaining Units 2, 7, 8, 16, 17, 18 and 19, and excluded employees (non-represented) may elect the Delta PPO plus Premier Enhanced or PPO at the time of hire and are not restricted to state-sponsored prepaid plans. Are represented employees in the listed bargaining units eligible for the Delta PPO plus Premier Enhanced?

Answer: As stated on page 5 of the 2023 Dental Handbook, all eligible newly hired represented employees in Bargaining Units 2, 7, 8, 16, 17, 18 and 19, and excluded employees (non-represented) may elect the Delta PPO plus Premier Enhanced or PPO at the time of hire and are not restricted to state-sponsored prepaid plans.

Question: If an employee (EE) completed the parking form (in error) and it was processed and the EE never parked in the structure, then would the EE get their money back?

Answer: Please review the Pre-Tax Parking section of the Benefits Administration Manual and email your inquiry to Pre-taxparking@calhr.ca.gov.

Question: Our department was recently informed by SCO that CalHR approval (via an appeal letter) is no longer required in order for SCO to process retroactive benefit forms that were received in our Human Resources Office timely from the employee, but not processed timely in our HR office. Is this information correct?

Answer: Any form not submitted timely will require a CalHR appeal. CalHR has collaborated with SCO to ensure the accurate information is provided. The appeals process remains unchanged. CalHR approval is still necessary to process retroactive benefits.

Question: When a warrant is redeposited and reissued and there is a Miscellaneous Deduction to a credit union, do you know how long it takes for the Miscellaneous Deduction to post to the employee's bank account? Regular pay posted, but it has now been about two (2) weeks and the Miscellaneous Deduction to the credit union has not posted in the bank account?

Answer: Miscellaneous Deductions are sent to the providers on the 1st and 15th of each month. If pay issues between the 2nd and 14th, it will be sent on the 15th. If pay is issued the 16th - 31st, it will be sent the 1st of the following month. Most providers receive files twice a month, but some receive files only once a month. Please reach out to PPSDW2MiscDed@sco.ca.gov if you have any questions.

Question: What if CalPERS has been paying premium and it has been two (2) years of no premiums to employees' payroll on SCO; do we do a 674AR for the two (2) years?

Answer: Yes.

Question: How do we cancel the Accounts Receivable (A/R) that we set up via 035 in ConnectHR? The employee wants to use leave instead.

Answer: Please send an email to ConnectHRHelp@sco.ca.gov.

Question: I uploaded a 674 Accounts Receivable (A/R) for leave offset for domestic partner taxes, but there is no drop down box for the tax unit regarding A/Rs. How do I submit the STD. 674 A/R?

Answer: If the domestic partner taxes are related to benefits deductions, then please upload the 674 A/R to "Benefits – STD. 674 A/R Benefits Leave Credit Offset" to email to SCO Benefits.

SCO is currently developing a process for LC Offset Requests for tax-related ARs. In the interim, please upload Leave Credit Offset Requests relating to benefit taxes via ConnectHR to "Benefits – STD. 674 A/R Benefits Leave Credit Offset." Non-benefits related Leave Credit Offset Requests should be uploaded to the respective dropdown found in the ConnectHR Directory.

Question: Is there something we need to submit to SCO with documents to correct pay beyond one year when we have CalHR approval?

Answer: SCO will inform the HR office if additional requirements are necessary.

Question: What about retro overtime that has not been paid?

Answer: You will need to reach out to CalHR if it is beyond one year.

Question: There was a Government Code 19835 for two (2) years, can this be used for backdating?

Answer: That law does not cover a department erroneously not providing a Merit Salary Adjustment (MSA) due to the employee. California Code of Regulations (CCR) 599.668 covers a handful of other salary rules which includes the MSA rule. Government Code 19835 has to do with denial of MSA's due to lack of funds.

Question: Does CalHR Benefits determine if Workers Compensation back pay will be approved?

Answer: You need to check with CalHR Benefits to see if this also applies to Workers Compensation retroactive payments.

Question: If an employee is entitled to a pay differential beyond a year, should we go ahead and give it to them current and wait for the approval for the retro-pay beyond the one (1) year period?

Answer: Yes.

Question: How do we handle it if the employee refused to pay and the Accounts Receivable is beyond three (3) years?

Answer: You need to notify the employee at least three (3) times. The employee needs to be notified within the three years that the overpayment is happening. If they still refuse even if you have continued communications and notified them timely, then you can notify them that you will be setting up payroll deduction payments. Please view [Government Code 19838](#).

Question: Regarding the 2019 pay period an Accounts Receivable was established this month, can we still notify the employee and collect?

Answer: You can collect only if the employee was notified of the overpayment within three years of the

overpayment. For example, if the overpayment took place July 1, 2019 and you notified the employee they were overpaid by June 30, 2022 you can collect even if the Accounts Receivable was just established in May 2023.