



## Transaction Supervisors Forum

September 2020

### SURVEY QUESTIONS:

*The following questions were submitted via the Transaction Supervisors' Forum survey. If you would like to submit a question for the next forum, please use the survey link that will be provided with the invite.*

- **Question:** Are employee supposed to enroll in Flex Cash option for open enrollment? Are Employees who were terminated form the Flex Cash option able to enroll in a health and dental plan?
  - **Answer:** Desi Rodriguez (CalHR) – In general yes, an employee that's eligible for Flex Elect Cash may enroll during open enrollment. Employees who are terminated from Flex Elect Cash, if they are able to enroll in health and dental plan would need to be verified.
- **Question:** If a candidate declines the job offer after the medical evaluation is completed, they are not eligible for reimbursement.
  - **Answer:** CalHR will follow up with an answer at the next forum.
- **Question:** We would really like a break down for processing Emergency Paid Sick Leave Act (EPSLA) and the Emergency Family and Medical Leave Expansion Act (E-FMLA). Do we count by hours? Days? If EPSLA/EFMLA end and begin on the same day--how should we process them? SCO won't allow us to process 2 215's on the same ending/effective date.
  - **Answer:** Renee McClain (SCO) – You can use hours or days for the EPSLA/EFMLA, however you should not be using the EPSLA to supplement your EFMLA. You technically should be using the EPSLA first. Preferably within those 10 days of the waiting period before the EFMLA benefit where they're not receiving that benefit. That is the issue that the departments are having as far as submitting the 215's. You should not have two 215's at the same time.
- **Question:** If agencies submit open enrollment forms through email, will they be expected to only send their original enrollment form? Will SCO be making the extra copies or the carriers themselves?
  - **Answer:** Rebecca Doctolero (SCO) – When online, you will not be expected to send in additional copies for the carrier. So if you're sending it online, just send the original, the carrier copy isn't needed because we're scanning the documents over to the dental carriers.

## COVID-19:

### ❖ **Personal Leave Program (PLP), EFMLA, & EPSLA – Renee McClain (SCO)**

- EFMLA and EPSLA are not subject to PLP, they need to be calculated at the unreduced rate.
- Sample 674s will be forthcoming.
- We are working on an update to the E-FMLA calculator to include the EPSLA benefit and to calculate it at the unreduced rate.
- Submit 674 EPSLA/E-FMLA adjustments to [ppsdepslaefmlaadj@sco.ca.gov](mailto:ppsdepslaefmlaadj@sco.ca.gov) .

### ❖ **Covid-19 / Retired Annuitant Exceptions – Kae Saechao (CalPERS)**

- To ensure adequate staffing during the emergency
- Suspension of:
  - 180-day wait period and
  - Bona fide separation-60 day wait period
  - Hours worked not counted toward 960-hour limit
- Must contact CalHR at [CAstateofemergency@calhr.ca.gov](mailto:CAstateofemergency@calhr.ca.gov)
- Not included in suspension:
  - Predetermined agreements to return to work
  - Additional benefits/compensation requirements
  - Unemployment insurance compensation benefits
- COVID-19 Related References:
  - 200-15-20: Governor's Executive Order N-25-20
  - 200-16-20: COVID-19 Impacts to CalPERS Reporting FAQs
  - 200-17-20: Employer Payments During COVID-19 Closures
  - 200-21-20: Reporting Paid Leave Under the Families First Coronavirus Response Act
  - Email: [Working\\_After\\_Retirement@Calpers.ca.gov](mailto:Working_After_Retirement@Calpers.ca.gov)

### ❖ **Personnel and Payroll Services Division Update:**

- PPSD is monitoring the [COVID-19](#) pandemic closely. At this time, PPSD is open for business as usual. PPSD will continue to stay on top of the latest COVID-19 information and update departments of any changes that may impact services to our customers. PPSD is updating the State Controller's Office (SCO) [State Human Resources](#) and [State Employees](#) webpages with service information as it becomes available. These webpages will be updated regularly, as necessary.
- SCO has developed [streamlined processes](#) to expedite financial transactions and to report.
  - PPSD will accept electronic signatures. Please follow your electronic signature protocol.

- Updates have been made to the [COVID-19 Emergency Family Medical Leave Act \(E-FLMA\) calculator](#). Please be sure to use the most up to date version of the calculator.
- The State Controller's Office (SCO) has made a permanent decision to no longer impose restrictions identified in the Personnel and Payroll Services Division's (PPSD) [Decentralized Security Program Manual](#) and [Decentralized Security Guidelines](#) below:
  - Access and use of SCO's systems shall only be initiated from workstations that are owned or leased by the state agency and that are physically located within a facility that is owned or leased by the state agency and;
  - Access and use of SCO's Human Resource Management Systems shall only be initiated from workstations that are owned or leased by the state agency and that are physically located within a facility that is owned or leased by the state agency.
- Instead, agencies and campuses should review and adhere to the following policies and procedures for remote access to information systems.
  - [State Administrative Manual \(SAM\) 5305.5](#)
  - [State Administrative Manual \(SAM\) 5360.1](#)
  - [Statewide Information Management Manual \(SIMM\) 5360-A](#)
- Updates to PPSD's Decentralized Security Program Manual and Decentralized Security Guidelines to reflect this change in policy will be made as soon as practical.
- For more information, please access our [COVID-19 FAQs](#).

❖ **Q&A:**

- **Question:** There seems to be a glitch multiple times to be paid is being issued verses requested time on Payroll Action Request (PAR).
  - **Answer:** Renee McClain (SCO) – Question forwarded to the appropriate contact at SCO.
- **Question:** If we are counting by hours they may end or begin on the same day.
  - **Answer:** Renee McClain (SCO) - You cannot use EPSLA and EFMLA benefits within the same day. Only in the following day you can.
- **Question:** Regarding EPSLA and EFMLA we have been using EPSLA to cover the first 80 hours, but if an employee is using EPSLA intermittently and impartial days it may exhaust midday where EFMLA would immediately begin. Therefore SCO is not allowing us to key 2 215s.
  - **Answer:** Refer to survey question #3 in the beginning of forum.
- **Question-** Renee McClain (SCO) - When can we expect to see a sample STD 674 for EPLSA/EFMLA?

- **Answer:** Renee McClain (SCO) Soon, we have a few questions that we're waiting on from CalHR.
- **Question:** Can you explain how the 10k max limit is calculated?
  - **Answer:** Renee McClain (SCO) - It is in regards to the max of the benefits, I'm not sure what that entails, I will get back to you on this question.
- **Question:** Can you confirm if the work week group employees use EFMLA and partial days should receive the unreduced salary for the number of EFMLA hours used?
  - **Answer:** Renee McClain (SCO) - If you're in the office for 2 hours of the day, they are going to be receiving their pay as if they were working; so they will be paid at the reduced rate.
- **Question:** When completing the STD. 674 to determine the unreduced rate for the employees on EFMLA, do we take into account the VPLP reductions for employees who are also enrolled in Voluntary Leave Program?
  - **Answer:** Renee McClain (SCO) - The employee is still voluntary agreeing to have their pay reduced. I would take this into consideration.
- **Question:** If the EPSLA can be used with the EFMLA are you saying that we are not able to use this to cover the waiting period?
  - **Answer:** Renee McClain (SCO) – Please refer to the [CalHR manual](#), it references the waiting period for EFMLA- and that's the fact that you can use the EPSLA to cover the 10 day waiting period so you are able to while you're waiting for the EFMLA benefits to begin.
- **Question:** Is there a timeline sample to represent EPSLA/EFMLA?
  - **Answer:** Renee McClain (SCO) – Please contact me directly at [McClain@sco.ca.gov](mailto:McClain@sco.ca.gov).

## BENEFITS

### ❖ **Open Enrollment – Gordon Bray (CalHR)**

- Open enrollment is September 21 and ends October 16, 2020
- Refer to [Open Enrollment Toolkit](#).
- 2021 plan highlights and changes: We are having legal lines and long term disability open enrollment during the same time as we're having health, dental & vision.
- Service Employees International Union (SEIU) negotiated terms to their contract until July 01, 2022. Cash option for SEIU 1000 employees are impacted.
- Encourage your employees to use the [Benefits Calculator](#), instead of paper form, it'll save everyone a lot of time.

### ❖ **Dental, Flex Elect & Vision –Desi Rodriguez (CalHR)**

- CalHR currently has a total of 10 open appeals, and this is as of last week Friday. CalHR's turnaround time is typically 30 business days, unless there is some extenuating circumstances or complexities. In these cases, we will contact the

following department as soon as possible. The turnaround time for personnel offices to submit information requested by CalHR is 10 business days.

- If CalHR does not receive a response within 10 business days, the appeal will close that appeal and the departments will have to re-submit.
- Make sure you verify your [standard 692 dental forms](#) that are being used.
- If you submit outdated forms that are older than the 2017 revision day, this will cause delays and we'll have to return those forms and reject them-which is the case for both CalHR and SCO.
- Verify your dental organizational code and your dental plan name with the employee to make sure that the employee is enrolled in the correct plan that they are selecting.
- Please contact SCO directly to inquire about the status of dental forms sent to them. If you submitted an appeal, please contact CalHR.
- Please don't submit duplicate forms to either department as this creates delays.
- For the Flex Elect program, we have a total of 255 inquires. We are working to clear this backlog. The goal is to have that cleared up within a reasonable amount of time. Duplicate documentation adds to the backlog.
- Vision service program: we have a total of 131 outstanding inquires. Backlog will be completed as soon as possible.
- Remind employees to contact the vision service plan directly to enroll or make changes to their plan. No forms are accepted by CalHR or SCO for open enrollment changes.
- Employees need to seek guidance from department personnel offices when newly eligible have permitting events, questions, or if the employee is permanent/intermittent.

❖ **Open Enrollment – Rebecca Doctolero (SCO)**

- The open enrollment dates were pushed back a little further this year. We just started processing time by 11 days.
- Open enrollment is September 21 and ends October 16, 2020
- We receive approximately 40,000 documents in the span of a month in a half. We only have an open enrollment team of five personnel/payroll specialists.
- We created the open enrollment inbox for those who are working at home.
- Please use the open enrollment checklist that SCO creates for you all every year.

❖ **Q&A:**

- **Question:** Will CalHR be updating dental, vision, and Flex forms so that we can document them while working from home?
  - **Answer:** Desi Rodriguez (CalHr) – We are currently reviewing the capability for electronic signatures without requiring wet signatures. More to come on this.

- **Question:** Will there be another enrollment period in 2021 for group legal or is this the only time where there'll be enrollment for group legal?
  - **Answer:** Desi Rodriguez (CalHR) – Will review and follow up at the next forum.
- **Question:** Will the carriers send initial Consolidated Omnibus Budget Reconciliation Act (COBRA) notices to all new enrollees pertaining to Long-Term Disability (LTD) vision and a rack?
  - **Answer:** Desi Rodriguez (CalHR) -That I can't answer. I recommend this question is asked in email inbox.

## RETIREMENT

### ❖ Late Enrollments & Arrears – Kristina Bozzo-Baldenegro (CalPERS)

- Membership eligibility
- Late enrollment
- Employer payed arrears
- Responsibilities as employer
- CalPERS appeals process
- Enhancements
- Notification of reported late appointment letter
- Notification of employer payed arrears processing letter
- Who receives the letters
- Implemented enhancements
- Request for payroll information
- Request for employment information
- Our new screens
- Required system access roles
- Benefits and resources

### ❖ Retirement & Reconciliation Program - Alicia Harmon (SCO)

- You cannot change the Retirement Formula of an employee from **Tier 2 to Tier 1**, without the employee contacting CalPERS. CalPERS will send over an R01 to the Controller's office to key the Retirement Formula change. You can identify the Tier your employee is in by the percentage they are paying. Tier 2 only pay 3.75% with no exclusion. Also, the codes for Tier 2 are located in the [Personnel Action Manual \(PAM\)](#) Section 2.62 item 505, and the regulations about Tier changes are in the CalPERS hand book. With the retirement rate changes for BU 2, 9 and 10 recently, agencies have been taking the employee off of Tier 2, and putting them in Tier 1 without permission from the employee and CalPERS.
- Reminders: The [Statewide Customer Contact Center's](#) menu options have changed. It has added "Lump Sum" in the Option details if you select for 'Payroll' option. If you are calling about PAR related questions, please select 'Civil Service Audits' option. If you are calling about an **active** employee's Enrollment and Contribution reporting in the [my|calPERS](#) system, please select 'Retirement'

option. If you are inquiring about a **retired** employee's retirement benefits, please call the [CalPERS Call Center](#).

## PRGRAM UPDATES:

### ❖ Lump Sum Separation – Renee McClain (SCO)

- The Lump Sum Separation peak season is approaching November – February.
- We are in the process of preparing our payroll letter
- Regarding labor codes 201 and 202, we have 2.5 months from the separation date to process your employee's separation. Please refrain from submitting escalation.
- We are going to be giving the November separation a priority as far as when the second capture approaches.
- We still have a lot of questions regarding the five-day election forms. The employee must submit form five days prior to separation date.
- **Question:** Can SCO keep an S70 and then do an S70 correct later?
  - **Answer:** Renee McClain (SCO) - There's no way for us to get everyone's effective date completed in that timeframe. We process as we receive them.
- Preparing Payroll Letter
- Reminders:
  - Employees participating in Savings Plus must sign, date, and return their Savings Plus election form to you at least 5 days prior to their separation effective date. (SCO recommends date stamping)
  - Employees who receive approval to participate in Traditional Catch-Up must submit their approval letter to you with their Savings Plus election form. The amount they want for Catch-Up must be included in the total on the election form.
  - When completing Item 962 the Lump Sum Code must be a "2" if requesting to pay the lump sum vacation and lump sum extra at the unreduced (non PLP) salary rate. Also, ensure to enter the correct salary rate (unreduced).
  - Item 962 should not be used for hourly EEs, but rather Item 10 remarks should be completed with the correct salary rate.
  - Civil Service (CS) Audits will key Item 606 to prevent a full master from issuing; followed by a corrected PAR to include the lump sum time.
  - Please do not submit duplicate PARs or corrected PARs unless instructed to do so.
    - PARs are logged in and it can be difficult to identify if there are duplicates being submitted. Please remember it is taking longer than normal to provide a confirmation email that your PAR was received, so please wait at least 2 business days from the time it was submitted before inquiring.
  - Do not respond to the confirmation email. Please direct your questions to the SCCC at (916) 372-7200.

- Make sure [California Personnel Office Directory \(CPOD\)](#) is updated so staff can contact you or your back up.
- Please ensure your name is legible on the PAR so staff can identify the contact name.
- If you receive an electronic PSD40 ding notice please review the action that is needed. If it is asking you to make corrections, please respond back to the specialist that sent it so they can make the corrections to prevent the PAR from being cancelled and returned. If you need to submit a corrected PAR to them please respond back informing them you will be submitting that to their attention.
- Please make sure you cancel direct deposit.
- Employees can access [Cal Employee Connect](#) to view their leave balances and monthly Savings Plus contributions.

❖ **Direct Deposit – Karin Johnson-Anderson (SCO)**

- Direct deposit enrollment continues to increase monthly.
- Cutoffs for September numbers are Tuesday, currently waiting for our new enrollment numbers. As of August, it was at 82.8%.
- If you would like department specific data as far as your enrollment percentages, please contact Jill Souza at [JSouza@sco.ca.gov](mailto:JSouza@sco.ca.gov).
- Coming soon - We are going to have a new process to submit direct deposit enrollment data via excel spreadsheet including a file sharing toolkit/protocol.

❖ **Statewide Training Program – Michael Berlanda (SCO)**

- The Training Program has created [14 new online modules](#).
- For technical issues, try using modules in Internet Explorer. If this doesn't work try using Adobe connect app. If there are still issues, please contact your network administrator.

❖ **Educational Forum – Renee Ostrander (CalPERS)**

- The annual [CalPERS Educational Forum](#) will be held on October 14-15, 2020.
- The benefit this year is that it's all virtual so there's no travel required.
- You can learn more about how CalPERS is structured and even how we support the defined benefit plan that we all receive.

❖ **PPSD 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 \(Personnel / Payroll Operations\)](#)

❖ **PPSD Contact:**

- [Statewide Customer Contact Center](#) (916) 372-7200,
- HR Suggestions Email (All HR Staff) [PPSDHRSuggestions@sco.ca.gov](mailto:PPSDHRSuggestions@sco.ca.gov),
- CS Escalation Email (HR Supervisors and Managers) [PPSDOps@sco.ca.gov](mailto:PPSDOps@sco.ca.gov)



❖ **Q&A:**

- **Question:** Is it possible to have e-learning on employment history overview, corrections/fundamentals to personnel and payroll etc?
  - **Answer:** Michael Berlanda (SCO) - Yes, it is possible, this is our vision moving forward with Covid-19 in mind.
- **Question:** With the new process of direct deposit, will the departments know if a document has been worked?
  - **Answer:** The cutoff is the 16<sup>th</sup> of every month. After that it goes into the next. More information will come regarding the new process, there is no delay it is received and uploaded the same day. If you want to know if it has been processed, please contact us.

**CUSTOMER RELATIONS SURVEY:**

Please send suggestions to our HR Suggestions Inbox at [PPSDHRSuggestions@sco.ca.gov](mailto:PPSDHRSuggestions@sco.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.*