



September 2023

## Transaction Supervisors' Forum Notes

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### SURVEY QUESTIONS:

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

**Question:** For the Dental & Vision verification via the CalHR Family Connect Portal, will the Court Order option be added to the Verification Document List check box as listed on the CalHR 781 form?

**Answer:** The Benefits Dependent Re-Verification Unit is consulting with CalHR IT for the addition of "Court Order" documents for child dependents and will provide guidance once more information is available. Please contact us with any further inquiries at [DependentRe-VerificationProgram@calhr.ca.gov](mailto:DependentRe-VerificationProgram@calhr.ca.gov) and we will respond timely.

**SCO – Administrative Services Bureau – Lenka Bartosova (Contact: [PPSDContracts@sco.ca.gov](mailto:PPSDContracts@sco.ca.gov))**

#### – Monthly Retroactivity Detail Report

- What is Retroactivity?
  - Definition:
    - Payroll transaction: keyed into the system later than 15 calendar days after the transaction pay period
    - Personnel transaction: keyed into the system later than 20 calendar days after the transaction's effective day
  - Late fees:
    - \$3.34 per each payroll transaction
    - \$2.30 per each personnel transaction
- How to submit reports to SCO?
  - Download and review the PDJ6050 "Monthly Retroactivity Detail Report"
    - The report is available on the first business day of each month
    - [Payroll Letter #22-026](#) – detailed instructions on how to download and convert the report into the required format
    - Identify **ONLY** the uncontrollable transactions
    - Provide a sufficient reason of dispute for each identified transaction

- Disputed Retroactivity report must be submitted to PPSD Contracts on the first business day of the month after the report has been released
- The report must be submitted electronically via e-mail to [PPSDContracts@sco.ca.gov](mailto:PPSDContracts@sco.ca.gov)
- Credit Issuance
  - Reviewed reports will be returned to the agency
  - Each reviewed report shows the total count of issued credits
  - Issued credits will be reflected in the quarterly invoice
- Where to find more info?
  - Personnel and Payroll Procedures Manual (PPM)
    - [Section A 011](#)
  - [Payroll Letter #22-026](#)
    - Information about electronic submission of the report
    - Contains link with detailed instructions for report retrieval and conversion
  - PPSD Contracts
    - Questions/concerns can be submitted to [PPSDContracts@sco.ca.gov](mailto:PPSDContracts@sco.ca.gov) or 916-319-9426
- Stop Payments – STD. 435 and CD 113 Form Demonstration – Meghan Shultz (Contact: [DISBSTD435@sco.ca.gov](mailto:DISBSTD435@sco.ca.gov))
  - Differences between form STD. 435 and form CD 113B
    - Form STD. 435
      - Sent in by agency and payee
      - Payee had possession
      - Lost, stolen damaged
    - Form CD 113B
      - Payroll only
      - Payee has never had possession
      - Agency only form
  - Understanding the STD. 435 and CD 113B forms
    - What is form STD. 435?
      - Form STD. 435 is required to be completed when a stop needs to be placed and to reissue a duplicate SCO warrant
        - [Form STD. 435](#)
      - The form needs to be initiated by agency
    - What is form CD 113B?
      - Form CD 113B is required to be completed when a stop needs to be placed and to reissue a duplicate of a payroll specific warrant
        - Form CD 113B
      - The form is only to be used by agencies
  - Automatic Rejections
    - Warrant number
    - Payee name
    - Signature

- Methods for Submitting Forms
  - Main Line – 916-445-7789
  - Mailing Address - P.O. Box 942850, Sacramento, CA 94250-5871
  - Email – [DISBSTD435@sco.ca.gov](mailto:DISBSTD435@sco.ca.gov)
  - Fax - 916-445-5759
  - FAQs- [https://www.sco.ca.gov/warrant\\_inquiries.html](https://www.sco.ca.gov/warrant_inquiries.html)
- Timeframe: Turnaround time is two (2) weeks
  - Forms received and reviewed
  - Stop placed
  - Duplicate requested
  - Warrants printed
  - Warrants disbursed
- Correspondence
  - Stale Dated/Cancelled (one [1] year from issue date)
  - Redeposited
  - Photocopies (45 days from paid date)

#### SCO KEY INITIATIVES:

**SCOConnect: Cal Employee Connect (CEC) Project/ConnectHR** – Moe Adam ([ConnectHRhelp@sco.ca.gov](mailto: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 9/11/2023: 43,355 employees have enabled MFA
  - Direct Deposit:
    - 95% of departments statewide have been deployed
    - As of 9/11/2023: CEC has received 12,275 direct deposit transactions
    - Effective 11/1/2023: SCO will no longer accept STD. 699 on ConnectHR
      - Employee self-service feature on CEC will be primary option for new and change direct deposit requests
      - Electronic File Transfer Protocol (EFTP) will remain an option only for those agencies currently set up
  - Address Change:
    - 95% of departments statewide have been deployed
    - As of 9/11/2023: CEC has received 2,366 address change requests
  - 2023 W-2 Paperless Feature:
    - As of 9/11/2023:
      - This feature has been deployed statewide
      - 17,611 employees have opted-in

- eTimesheet Feature:
  - As of 9/11/2023:
    - 20 agencies have been using this feature
    - Note:
      - This feature is available to agencies, who do not have a Time and Attendance system or wish to decommission their current system.
      - It has limited work schedules and leave benefits. Please email us for additional information.

– ConnectHR

- Accounts Receivable (A/R) 035 Deduction Collection Feature:
  - This feature has been made available to all agencies
  - As of 8/31/2023:
    - Total of 46,400 A/R 035 deductions have been processed via this feature
    - Total of \$10,463,253.58 has been collected
  - As of 9/11/2023:
    - The ConnectHR team sent notice of the feature availability to all remaining agencies via email to Security Monitors and Universal Email
    - 89% of departments/agencies have been enabled
- The ConnectHR team will continue to reach out to the agencies **who are not** using the 035 Feature via their Human Resources Chiefs.

**SCO – [California State Payroll System \(CSPS\) Project](#)** – Chris Maio (Contact: [CSPSHelp@sco.ca.gov](mailto: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 Administration, Benefits Administration, Position Control, Time & Attendance, Travel & Business Expense Management, and Payroll
- Who will this impact: State HR and Payroll staff and all state employees

– Status Update:

- The CSPS Project team has concluded negotiations without awarding a contract; however, the procurement remains active. Because the solicitation is still active, procurement-related questions will go without detailed responses.

While this decision is difficult to bear and will result in some delay (likely a year or so – less we hope), the project team is actively working on determining a new timeline and finding ways to use existing procurement documents to reduce the delay as much as possible.

## BENEFITS ADMINISTRATION:

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

### – Important Dates

- Open Enrollment Period: September 18 to October 13, 2023
- Last day agencies can submit new forms: November 1, 2023
- Last day agencies can submit corrected forms: November 22, 2023
- Effective Date of Benefits: January 1, 2024

### – Reminders

- The following will be available on [SCO's Open Enrollment Resources Webpage](#):
  - All Open Enrollment forms must be uploaded via [ConnectHR](#), including responses to PR250s
  - Employees can use self-enrollment feature on [myCalPERS](#) for health
  - Please ensure the correct form is being used for Cash Options:
    - 701C Flex Cash: Bargaining Units 1, 3, 4, 5, 6, 9, 10, 11, 12, 13, 14, 15, 20, & 21
    - 702 Consolidated Benefits: Bargaining Units 2, 7, 8, 16, 17, 18, 19, & Excluded
  - Attach any associated STD. 692 (New or Cancel) to either the STD. 701C or STD. 702 prior to ConnectHR upload.
  - If you upload the STD. 701C or STD. 702 form with an included STD. 692, **DO NOT** upload the same STD. 692 separately.
- State Controller's Office Educational Materials:
  - [2023 Open Enrollment Resources](#)
    - Checklists
    - Examples & Common Errors Guides
    - 2023 Open Enrollment FAQs
    - SCO Tips for 2023 Open Enrollment on STD. 701C, STD. 702, and STD. 701R
- CalHR Resources:
  - [CalHR Benefits Division - Open Enrollment](#)
  - [Benefits Administration Manual](#)
    - [Dental](#)
    - [FlexElect Cash Options & Reimbursement Accounts](#)

**SCO – Affordable Care Act – Jordan Kergan (Contact: [acasupport@sco.ca.gov](mailto:acasupport@sco.ca.gov))**

- 2020 Corrected Form 1095-C Distribution: The distribution of the 2020 Corrected Form 1095-C to employees will be completed in the fall. The 1095-Cs are mailed to the employee’s current address listed in the Employment History database.
  - HR Staff should continue to make updates to errors on the "Employee Without Appropriate Address" report located on:
    - [ViewDirect](#)
    - [Mobius View](#)
  - HR staff should ensure that addresses for employees are current.
  - Employees should submit a corrected STD. 686, Employee Action Request (EAR) to update their address on file.
  - Human Resources (HR) staff are responsible for forwarding any 1095-Cs returned to SCO to the employee.
  - HR staff SCO will release an email communication once the mailing process is complete.
  - SCO address has been pre-printed as the return address for all 1095-Cs.
  - All undeliverable 1095-Cs returned to SCO will be forwarded to the agency.
  - Resources:
    - [acasupport@sco.ca.gov](mailto:acasupport@sco.ca.gov)
    - Education: eLearning
      - [Affordable Care Act \(ACA\) Training](#)
- Effective September, the ACAS will auto-populate ACA Status Codes 2A, 2B, and 2D.
  - ACA Status Codes 2A, 2B, and 2D populate when an appointment transaction is keyed into the Employment History (EH) system by departmental human resources staff
  - 2A – Health benefits not offered to the employee because the employee does not meet the eligibility criteria
  - 2B – Health benefits not offered to the employee because the employee must first qualify for health benefits during a control period
  - 2D – Health benefits not offered because the employee is in a waiting period for new hires or newly eligible
- Transactions generated by the auto population program will:
  - Display an effective date based on the effective date of the appointment transaction
  - Display “SCO AUTO GEN” in the UPDATED BY column in ACAS
- The auto population program will not populate an ACA Status Code if:
  - Updates are not keyed by human resources staff in Employment History
  - The appointment transaction was keyed prior to implementation
  - The ACA Status Code is the current ACA Status Code in the selected position

- If the auto population program does not update an ACA Status Code, then human resources staff must manually add the correct ACA Status Code(s).
  - If the auto population program updates the ACA Status Code incorrectly, then human resources staff must void the auto-populated transaction and then manually key the appropriate ACA Status Code(s).
  - When reviewing employee records, remember to review the record in its entirety. It becomes more challenging to make retroactive corrections as more updates are made to an ACA record.
- The compliance reports listed below are for human resources staff to use to identify updates that may include exceptions from the auto population program and are available on ViewDirect and Mobius View.
  - PDA2050C EE W/O ACAS CODE (This report identifies active employees within the ACAS who do not have an ACA Status Code)
  - PDA2050L ACTIVE EE WITH SEPARATION CODE (This report identifies active employees within the ACAS that have a current ACA Status Code of 6A)
- Use the ACA tools and resources included below to determine the appropriate ACA Status Code(s), and for additional information on how to make manual corrections in ACAS:
  - Education:
    - [ACA Training Page](#)
    - [ACAS User Guide](#)
    - [Mobius View](#)

## PROGRAM UPDATES:

**Business Analysis & System Coordination** – Allan Fong (Contact: [Statewide Customer Contact Center](#) (916) 372-7200)

- Bargaining Unit 9 and Bargaining Unit 19 Mass Update
  - SCO will process a mass update on September 13, 2023, for Bargaining Unit 9
    - 3.55% Special Salary Adjustment will be made via a SAL transaction to various class codes for employees in Range C
  - SCO will process a mass update on September 14, 2023, for Bargaining Unit 19
    - A Special Salary Adjustment with various percentages will be made via a SAL transaction to various class codes and ranges.

**Statewide Tax Support Program** – Monique Perez (Contact: [PPDSTSP@sco.ca.gov](mailto:PPDSTSP@sco.ca.gov))

- Verification of Employees Identified as Nonresident Aliens
  - Tax Support conducts bi-annual verification; therefore, if you filed a form for the first half of the year (January through June), you must also submit a form for the second half (July thru December).
  - [Personnel Letter 23-016](#) – Verification of Employees Identified as Nonresident Aliens
  - The Nonresident Alien reports (PDW7170) are available on [ViewDirect](#) until December 31, 2023.
    - Please note any addition or deletion requests submitted to SCO after July 1, 2023, will not be included in the report.
  - ALL agencies/campuses are required to submit the verification forms bi-annually, even if your agency/campus does not have any Nonresident Aliens. Forms should be submitted on a flow basis to indicate any Additions or Deletions to the report.
  - Forms are due by September 15, 2023.
  - SCO will contact the department chiefs if forms are not received by September 15, 2023.
- Reporting Compliance 2023
  - January - June
    - Civil Service: 29%
    - CSU: 63%
  - July - December
    - Civil Service: 38%
    - CSU: 29%
- Reporting Compliance 2022
  - January - June
    - Civil Service: 32%
    - CSU: 71%
  - July - December
    - Civil Service: 32%
    - CSU: 63%



**Statewide Payroll Program** – Renee McClain (Contact: [Statewide Customer Contact Center](#) (916) 372-7200)

– Civil Service Reminders

- Civil Service (CS) Audits has an updated Ding Notice
  - Subject Line will include CS Audits Ding Notice and the employee's name
  - Departments will need to respond within 48 hours to the staff or the Personnel Action Request (PAR) package will be cancelled
  - If the PAR package is cancelled, please include the CS Audits Ding Notice as page 1 of the PAR package when resubmitting corrections
    - The PAR package will be sent back to the CS Audits specialist to be worked

**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](#) – PSD'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.
- HR offices calling the [Statewide Customer Contact Center](#) (916-372-7200) must listen to the prompts carefully and patiently to select the appropriate program area who may best assist with their inquiry.
- 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](mailto:PPSDHRSuggestions@sco.ca.gov).

## SCO RESOURCES:

- Websites:
  - Human Resources (HR): [https://sco.ca.gov/ppsd\\_state\\_hr.html](https://sco.ca.gov/ppsd_state_hr.html)
  - State Employees: [https://sco.ca.gov/ppsd\\_se\\_payroll.html](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](mailto: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](mailto:CLAS@sco.ca.gov)
- CS Escalation Email (HR Supervisors and Managers) [PPSDOps@sco.ca.gov](mailto:PPSDOps@sco.ca.gov)
- Decentralized Security Administration (DSA) & ViewDirect Access (916) 619-7234 or [DSA@sco.ca.gov](mailto:DSA@sco.ca.gov)
- HR Suggestions Email (All HR Staff) [PPSDHRSuggestions@sco.ca.gov](mailto:PPSDHRSuggestions@sco.ca.gov)
- Management Information Retrieval System (MIRS) Email [ppsdmir@sco.ca.gov](mailto:ppsdmir@sco.ca.gov)
- [Statewide Customer Contact Center](#) (916) 372-7200

## FORUM QUESTIONS:

The following questions were submitted during the forum:

**Question:** Submitted items were disputed and approved by SCO but the invoice was still incorrect. How long does it take for SCO to communicate back?

**Answer:** A response is provided within five (5) business days for invoice discrepancies sent to PPSD Contracts at [ppsdcontracts@sco.ca.gov](mailto:ppsdcontracts@sco.ca.gov).

**Question:** Is there a list of controllable transactions?

**Answer:** [Section A 011](#) of the Payroll Procedures Manual (PPM) provides examples and information on uncontrollable transactions. Unfortunately there is not a list of controllable or uncontrollable transactions, there are too many variables to capture this.

**Question:** Can SCO not include items that are from a mass update or bargaining unit negotiations on the Monthly Retroactivity Detail Report?

**Answer:** Please send your question regarding the Monthly Retroactivity Contest Process to [PPSDContracts@sco.ca.gov](mailto:PPSDContracts@sco.ca.gov).

**Question:** I have two stale dated warrants that need to be reissued. Do I use the STD. 435 form for this process?

**Answer:** No. Once the check is stale dated (expired), the agency has to schedule a new claim; you will need to call each agency individually and advise that you have a stale dated warrant and would like a new warrant to be issued for the payee. The agency will advise what you need to do from there.

**Question:** Does it show a redeposit option on STD. 435 and CD 113B forms?

**Answer:** No, it does not show a redeposit option.

**Question:** Are we still sending STD. 435 and CD 113B forms to the COVID email box?

**Answer:** Yes, email is preferable. Please email [DISBST435Covid19@sco.ca.gov](mailto:DISBST435Covid19@sco.ca.gov), or you can mail it.

**Question:** I inherited a desk that had a final check dated 11/19/20 and the check was going to be used to clear an outstanding Accounts Receivable (A/R). Since the check is no good, how would I go about getting these funds applied to the A/R?

**Answer:** Once the check is stale dated (expired) the funds are redeposited back to the agency. The agency will have to request a new claim schedule to have a new warrant issued. You will need to call the agency and advise that you have a stale dated warrant and would like a new warrant to be issued for the payee. The agency will advise what you need to do from there.

**Question:** Will Disbursements notify the agency in the event a form is rejected?

**Answer:** It depends, if it is rejected for something we can see automatically by looking at the form, for example, missing a signature, we will email asking to correct it. If it is rejected because we cannot place the stop because the check has already been cashed, we will send the form back to the agency using our couriers explaining why we cannot complete the stop.

**Question:** What is the preferred method of submitting forms to Disbursements?

**Answer:** Email is the preferred method.

**Question:** When sending a copy of a cashed check, does it go to the HR person who emailed you the request or to the accounting office's normal delivery of where the checks are sent?

**Answer:** Information regarding the warrant process can be found in [Section I 300](#) of the Payroll Procedures Manual (PPM) or you may contact the [Administration and Disbursements Division](#).

**Question:** I have an inquiry from a county Child Support Agency about not receiving child support payments each month. I see that the payment is being deducted each month. Who can I speak with about the missing payments?

**Answer:** Please contact the [Administration and Disbursements Division](#) for clarification.

**Question:** Is anyone else, or other agencies, having connectivity issues when trying to access ConnectHR?

**Answer:** Please make sure you login from your departmental network/VPN.

**Question:** Will you drop the CD 113B PDF in the chat, please?

**Answer:** We have attempted to, and unfortunately are not able to, drop an actual PDF in this chat. You can find more information regarding the CD 113 form in [Section I](#) of the Payroll Procedures Manual.

**Question:** If a STD. 674 A/R Change Method of Collection has been sent to SCO for processing but SCO has not yet processed the document, can HR resubmit this through the 035 process?

**Answer:** Yes, in the event the ConnectHR 035 goes through first, we will not process the STD. 674 A/R.

**Question:** A new hire does not have access to CEC until the appointment is keyed. How do new hires enroll into direct deposit?

**Answer:** New employees can enroll in direct deposit via CEC once they receive their first pay warrant.

**Question:** How do we sign up for the File Transfer Protocol (FTP) process?

**Answer:** To request a demonstration of the FTP process, please send an email to [PPSDDirectDeposit@sco.ca.gov](mailto:PPSDDirectDeposit@sco.ca.gov).

**Question:** How long will W-2 statements be available on Cal Employee Connect (CEC) for employees and ex-employees?

**Answer:** As of now, W-2 statements from tax years 2016 to 2022 are available. Employees' CEC account will remain active even when employees retire. We recommend logging in and changing their email to a personal email for easy access.

**Question:** What if a new employee receives a paper check and their Cal Employee Connect (CEC) Direct Deposit tile is greyed out? How can this be resolved allowing them to enroll via CEC?

**Answer:** If the Direct Deposit tile is "greyed out," then it means they are not accessing CEC from their approved departmental network/VPN.

**Question:** Will we receive an email once 2023 Form W-2s are available in Cal Employee Connect (CEC)?

**Answer:** Yes, you will receive an email from your HR office when the electronic Form W-2s are available to be viewed in CEC.

**Question:** Who does an employee contact when they have issues with the Multifactor Authentication (MFA) in Cal Employee Connect?

**Answer:** Please have them submit a help submission form via [Connect - Help and Feedback](#).

**Question:** An employee had a Cal Employee Connect (CEC) account at a different state agency linked to their work email. That employee now is employed with us and does not have access to their old CEC pay stubs. How does the employee retrieve his old pay stubs?

**Answer:** Please email [ConnectHRhelp@sco.ca.gov](mailto:ConnectHRhelp@sco.ca.gov) and include employee's UEID or name, last four of Social Security Number, and Date of Birth. In addition, send employee's work email for easy update.

**Question:** Who is the liaison for California Public Utilities Commission (CPUC)?

**Answer:** The Liaison for CPUC is Arthur Sederquist.

**Question:** Do you know when CalHR will have the CoBen Handbook for 2024 ready?

**Answer:** It is ready and available on the [CalHR Benefits Division](#) website.

**Question:** Has the CoBen Handbook been made available on the CalHR Bookshelf? If not, when will it be available?

**Answer:** It is ready and available on the [CalHR Benefits Division](#) website.

**Question:** When we receive the PR250 emails, why does it not tell us where to upload the correct form in ConnectHR?

**Answer:** Please use the [ConnectHR Directory](#) to determine the appropriate dropdown for upload.

**Question:** Do we know when the Benefits Calculator and the employee contributions will be updated?

**Answer:** The [Benefits Calculator](#) is ready and available on the [CalHR Benefits Division](#) website.

**Question:** When is the toolkit for 2023 Open Enrollment available?

**Answer:** [2023 Open Enrollment Resources](#) is available on [SCO website](#).

**Question:** When are the State contributions available?

**Answer:** Health contributions are available on [CalPERS.ca.gov](http://CalPERS.ca.gov).

**Question:** When will the 2024 Benefits Calculator be ready? It was posted earlier this week and now the 2024 is not listed.

**Answer:** The [Benefits Calculator](#) has been posted and is currently accessible.

**Question:** Is the [State Employee-CalHR](#) website intended for employees to review?

**Answer:** The website is accessible to both employees and HR professionals.

**Question:** The auto pop only occurs if there is no status code, correct?

**Answer:** If the current code is correct, then the program will bypass.

**Question:** Is the Affordable Care Act System Status Code Listing chart still valid?

**Answer:** Yes, the Affordable Care Act (ACA) Status Code listing is still valid. You can find a complete listing of the ACA Status Codes and descriptions, along with the ACA Status Code Matrix in the [ACAS User Guide](#) located in Appendix B.

**Question:** Is there a timeline for the rest of the bargaining units?

**Answer:** CalHR is sending the technical change packages on a flow basis. The pay will issue as those packages are received and processed.

**Question:** What is the turnaround time for a response from the Escalation email box for documents submitted due to a grievance?

**Answer:** SCO works to provide at least a response within 2-3 business days of the escalation being received.

**Question:** For SCO Training, is there a plan to create an instructor-led course for Nonindustrial Disability Insurance (NDI) processing (whether virtual or in person) anytime soon?

**Answer:** We do not have that in the works at the moment, but I will take this back to the team and see what we can do.

**Question:** If an employee is enrolling in health benefits, does the employee need to complete a CoBen form to cancel CoBen cash?

**Answer:** If they have CoBen Cash for health (\$130) and they are enrolling into health, then yes, they will need to submit a STD. 702 Cancel.

**Question:** We recently had an employee (EE) return to our agency who was with another agency on a Limited Examination and Appointment Program (LEAP) appointment and still serving a Job Examination Period (JEP). The EE requested to exercise her mandatory return rights to our agency. The losing agency keyed a S31 transaction and paid the EE final pay for the September 2023 pay period. However, based on our findings and information from previously posted forum notes, we feel the S31 transaction was incorrect. We are currently having problems with reinstating the EE's health benefits because of the S31 transaction. Can you clarify if the S31 should have been keyed?

**Answer:** Due to the employee being a LEAP employee and requesting their mandatory right to return, the agency should reach out to CalHR for further clarification. If there was a clause for the separation, then they can key the separation for the employee. In general, the agency should reestablish the health benefits when an employee returns back to the agency.

**Question:** Is there a consideration for in-person training by SCO in the future? So much is lost for Personnel Specialists when training is conducted virtually.

**Answer:** PPSD Statewide Training no longer has access to the training spaces we used to have at 300 Capitol Mall as they have been converted to office space. Unfortunately, classroom training is not an option at this time.

The look for our training catalog for the foreseeable future will most likely never be 100% in-class training again but rather a hybrid approach of self-paced eLearnings, Virtual Instructor-led Training (VILT), and perhaps in the future, getting back to the classroom. As we begin looking towards a future where all our needs will change with the creation of the California State Payroll System (CSPS), we are aligning our efforts in preparation for a smooth transition from what is to what will be!

In the meantime, we urge all participants of our training (past and future) to take the time to offer specific feedback on the effectiveness of our virtual instructor-led classes and eLearnings. If training is falling short for you or your staff, tell us where we are missing the mark and what specific needs of yours are not being met. These efforts will pay dividends in the training world and ultimately give you the experience you are looking for from Statewide Training. Please contact us at [PPSDTraining@sco.ca.gov](mailto:PPSDTraining@sco.ca.gov) with any feedback, questions, or concerns.

**Question:** Can departments key an S70 without lump sum prior to submitting to SCO for 401/457 deferrals, so that regular pay will be accurate if the Personnel Action Request (PAR) is not worked prior to cut-off?

**Answer:** Yes, you can always key the S70 for regular pay before sending the PAR for lump sum contribution.

**Question:** We submitted two stipulations to be keyed by SCO and the turnaround time is approximately five to six months; will SCO start processing the stipulations sooner so that the backlog is not so far out?

**Answer:** Yes, Civil Service Audits is working on stipulation Personnel Action Request (PAR) packages. Please check our [weekly processing dates](#) at the bottom of the webpage as it is updated weekly.

**Question:** What is the turnaround time for CalPERS fee disputes? Our agency requested SCO to review a CalPERS invoice on 4/20/2023 and have followed up every couple of weeks with no response.

**Answer:** Please email Tracy Gutierrez directly with details at [tgutierrez@sco.ca.gov](mailto:tgutierrez@sco.ca.gov).

**Question:** We have experienced some staff randomly dropping from Delta Dental enrollment. Is this an issue that is being addressed? What steps do you suggest we take to stay ahead of these drops?

**Answer:** This is a known issue and CalHR is working with the carriers to address it.

**Question:** We have about 14 new Personnel Specialists this year. When will Lump Sum workshops start ahead of Separation Season?

**Answer:** The plan is to start conducting Lump Sum workshops in November.

**Question:** Change of withholdings was submitted prior to the Industrial Disability Leave (IDL) claim effective date but the Specialist keyed it after the effective date of IDL. Will SCO accept the employee's withholdings request even though the agency keyed it in late?

**Answer:** Please email Dorothy Tse at [dtse@sco.ca.gov](mailto:dtse@sco.ca.gov) with employee's information.

**Question:** If we received CalHR approval for a retroactive correction to employee EMP HIST (Employee History), which resulted in Accounts Receivables (A/Rs), can we update the EMP HIST at agency level and submit the STD 674ARs to SCO with CalHR's approval attached? Or does SCO prefer that the agency upload the PAR packet along with CalHR approval to be processed?

**Answer:** If the HR office can key the PAR package, please do so.

**Question:** Can I get a point of contact for SCO military pay? I have a military member that came back to work but a deduction for a reimbursement account was missed for January 2023 pay period.

**Answer:** Please email your inquiry to [ppsdcsmilitary@sco.ca.gov](mailto:ppsdcsmilitary@sco.ca.gov).

**Question:** Has a correction been developed for dental dependents being added during Open Enrollment?

**Answer:** Listing all dependents on the STD. 692 is the best way for the carriers to know who to add or delete.

**Question:** Has anyone had issues with Safeguard/MetLife dental not being able to find an employee in their system, even if deductions continue to come out of their pay?

**Answer:** We have not received any reports of issues with SafeGuard or MetLife. If this situation persists, please send an email to [Dental@calhr.ca.gov](mailto:Dental@calhr.ca.gov) so that we can investigate this matter further.

**Question:** Will agencies eventually be able to key the Dental form in house, like we do with Health?

**Answer:** Not at this time.

**Question:** Is there a way that employees who enroll in or cancel Premier Vision Service Plan (VSP) through the portal can get a form to submit to HR for proof? We have employees say they have enrolled or cancelled, but there is no change with the deductions, and without a form we cannot verify that the request was actually made.

**Answer:** Call [VSP](#) to make and confirm changes or via their website.

**Question:** Do we know if the State Personnel Board (SPB) or Personnel Management Division counts leaves toward meeting deep class Alternate Range Criteria?

**Answer:** Please email [PSB@calhr.ca.gov](mailto:PSB@calhr.ca.gov) for further clarification.

**Question:** Is this report available on Mobius View, or can it be made available?

**Answer:** PDBUDAGY Payroll Deduction Report (CD466) is available on View Direct and Mobius View.