

TRANSACTION SUPERVISORS' FORUM QUESTIONS & ANSWERS – MARCH 2025

The following questions were submitted during the forum:

Question: We have an employee (EE) that is separating, and their accounts receivables (A/Rs) have yet to be established. What are the steps to get them established so we can collect from the EE's final pay? Some of our EEs have multiple A/Rs waiting to be set up.

Answer: Please see the [State Administrative Manual](#) and speak to your accounting office for assistance. Also, you may contact the [Statewide Customer Contact Center](#) at (916) 372-7200 regarding your inquiry.

Question: Can we hold the approximate funds from a separating employee's final pay?

Answer: Yes, please see the [State Administrative Manual](#) for assistance. Additionally, you may work with SCO, as they may have an expedited process for separating employees.

Question: Regarding the backlog of getting general payroll accounts receivables (A/Rs) established, the processing date is July 2023; is there any plan on getting this date "caught up" regardless of the statute of limitations? Due to the back log this does hold up the entire A/R collection process for the personnel specialist.

Answer: If an employee is permanently separating from state service, you must follow the instructions shown on Section I 014 of the [Payroll Procedures Manual](#). Once the human resources office contacts the appropriate unit for an expedited A/R, SCO will have the A/Rs established within 10 business days. If the employee is transferring from one agency to another, both agencies must collaborate once the A/Rs have been established. Regarding the payroll A/Rs for civil service payroll, we are currently working on a plan to address the backlog. We appreciate your continued patience.

Question: If an employee (EE) has an approved Dental Appeal where he is due retroactive pay, how long before the EE will receive it?

Answer: Please allow 30 to 45 days for processing. If the EE has a February birth month and has not submitted their Dependent Re-Verification documents by February 28, then the dependents will need to be removed effective March 1. If they have submitted their documents by February 28, your department has until the end of March to process the alerts in Family Connect Portal.

Question: To confirm, the effective date is based on when the form was submitted to the human resources (HR) office, and not when the form was uploaded in ConnectHR, correct?

Answer: Correct. SCO determines when the form was submitted to the departmental personnel office by the HR signature date.

Question: I have an employee with their spouse as their dependent. Their monthly deduction for dental is correct (PC 2); however, the spouse does not prompt up when they go to their dental office. I contacted the dental provider (Delta Dental), and they advised to contact CalHR because they only see the employee and not the dependent in the system. Please advise.

Answer: Please contact Dental at dental@calhr.ca.gov with your inquiry, including verification of the phone number you called for Delta Dental and confirm whether you sent them a STD. 692 showing both enrollees.

Question: A Flex Elect Cash Option Appeal was originally submitted December 11, 2024. A request for the status of the appeal was sent January 9, 2025. On February 20, 2025, an inquiry was sent to the benefits inquiry email, and on March 10, 2025, they asked that the appeal be resent. Also, I still have not received the status. Is there someone I can contact directly?

Answer: Please send the enrollment form to flexelect@calhr.ca.gov indicating the employee's first and last name and write "Urgent" in the subject line for review.

Question: Can you please confirm if the Vision Service Plan (VSP) basic demographics are taken from the information provided for Dental or Health?

Answer: The information is taken from what is inputted on the Employee Action Request (EAR) in the SCO system. Dependents are not included on the basic vision demographic files. Dependents can be added via VSP portal or by the providers office at time of service.

Question: Where can I find instructions to change/update authorized human resources uses for MetLife please?

Answer: Please send your requests to visiondental.authorization@calhr.ca.gov. Is this regarding MetLife Dental Authorization? If so, then a manager must submit an email requesting Adding/Canceling/Updating their staff authorization list. Please note it can take CalHR up to 30 days to make the adjustment, and the manager requesting authorization for their staff must be listed on the SCO's [California Personnel Office Directory](#) (CPOD).

Question: The email address (Service&Seniority@calhr.ca.gov which converts to Seniority@calhr.ca.gov) listed on the CalHR 690 form returns as undeliverable. Is there a different email address we should be using? Also, who can we contact to check status on a request that was mailed?

Answer: Please reference [CalHR Manual Section 1709](#) and email address ServiceSeniority@Calhr.ca.gov.

Question: What if the Parent-Child Relationship (PCR) is not enrolled in Health and only in Dental?

Answer: Please reach out to DRV@calhr.ca.gov with all PCR certification documents and to get your inquiry addressed.

Question: Regarding CSPS, is there an update on the bi-weekly implementation? Assuming it is included on the CSPS Project Timeline.

Answer: We do not have an update at this time; however, we are getting closer to announcing our Solution Integrator.

Question: Regarding Public Service Recognition Week (PSRW), will we receive emails about the two virtual learning sessions in March?

Answer: Please email StatewideEngagement@calhr.ca.gov for information.

Question: Is there an e-module or virtual training on how to process dental, vision, and flex forms? I was taught by co-workers and learned by reading the Benefits Administration Manual. Just wondering since we have staff that learn better in other ways.

Answer: For instructions on how to complete forms, please refer to documents, [Instructions for Completion of Dental Plan Enrollment Authorization \(STD. 692\)](#) and Instructions for [Completing Open Enrollment Forms](#). Once the form is complete, you can submit it to SCO for processing.

Question: Regarding Savings Plus, our department keyed a 120 mid-month for an employee that contributes into 401(k); however, when her warrant issued, even though her salary was enough to cover the deduction, the deduction was not taken out because of the way her check was split. How can our agency correct this for the employee, do we need a STD. 674?

Answer: Please send your inquiry to PPSDW2MiscDed@sco.ca.gov for assistance.

Question: I had an employee receive a Corrected Form W-2 and they are asking for a copy of the original Form W-2. Can we request a copy of the original Form W-2?

Answer: The original Form W-2 can be downloaded from Cal Employee Connect. Human Resources offices can provide a copy through ConnectHR, or the employee (EE) can [Request a Duplicate Form W-2, Wage and Tax Statement](#) through the SCO website. If the EE requests a duplicate Form W-2, it will print with the most current information, which will include the corrections.

Question: Where does the information shown on the CalHR New Vacancy Database come from? I was told it came from SCO Position Control Program, but they are not aware of the new database. We have a lot of errors on the database but have not received clear instructions as to how to correct them.

Answer: Please contact CalHR Key Data Unit at keydata@calhr.ca.gov to address your inquiry.

Question: Regarding Dependent Re-Verification (DRV), will CalHR match CalPERS' required dependents re-verification? CalPERS only requires dependent verification for dependent relationships that can change. CalHR requires dependent verification for all dependents.

Answer: While the DRV process for Health benefits is administered by CalPERS, and CalHR administers the DRV process for Dental and Premier Vision benefits, both processes cover the same dependent types, including:

- Spouses
- Domestic partners
- Natural and adopted children
- Stepchildren and domestic partner children

Refer to the [CalPERS State Health Benefits Guide](#) for more information on processing health re-verification transactions in MyCalPERS.

Refer to the [Benefits Administration Manual](#) (BAM) for more information on processing Dental and/or Premier Vision re-verification transactions in the Family Connect Portal.

Question: If we have multiple STD. 674s that are past the processing date, how does the Statewide Customer Contact Center (SCCC) want us to inform them of those documents?

Answer: You may call the SCCC at (916) 372-7200 and inform the representative of your copy of the uploaded confirmation notice. The SCCC Team will then investigate and pull the documents, if necessary.

Question: Are Corrected Form W-2s only available in Cal Employee Connect (CEC)?

Answer: Original and Corrected Form W-2s are available in CEC. Currently, all Corrected Form W-2s are mailed to the department for distribution to the employees.

Question: Where can I find the rules or a sample for computing a salary determination for a Retired Annuitant?

Answer: If you need assistance on salary determinations, then designated contacts can send an email to psb@calhr.ca.gov. Departments may have created a worksheet, but there is not a form number that anyone is required to use.

Question: For employees off of workers' compensation claimed under LC 4811, do they still receive a Corrected Form W-2c for prior year pay, or per Section E 203 of the [Payroll Procedures Manual](#) (PPM), do they receive a letter? If they receive a letter then who provides the letter, is it SCO?

Answer: The PPM is correct. The letter comes from the agency, not SCO.

Question: We have two employees who sometimes can log into ConnectHR, and other times cannot. This really affects our ability to upload efficiently. Is there a contact we can escalate this inquiry to?

Answer: Please reach out to the ConnectHR Team at connecthrhelp@sco.ca.gov.

Question: I read in the Payroll Procedures Manual that Form W-2s are printed based on the first pay for the year. We had an employee that recently changed their gender and name at the start of the year and may have issues in 2025 tax filings. Do you know if there are any exceptions for this employee? We want to avoid any issues on her end.

Answer: Please send your inquiry to PPSDSTSP@sco.ca.gov for assistance.

Question: We have an upcoming Reduction in Salary (PUN) that requires SCO processing (salary reduction below minimum of range). The weekly processing dates show SCO is currently on transactions received in September 2024. Does SCO prioritize these types of "Do Not Key" packages over others since accounts receivables will take about 1.5 years to establish?

Answer: Yes, please submit your package via ConnectHR and they will be prioritized. If it was already submitted, contact the [Statewide Customer Contact Center](#) at (916) 372-7200.

Question: I have a R01C transaction that did not update based on the previous transaction where the account code was changed. This is also related to Personnel Letter #25-003. Do I need to send a Personnel Action Request (PAR) package to SCO to get the R01 transaction corrected to the correct account code?

Answer: Please refer to the personnel letter referenced and if there are no specific instructions, then upload the PAR package to ConnectHR to get it pulled.

Question: Is there an updated SCO Miscellaneous Deductions/W-2 email address?

Answer: Please use email address ppsdw2miscded@sco.ca.gov.

Question: Dental Premiums shown under the State HR Professionals section on the CalHR website display the 2024 amounts, not 2025. Where can we find the 2025 amounts?

Answer: Please refer to the [2025 Dental and Vision Plan Deduction Codes and Premiums](#) for clarification.

Question: Who can I contact at SCO regarding receiving direct deposit notification as a personnel specialist?

Answer: The direct deposit goes to the agency's universal email. I recommend checking with your managers to determine the best strategy.

Question: An employee enrolled in direct deposit through Cal Employee Connect but should not have due to an agreement to pay accounts receivables through agency collect. Therefore, how do we cancel the direct deposit?

Answer: Please call the Direct Deposit Program at (916) 372-7200 to cancel the enrollment.

Question: For Dental, we have employees whom their payroll deductions are correct, but their provider does not have their dependents listed. Some of the providers allow us to remedy over the phone and some will not. This has happened a couple of times now, what can we do to prevent this from happening? This has been an issue since November.

Answer: If personnel departments are getting push back from dental carriers, please reach out to dental@calhr.ca.gov indicating the situation and the carrier involved, and our team will investigate and follow-up with a response.

Question: Regarding the Vision Service Plan (VSP), I have employees who have a family plan established but when they go to use the benefits, their family is not showing up. Is there a number the employee can call for assistance?

Answer: If the employee's family is enrolled in Basic Vision, the dependents' data is not stored in VSP's system until they access services. For example, when a dependent goes to an eye doctor for services, they must provide the employee's social security number for coverage to be applied, and billing information will be sent to VSP. If the employee's family is enrolled in Premier Vision, and their dependents are not appearing on coverage, then the employee must contact their personnel department to check records to see if the dependents have been added and what party code the employee is paying. Once the correct party code has been confirmed and the employee's deductions are correct, VSP can be contacted to update their records. If an appeal is needed, please send it to vision@calhr.ca.gov.