Transaction Specialists’ Educational Forum

Presented By: Natalia Saferson

Contact: TSEF@sco.ca.gov

Office of State Controller Malia M. Cohen

October 2, 2025

STATEWIDE BENEFITS ADMINISTRATION

Savings Plus: Lump Sum Updates

Presented by Nicole Haven
LeaveRollover@calhr.ca.gov

SECURE ACT: Section 603

Effective January 1, 2026

Age Based Catch-up only

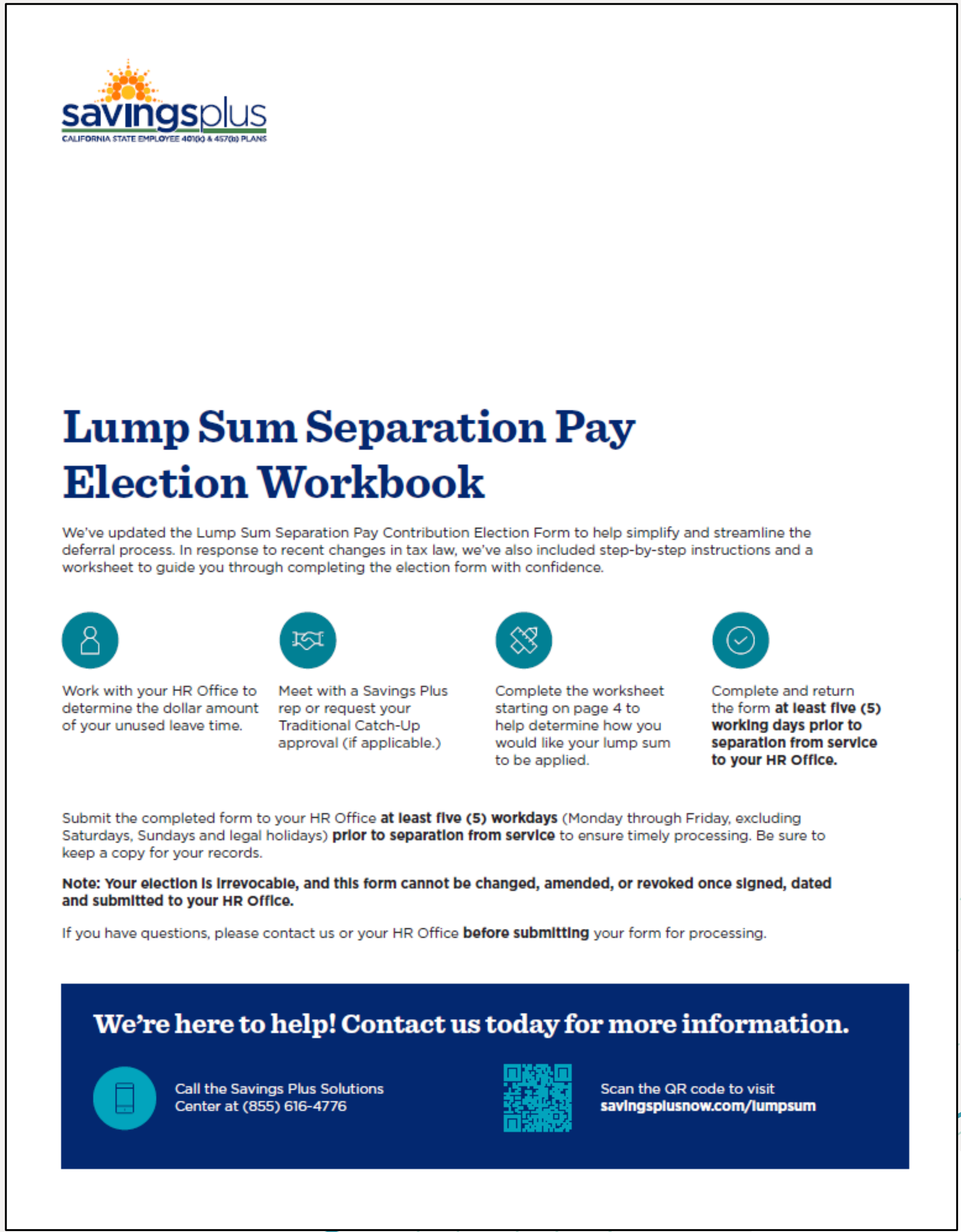
- Age 50+
- Age 60 to 63

Only Impacts high earners

- $145K in Social Security taxable wages in the PRIOR tax year. Box 3 on Form W-2.
- Safety does not pay into Social Security
- Not aggregate across employers
- Lump Sum is included in this total

Lump Sum Separation Pay Election Workbook

- Form is Irrevocable
- 5-Day Rule
- Amount OR Max – not both
- Catch-up Amounts
- Resources Available
- SIGN, DATE, SUBMIT
- Traditional Catch-Up Approval Letter
- Personnel Action Request Packages



savingsplus
CALIFORNIA STATE EMPLOYEE 401(k) & 457(b) PLANS

Lump Sum Separation Pay Election Workbook

We've updated the Lump Sum Separation Pay Contribution Election Form to help simplify and streamline the deferral process. In response to recent changes in tax law, we've also included step-by-step instructions and a worksheet to guide you through completing the election form with confidence.

Work with your HR Office to determine the dollar amount of your unused leave time.

Meet with a Savings Plus rep or request your Traditional Catch-Up approval (if applicable.)

Complete the worksheet starting on page 4 to help determine how you would like your lump sum to be applied.

Complete and return the form **at least five (5) working days prior to separation from service to your HR Office.**

Submit the completed form to your HR Office **at least five (5) workdays** (Monday through Friday, excluding Saturdays, Sundays and legal holidays) **prior to separation from service** to ensure timely processing. Be sure to keep a copy for your records.

Note: Your election is irrevocable, and this form cannot be changed, amended, or revoked once signed, dated and submitted to your HR Office.

If you have questions, please contact us or your HR Office **before submitting** your form for processing.

We're here to help! Contact us today for more information.

Call the Savings Plus Solutions Center at (855) 616-4776

Scan the QR code to visit **savingsplusnow.com/lumpsum**

Before you Begin

Let's set up our participants for success!

- What Information is needed to complete the form
- Where to find the information
- Important reminders about timelines and the process
- Impact of SECURE Act and section 603 on Catch-up Contributions

Before you begin...

To ensure a smooth deferral process, please review the following steps before submitting your Lump Sum Separation Pay Contribution Election Form.

- **Meet with your HR Office** — Discuss your retirement plans and request an estimated dollar amount of your lump sum separation pay
- **Understand the IRS limits** — Review current IRS contribution and catch-up limits at savingsplusnow.com/irslimits
- **Track your contributions** — Know how much you've already contributed this year to your Savings Plus account, as it affects how much you can defer; use the worksheet to calculate any additional amounts you are allowed to contribute
- **Confirm your account** — Make sure you have an active Savings Plus 457(b) and/or 401(k) account; to enroll, visit savingsplusnow.com/enroll
- **Complete the worksheet** — The worksheet provided will help you accurately complete the Lump Sum Separation Pay Contribution Election Form — **It is strongly recommended that you complete the worksheet before completing the form**

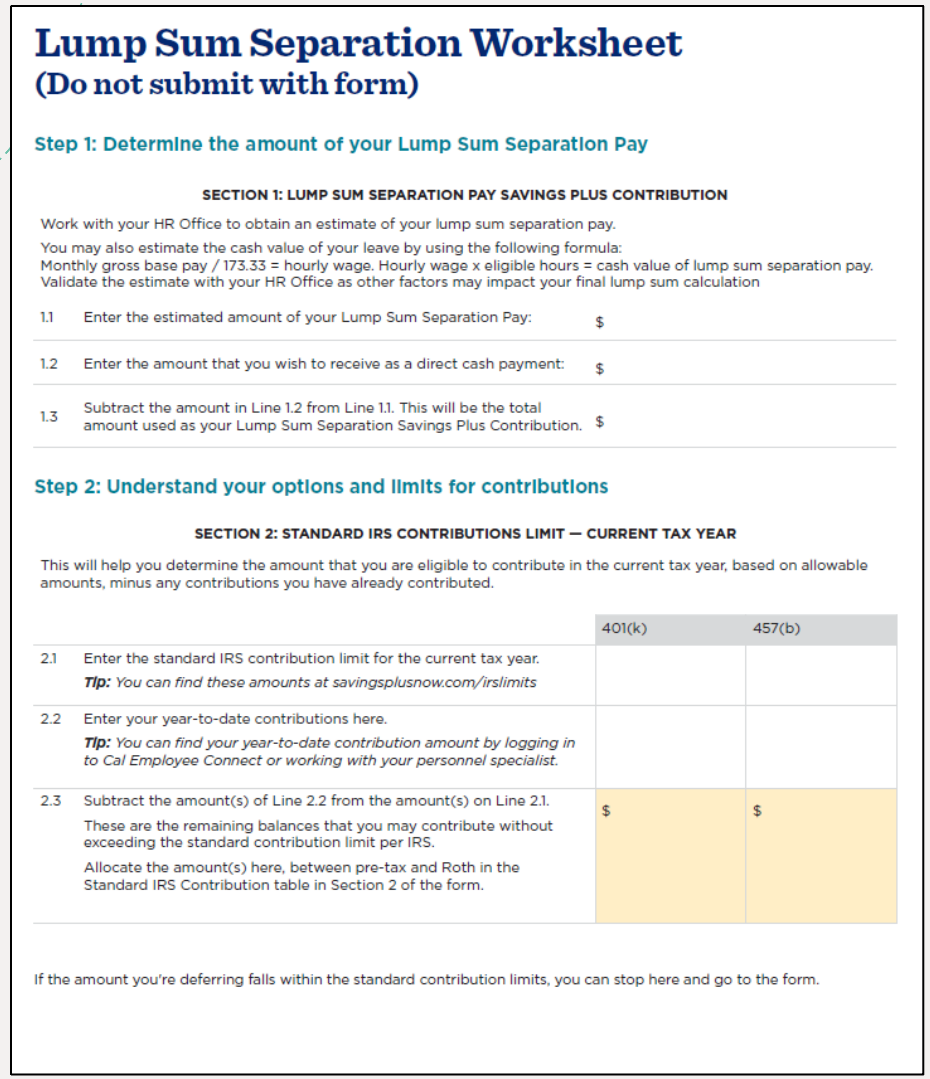
If your Lump Sum Separation Pay exceeds contribution limits, consider applying for Traditional Catch-Up to increase your eligible deferral amount.

If you plan to separate from service in November or December, you may be eligible to contribute a portion of your Lump Sum Separation Pay into a second tax year. Complete Section 4 of the form, if applicable.

Important reminders before submitting your form

- **The form is irrevocable once signed, dated and submitted to your HR Office; changes or cancellations are not allowed**
- Submit your form at least 30 days before your separation date; it must be received no later than five (5) workdays **(Monday through Friday, excluding Saturdays, Sundays, and legal holidays)** prior to separation
- To defer the maximum IRS-allowed amount, check the "Maximum Amount" box on the election form; to defer a custom amount, enter a dollar value in the "Contribution Amount" column; **do not complete both columns**
- Sections 2 & 3 apply to the current tax year; Sections 4 & 5 apply to the tax year following your separation year and can be used only for separations in November or December
- There are three types of Catch-Up contributions available:
  - Age-Based Catch-Up (For employees age 50 and older)
  - Special Age-Based Catch-Up (For employees ages 60-63)
  - 457(b) Traditional Catch-Up
- Please note:
  - Under Section 603 of the SECURE Act 2.0 beginning in 2026, age-based catch-up contributions may be required to be made as Roth contributions, depending on your prior-year gross Social Security wages
  - Traditional catch-up contributions must be requested at least 60 days prior to separation; for tax years 2026 and beyond, these contributions aren't subject to the Roth requirement under Section 603 and may remain pre-tax; if approved, include your approval letter with your submission form
- Leave the table blank if you do not wish to contribute to Catch-Up
- Visit savingsplusnow.com/lumpsum for more details

Lump Sum Separation Worksheet



Lump Sum Separation Worksheet
(Do not submit with form)

Step 1: Determine the amount of your Lump Sum Separation Pay

SECTION 1: LUMP SUM SEPARATION PAY SAVINGS PLUS CONTRIBUTION

Work with your HR Office to obtain an estimate of your lump sum separation pay.

You may also estimate the cash value of your leave by using the following formula:
Monthly gross base pay / 173.33 = hourly wage. Hourly wage x eligible hours = cash value of lump sum separation pay.
Validate the estimate with your HR Office as other factors may impact your final lump sum calculation

1.1	Enter the estimated amount of your Lump Sum Separation Pay:	$
1.2	Enter the amount that you wish to receive as a direct cash payment:	$
1.3	Subtract the amount in Line 1.2 from Line 1.1. This will be the total amount used as your Lump Sum Separation Savings Plus Contribution.	$

Step 2: Understand your options and limits for contributions

SECTION 2: STANDARD IRS CONTRIBUTIONS LIMIT — CURRENT TAX YEAR

This will help you determine the amount that you are eligible to contribute in the current tax year, based on allowable amounts, minus any contributions you have already contributed.

		401(k)	457(b)
2.1	Enter the standard IRS contribution limit for the current tax year. ***Tip:*** *You can find these amounts at savingsplusnow.com/irslimits*		
2.2	Enter your year-to-date contributions here. ***Tip:*** *You can find your year-to-date contribution amount by logging in to Cal Employee Connect or working with your personnel specialist.*		
2.3	Subtract the amount(s) of Line 2.2 from the amount(s) on Line 2.1. These are the remaining balances that you may contribute without exceeding the standard contribution limit per IRS. Allocate the amount(s) here, between pre-tax and Roth in the Standard IRS Contribution table in Section 2 of the form.	$	$

If the amount you're deferring falls within the standard contribution limits, you can stop here and go to the form.

- Walks participants through determining their leave value and the limits
- Resources on where to find information needed
- Sections coordinate for easy translation from worksheet to election form

Election Form Instruction Checklist

Instructions for the Lump Sum Separation Pay Contribution Election Form

Before you begin

While not required, it is strongly recommended that you complete the Lump Sum Separation Worksheet before filling out this form. Refer to the worksheet sections noted below for guidance on each part of the form.

Section 1 — Participant Information (Required)

Provide your:

- Full name, mailing address and contact details
- Separation date (mm/dd/yyyy)
- Personal email address for departmental communication

Note: Double-check your contact info to avoid delays

Section 2 — Standard IRS Limits (Current Tax Year Deferral) (Required)

Use this section to allocate your lump sum for the current tax year: Refer to Worksheet Section 2 for assistance in completing this section.

- Choose either a specific dollar amount or the Maximum IRS limit—not both
- Indicate your plan priority (1st, 2nd, etc.)

Note:

- If left incomplete, your deferral will default to: 457(b) Pre-tax, then 401(k) Pre-tax
- Catch-Up contributions go in Section 3

Section 3 — Catch-Up Contribution (Current Tax Year) (Required if applicable)

Complete this section if you are eligible to make Catch-Up contributions: Refer to Worksheet Section 3 for assistance in completing this section.

- Age-Based Catch-Up: For employees 50+
- Special Age-Based Catch Up: For employees 60–63
- Traditional Catch-Up: Requires prior approval and attached approval letter

Note:

- Enter only Catch-Up amounts
- Leave blank if not contributing Catch-Up

Reminder: If this section is incomplete, Catch-Up contributions will not be processed. Visit savingsplusnow.com/lumpsum for details.

Section 4 — Standard IRS Limits (Second Tax Year) (Optional)

Complete this section only if separating in November or December and deferring into a second tax year: Refer to Worksheet Section 4 for assistance in completing this section.

- Choose either a specific dollar amount or the Maximum IRS limit
- Indicate plan priority

Section 5 — Catch-Up Contribution (Second Tax Year) (Optional)

Use this section only if deferring Catch-Up contributions into a second tax year: Refer to Worksheet Section 5 for assistance in completing this section.

- Age-Based Catch-Up: For employees 50+
- Special Age-Based Catch Up: For employees 60–63
- Traditional Catch-Up: Requires prior approval and attached approval letter

Note:

- Enter only Catch-Up amounts
- Leave blank if not contributing Catch-Up
- Age-Based Catch-Up contributions may be required as Roth under SECURE Act 2.0, Section 603, depending on your current year Social Security wages
  - If you elect pre-tax, but are subject to the Section 603 provisions, the State Controller's Office (SCO) will process your catch-up contributions as Roth
  - **Traditional Catch Up is excluded, and can be Pre-tax**

Reminder: If this section is incomplete, Catch-Up contributions will not be processed. Visit savingsplusnow.com/lumpsum for details.

Section 6 — Acknowledgment and signature

Read and sign to certify:

- You understand the election is irrevocable
- You've verified your contribution amounts and plan priorities
- You've attached any required documentation (e.g., Traditional Catch-Up approval)

Note: Any unused or excess leave funds not directed via this form will be paid directly to you and taxed accordingly.

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visit savingsplusnow.com/lumpsum

Lump Sum Separation Pay Contribution Election Form

Return completed forms to your personnel specialist at least five (5) workdays (Monday through Friday, excluding Saturdays, Sundays and legal holidays) prior to your separation of service. **Note: Your election is irrevocable, and this form cannot be changed, amended, or revoked once submitted to your HR Office.**

SECTION I — PARTICIPANT INFORMATION (REQUIRED)

Last Name, First Name, MI	
Mailing Address	
City, State, ZIP	Personal Telephone Number
Separation Date (mm/dd/yyyy)	Alternate Contact Telephone Number
Please provide your personal email address so that your department can contact you.	

SECTION 2: STANDARD IRS CONTRIBUTION LIMITS — CURRENT TAX YEAR DEFERRAL (REQUIRED)

If the table to the right is incomplete or incorrect, we will process your deferral in the following order: 457(b) Pre-tax; 401(k) Pre-tax. The order of priority is the order in which you would like the funds to be allocated to the plan (ex: 1st, 2nd, etc.)

For help completing this section, **see Section 2 on the worksheet**. Amounts entered in line 2.3 on the worksheet will be used for this section.

Use Section 3 of the worksheet to ensure your allocation is aligned.

		REQUIRED	REQUIRED - Choose Amount or Max		
	Plan	Priority order (1-4)	Contribution amount		Maximum IRS limit
Standard deferral	457(b) Pre-tax	1	$ 23,500		
	401(k) Pre-tax	2	$ 23,500	**OR**	
	457(b) Roth		$		
	401(k) Roth		$		

SECTION 3: CATCH-UP CONTRIBUTION — CURRENT TAX YEAR (REQUIRED)

If you are not using catch up, please enter "0" in the table to the right. If the table is not completed, no catch-up contributions will be processed.

For help completing this section, **see Section 3 on the worksheet**. Amounts entered in line 3.6 on the worksheet will be used for this section.

Note: If utilizing Traditional catch-up, you **must** complete this table **and** attach a copy of your Traditional Catch-up Approval Letter.

		REQUIRED	REQUIRED - Choose Amount or Max		
	Plan	Priority order (1-4)	Contribution amount		Maximum IRS limit
Catch-up deferral	457(b) Pre-tax	1	$ 7,500		
	401(k) Pre-tax	2	$ 7,500	**OR**	
	457(b) Roth		$		
	401(k) Roth		$		

The New Lump Sum Election Form

Lump Sum Separation Pay Contribution Election Form

- Important reminders
  - 5 workday rule
  - Irrevocable
  - Keep a copy for records

- Section 1
  - Complete all sections
  - Include PERSONAL contact information

Return completed forms to your personnel specialist at least five (5) workdays (Monday through Friday, excluding Saturdays, Sundays and legal holidays) prior to your separation of service. **Note: Your election is Irrevocable, and this form cannot be changed, amended, or revoked once submitted to your HR Office.**

SECTION I — PARTICIPANT INFORMATION (REQUIRED)	
Last Name, First Name, MI	
Mailing Address	
City, State, ZIP	Personal Telephone Number
Separation Date (mm/dd/yyyy)	Alternate Contact Telephone Number
Please provide your personal email address so that your department can contact you.	

Section 2: Current Year/IRS Limit

- Captures CURRENT YEAR election up to the IRS STANDARD LIMIT
- Enter AMOUNT OR MAX
- Indicate priority of election

SECTION 2: STANDARD IRS CONTRIBUTION LIMITS — CURRENT TAX YEAR DEFERRAL (REQUIRED)

If the table to the right is incomplete or incorrect, we will process your deferral in the following order: 457(b) Pre-tax; 401(k) Pre-tax. The order of priority is the order in which you would like the funds to be allocated to the plan (ex: 1st, 2nd, etc.)

For help completing this section, **see Section 2 on the worksheet**. Amounts entered in line 2.3 on the worksheet will be used for this section.

Use Section 3 of the worksheet to ensure your allocation is aligned.

		REQUIRED	**REQUIRED - Choose Amount or Max**		
Standard deferral	**Plan**	Priority order (1-4)	Contribution amount		Maximum IRS limit
	457(b) Pre-tax		$	**OR**	
	401(k) Pre-tax		$		
	457(b) Roth		$		
	401(k) Roth		$		

Section 3: CURRENT year/Catch-up

- Captures the CURRENT year Catch-Up election
- Enter AMOUNT OR MAX
- Indicate priority of election

SECTION 3: CATCH-UP CONTRIBUTION — CURRENT TAX YEAR (REQUIRED)

If you are not using catch up, please enter "0" in the table to the right. If the table is not completed, no catch-up contributions will be processed.

For help completing this section, **see Section 3 on the worksheet.** Amounts entered in line 3.6 on the worksheet will be used for this section.

Note: If utilizing Traditional catch-up, you **must** complete this table **and** attach a copy of your Traditional Catch-up Approval Letter.

		REQUIRED	REQUIRED - Choose Amount or Max		
Catch-up deferral	**Plan**	Priority order (1-4)	Contribution amount		Maximum IRS limit
	457(b) Pre-tax		$		
	401(k) Pre-tax		$	**OR**	
	457(b) Roth		$		
	401(k) Roth		$		

Section 6: Sign and Date

- Read Disclosures
- Sign and date the form
- Attach TCU Approval letter
- Make a copy
- Submit to HR
- CA Labor Code 201(b) and 202(b)
  - Aka: 5 Workday Rule

SECTION 6 — ACKNOWLEDGMENT AND SIGNATURE (REQUIRED)

If you are unsure about the tax implications of your choices, you should consult a Tax Professional before completing, signing, and submitting this form.

- I request a contribution of Lump Sum Separation Pay in accordance with my choice above, and pursuant to California and federal law. I take full responsibility for providing my request to my HR Office no later than five (5) workdays (Monday through Friday, excluding Saturdays, Sundays and legal holidays) prior to my separation date as required under California Labor Code sections 201(b) and 202(b) and understand the terms and conditions of deferring all or a portion of my Lump Sum Separation Pay. I have verified my request prior to submission.
- By signing here, I accept that if my table in Sections 2 and/or 3 is incomplete or incorrect, my Lump Sum Separation Pay may get defaulted into 457(b) first, then 401(k).
- I understand that if I allocate my funds into pre-tax plan(s) but are subject to provisions in Section 603 based on your prior year earnings, SCO will process your catch-up contribution(s) into a Roth 457(b) account.
- If applicable, I have attached a copy of my Traditional Catch-Up Approval Letter. NOTE: IF CLAIMING TRADITIONAL CATCH-UP, YOU MUST COMPLETE THE CATCH-UP TABLE(S) IN SECTION 2 AND/OR 3 AND ATTACH YOUR APPROVAL LETTER.
- I understand that if the value of the leave I have available is for an amount less than I have requested, my request will be reduced to the lesser amount. Please make sure you have an established 457(b) and/or 401(k) prior to submitting this form to ensure that the funds are promptly and appropriately distributed.
- I hereby certify under penalty of perjury that the information on this form is true and accurate to the best of my knowledge.

Any leave funds that are not directed to your Savings Plus account using this form, or any extra funds that remain after your plans reach the limit, will be paid directly to you upon separation from the State. Applicable taxes apply.

I understand that my election is irrevocable, and this form cannot be changed, amended, or revoked once submitted to my HR Office.

Signature	Date

Additional Resources

- HR / Personnel Specialists may request training or email questions to Leaverollover@calhr.ca.gov
- View more information and download the form at savingsplusnow.com/lumpsum
- Review the trainings and resources provided by SCO
- Please direct employees with questions to contact the Savings Plus Solutions Center at (855) 616-4776

Trans Specialist's Educational Forum:

October 2, 2025

CalHR Benefits Division Updates

Benefits That Support a Life Well Lived.

CALHR CALIFORNIA DEPARTMENT OF HUMAN RESOURCES | GALLUP

About the Benefits Division

The Benefits Division is responsible for the design, acquisition, and oversight of the various statewide benefit programs administered by the California Department of Human Resources (CalHR) offered to state employees, retirees and dependents. Our goal is to ensure access to competitive, quality and affordable benefits. Successful delivery of these responsibilities enables the state, as an employer, to offer optimal benefits packages for recruiting and maintaining a top-performing workforce.

Open Enrollment Reminders

Presenter: Amy Nim

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Open Enrollment (OE)

Presenter: Amy Nim
Contact: OpenEnrollment@calhr.ca.gov

General Open Enrollment Reminders

- The 2025 OE period ends on Friday, October 10, 2025.
- Eligible state employees and retirees have the option to enroll, change, or remove benefit options for health, dental, vision, FlexElect, COBRA, long-term disability and legal insurance.
- All changes made during the 2025 OE period will be effective January 1, 2026.
- Visit the Open Enrollment Resources webpage for HR Professionals to view and/or print all the current resources for OE.
- Reminder: To receive OE communication, subscribe to the Personnel Officers subscription list on the CalHR Subscriptions webpage. HR Professionals can also subscribe to the HR Professionals Listserv on the CalHR website. Subscription sign-up can be found on the HR Professionals webpage.

Vision and Dental Updates and Reminders

Presenter: Parwana Mohabbat

Vision Program Updates and Reminders

Presenter: Parwana Mohabbat
Contact: Vision@calhr.ca.gov

Updates and Reminders:

- Improving VSP membership profiles for Basic Vision:
  - VSP now receives a demographics file for employees enrolled in Basic Vision.
  - All State of CA employees now have access to Eyeconic, VSP's online store.
- Employees can enroll/make changes to their vision plan during open enrollment by contacting VSP directly.
- Departments should send VSP Premier enrollment or change forms directly to VSP for processing. Please do not send them to SCO, as this will delay enrollment or changes for the employee.
- Only permitting event transactions submitted beyond the 60-day eligibility window should be sent to CalHR as an appeal.
- Benefit premiums cannot be waived for months when services are not used by employees or dependents.

Dental Program Updates and Reminders

Presenter: Parwana Mohabbat
Contact: Dental@calhr.ca.gov

Updates and Reminders:

- Please allow 30 calendar days for an appeal to be reviewed.
  - Confirm that the employee is aware of applicable accounts receivables.
  - Once an appeal is approved, it cannot be retracted.
- STD. 692 forms must be complete and error free, and the most current version must be used.
- Do not submit an inquiry or appeal for multiple employees in one email as bulk.
- Inquiries and appeals must be submitted to the dental email box. Do not send emails to individual staff email boxes.
- After CalHR responds to the agency the appeal is approved. Do not upload the enrollment form into ConnectHR as CalHR stamps the form, uploads and completes this portion as part of the appeal process.

Dental Program Updates and Reminders

Presenter: Parwana Mohabbat
Contact: Dental@calhr.ca.gov

Updates and Reminders:

- Make sure to consider the following:
  - Does the 24-month restriction apply to this employee? If yes, did they meet the 24-month restriction?
    - If an employee permanently separates from state service before completing 24 months of state service and subsequently returns, their time before separation does not count towards meeting the 24-month restriction.
    - Mandatory deletions cannot be on a current month basis, they must take effect the month following the event.
  - Is the employee eligible to enroll in the enhanced dental plan?
  - The employee cannot enroll in FlexElect for dental and in dental benefits simultaneously.
  - The employee cannot enroll in dual/split coverage.
  - Please refer to available online resources such as Benefits Administration Manual, HR Manual, Open Enrollment Resources for more information.

Vision Dental Health Authorization (VDHA) Portal Update

Presenter: Marisa McKain

Vision Dental Health Authorization Portal Updates

Presenter: Marisa McKain
Contact: VisionDental.Authorization@calhr.ca.gov

Vision Dental Health Authorization Portal Updates

- The Benefits Division will be decommissioning the Vision Dental Authorization Portal (VDP) in SharePoint and replaced with the Vision Dental Health Authorization (VDHA) list within the Family Connect Portal (FCP).
- This change is anticipated to be completed by the end of 2025.
- Effective July 1, 2025, no new request will be processed in the VDP. The list of authorized personnel will remain as is until the transition of VDHA to FCP is complete. All carriers are aware of this change and will use the current list available until an updated list can be provided.
- CalHR will provide the list of authorized personnel to all dental carriers and VSP.
- CalPERS will be providing the list of authorized personnel to all Health carriers.

Request Tracking System (RTS)

Presenters: Alison Drummer and Amy Nim

Agenda

Presenter: Alison Drummer
Contact: Dental@calhr.ca.gov, Vision@calhr.ca.gov, FlexElect@calhr.ca.gov

1) Dental, Vision and FlexElect Programs Refresher
2) Request Tracking System (RTS)
3) Live Demo
4) Q&A

Dental, Vision and FlexElect Programs Refresher

Presenter: Alison Drummer
Contact: Dental@calhr.ca.gov, Vision@calhr.ca.gov, FlexElect@calhr.ca.gov

- Enrollments or changes normally go to State Controller's Office (SCO), or CalPERS for retirees and in some cases VSP.
- Appeals occur in cases of late enrollments or changes, or exceptions, the personnel office will need to submit the required information to CalHR for review.
- Required information for a complete appeal package:
  - A brief memo explaining the reasons for the appeal, an employee's acknowledgment of applicable (accounts receivables) for retro enrollments.
  - Enrollment forms must be fully complete and error free.

Dental, Vision and FlexElect Programs Refresher (continued)

Presenter: Alison Drummer
Contact: Dental@calhr.ca.gov, Vision@calhr.ca.gov, FlexElect@calhr.ca.gov

- Dental
  - STD. 692
- Vision
  - STD. 700 – Basic Vision for Permanent Intermittent (PI)
  - CalHR 774 – Premier Vision
  - CalHR 695 – Retirees only
- FlexElect
  - STD. 701R – Reimbursement Accounts (DCRA and MRA)
  - STD. 701C – FlexElect Cash Option bargaining unit specific
  - STD. 702 – Consolidate Benefits (CoBen) Cash bargaining unit specific
- Note: CalHR may request other types of documentation to support an appeal

Recent Updates to Dental, Vision, and FlexElect Appeals Process

Presenter: Alison Drummer
Contact: Dental@calhr.ca.gov, Vision@calhr.ca.gov, FlexElect@calhr.ca.gov

- Effective October 1, 2025, departments will be able to access RTS via CalHR Request Portal.
- After January 1, 2026, Dental, FlexElect and Vision Appeals must be submitted through the RTS.
- Please do not submit enrollment/open enrollment forms through the RTS. Continue submitting them through SCO's ConnectHR portal.
- Premier Vision enrollment forms are submitted directly to VSP.

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Request Tracking System (RTS)

Presenter: Alison Drummer
Contact: Dental@calhr.ca.gov, Vision@calhr.ca.gov, FlexElect@calhr.ca.gov

- What is the Request Tracking System (RTS)?
  - RTS is an online software solution to manage and track various requests from team members, managers/supervisors, and state administrative offices.
- Purpose
  - RTS streamlines the submission, tracking, and resolution of requests through a centralized platform.
- Who is it for?
  - State employees, managers, supervisors, and any stakeholders needing a transparent request process can submit tickets through RTS.
- Key features:
  - User-friendly
  - Real-time updates on status from submission to resolution
  - Reporting tools to analyze patterns, response times, and service metrics

Contacts

Questions?

Please email:

- Dental@calhr.ca.gov
- Vision@calhr.ca.gov
- FlexElect@calhr.ca.gov (for FlexElect and CoBEN FlexElect)
    - Please ensure that the subject line starts with “RTS Question”

Resources – CalHR Benefits Webpages

- Benefits Website
- State HR Professionals
- State HR Professionals Benefits Toolkit
- State HR Professionals OE Resources
- HR Manual
- Open Enrollment
- CalPERS Open Enrollment for Active Members
- Virtual Library
- Benefits Calculator
- State Employees
- Health
- Dental
- Vision
- Insurance Benefits
- Consolidated Benefits (CoBen)
- FlexElect Reimbursement Account
- Life Insurance for Excluded Employees
- Group Legal Services
- Group Long-Term Disability Insurance (LTD) – Excluded Employees Only
- Work Resources
- Engagement Resources

Resources – CalHR Benefits Contacts

- ACA Program ACA.Policy@calhr.ca.gov
- BAM Training BenefitsInquiries@calhr.ca.gov
- COBRA COBRA@calhr.ca.gov
- Dental Program dental@calhr.ca.gov
- Dependent Re-verification (DRV) Program DRV@calhr.ca.gov
- FlexElect Program FlexElect@calhr.ca.gov
- CoBen Program CoBen@calhr.ca.gov
- Group Legal Grouplegal@calhr.ca.gov
- Life Insurance LifeInsurance@calhr.ca.gov
- Long-Term Disability LTD@calhr.ca.gov
- Third Party Pre-Tax Parking Reimbursement Account Pre-TaxParking@calhr.ca.gov
- Vision/Dental Authorization Portal VisionDental.Authorization@calhr.ca.gov
- Vision Program vision@calhr.ca.gov
- Open Enrollment OpenEnrollment@calhr.ca.gov
- General Questions BenefitsInquiries@calhr.ca.gov

CALHR CALIFORNIA DEPARTMENT OF HUMAN RESOURCES
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STATEWIDE PROGRAM UPDATES

Department Enrollment Error Resolution Project

Presented by: Natasha Washington and Gundy Pinero

Contact: Statewide Customer Contact Center (916) 372-7200

Project Scope

The purpose of the Department Enrollment Error Resolution Effort is to transition the role and responsibility of the clearing of enrollment errors in myCalPERS to all departmental Human Resources.

Why Are We Doing This?

As the Employer (defined in Public Employees' Retirement Law Article 2 Section 20030, Government code 20030), you will be able to:

- Have instant access to verify retirement appointment details, which is pertinent to an employee's benefit provisions such as health coverage.
- Avoid late enrollment administrative fees.
- Prevent inaccurate retirement contributions that could lead to costly disputes or corrections.
- Avoid future complications, such as lawsuits from an employee, by ensuring timely and accurate retirement appointment reporting from day one.

What Can You Expect?

- myCalPERS training opportunities provided by CalPERS.
- myCalPERS Retirement Enrollment Student Guide - will be available on the CalPERS webpage beginning January 2026.
- Step-by-step job aid "*Retirement Enrollment Preprocessing Toolkit*" to help navigate error correction processes - will be available soon on the SCO Statewide Civil Service Retirement Program webpage.
- Assistance from SCO will be available for any enrollment errors that cannot be cleared after necessary steps were taken.
- Access to escalation pathways when more complex issues arise beyond departmental control.

Preparation

Preparation is crucial prior to implementation of this project; so, we ask the departments' HR:

- To ensure Personnel Specialists (PSs) have access to California Public Employees' Retirement System at which your designated myCalPERS system administrator can provide.
    - Verify that the PSs have permissions including access levels needed to clear errors, update appointment information, and view error reports via COGNOS.
- To work with their satellite offices (if applicable) and organize/coordinate delegation and permission roles to the rosters assigned.
- If your department manages HR work of another agency, then ensure that the PSs have access to the information of the employees in the other department in myCalPERS.

Implementation Strategy

There are 200+ departments that will be participating in this transition phase; we envision a seamless transition by implementing it in waves. This means that departments would have to immerse themselves in the clearing of the enrollment errors during their assigned “Immersion Period” by availing and/or using the:

- CalPERS Online or In-person Trainings
- myCalPERS Student Guides & Resources
- SCO Job aid Toolkit

Implementation Strategy

- This also means that SCO-CalPERS Payroll Reporting Unit will prioritize inquiries related to errors that cannot be cleared (even after following the steps in the procedure) during this assigned “Immersion Period.” (This information will be added in a Broadcast Email)
- All other myCalPERS membership related inquiries will be handled by CalPERS Membership Team.
  - You can contact the CalPERS Membership Team at (888) 225-7377.
- SCO will send a Broadcast Email to keep departments apprised of their “Immersion Period” schedule—1st week of December 2025.

Implementation Timelines

Events	Assigned To	Target Completion Date
Batch 1 (50 Departments)	CalPERS/SCO	1st Quarter of 2026
Batch 2 (50 Departments)	CalPERS/SCO	2nd Quarter of 2026
Batch 3 (50 Departments)	CalPERS/SCO	3rd Quarter of 2026
Batch 4 (50 Departments)	CalPERS/SCO	1st Quarter of 2027

Sneak Peek of:

- The SCO job aid Toolkit - “R*etirement Enrollment Preprocessing Toolkit*”

Retirement Enrollment Errors

Veronica Silva-Gil

Employer Account Management Division

CalPERS

Topics

- What are pre-processing errors
- How to access pre-processing errors
- Resources

What are Enrollment Pre-Processing Errors

- Nightly Personnel Information Management System (PIMS) generates a file to send new information keyed in by all state agencies to myCalPERS.
- The file is designed to translate PIMS transaction codes to myCalPERS terminology.
- If multiple changes are reported in one day for one appointment, myCalPERS might not be able to determine what action to post and sends the transaction to the pre-processing area.

Why do they occur?

myCalPERS will move the new appointment into the enrollment pre-processing area for various reasons:

- Is unable to identify the correct transaction that should be updated.
- myCalPERS has conflicting information.
- Information sent contains corrections to original data sent the same day.

What happens to the Pre-Processing Errors?

When the appointment is in the pre-processing area, the member's appointment/transaction is not officially posted and it requires manual intervention to verify information in PIMS and match it in myCalPERS, once that happens the appointment/transaction will be officially posted.

Tools needed to correct

Employees assigned to correct the pre-processing errors will need to have the following:

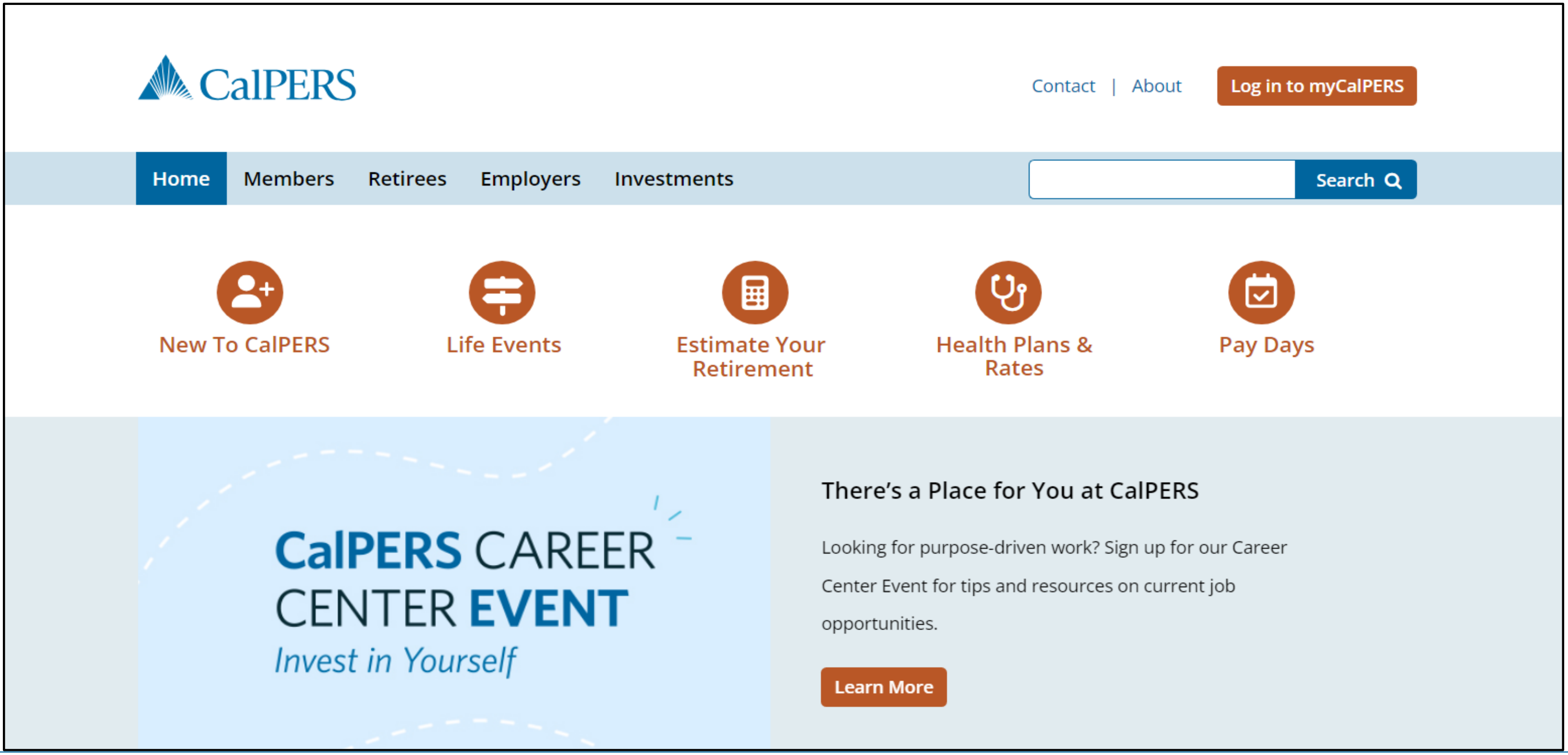
- myCalPERS Permission set: Business Partner Retirement Enrollment
- Knowledge of PIMS
- Knowledge of myCalPERS

If you do not have the permission set, consult with your agency's System Access Administrator to provide you with the permission set that you need.

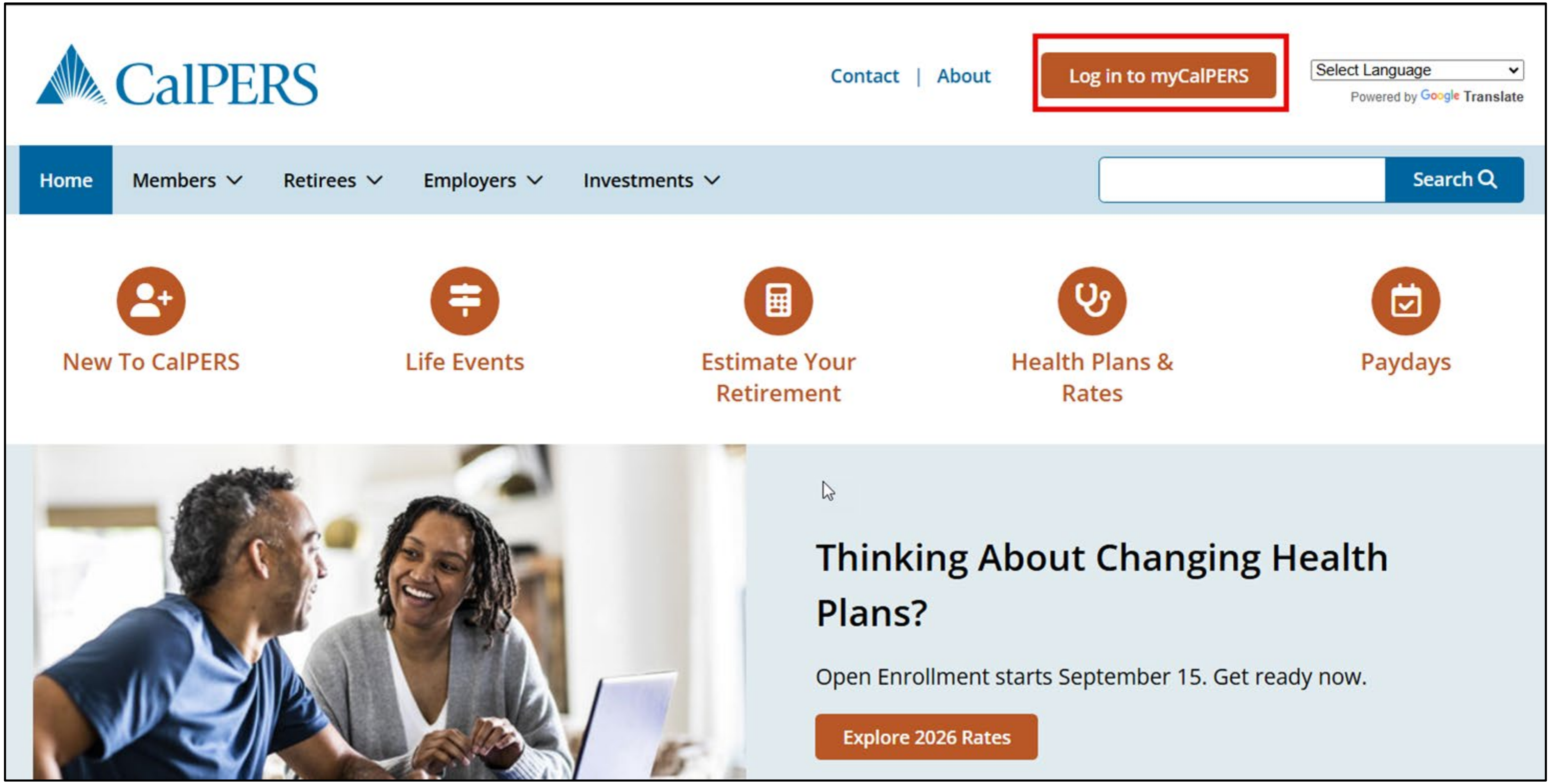
myCalPERS login

How to access Pre-Processing Area 1 of 2

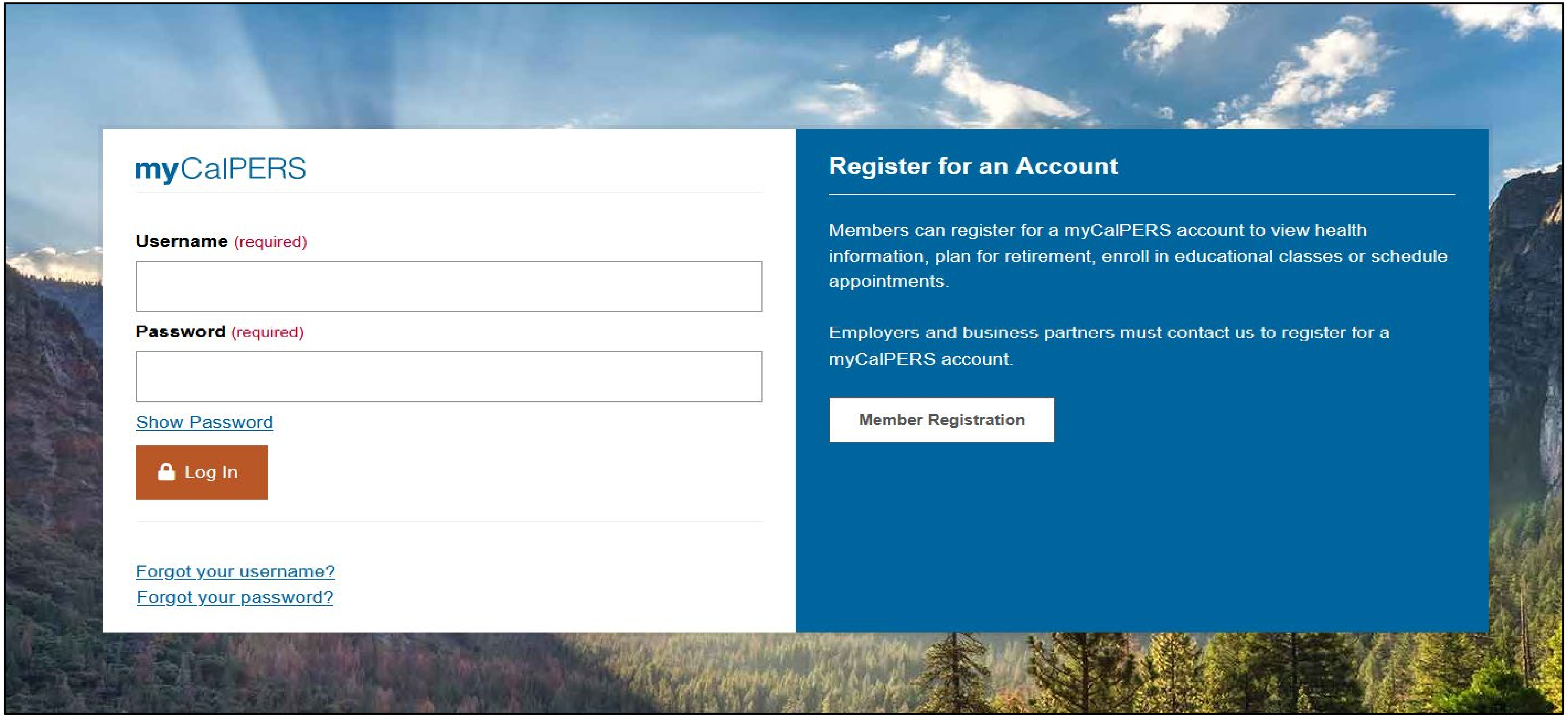
www.calpers.ca.gov



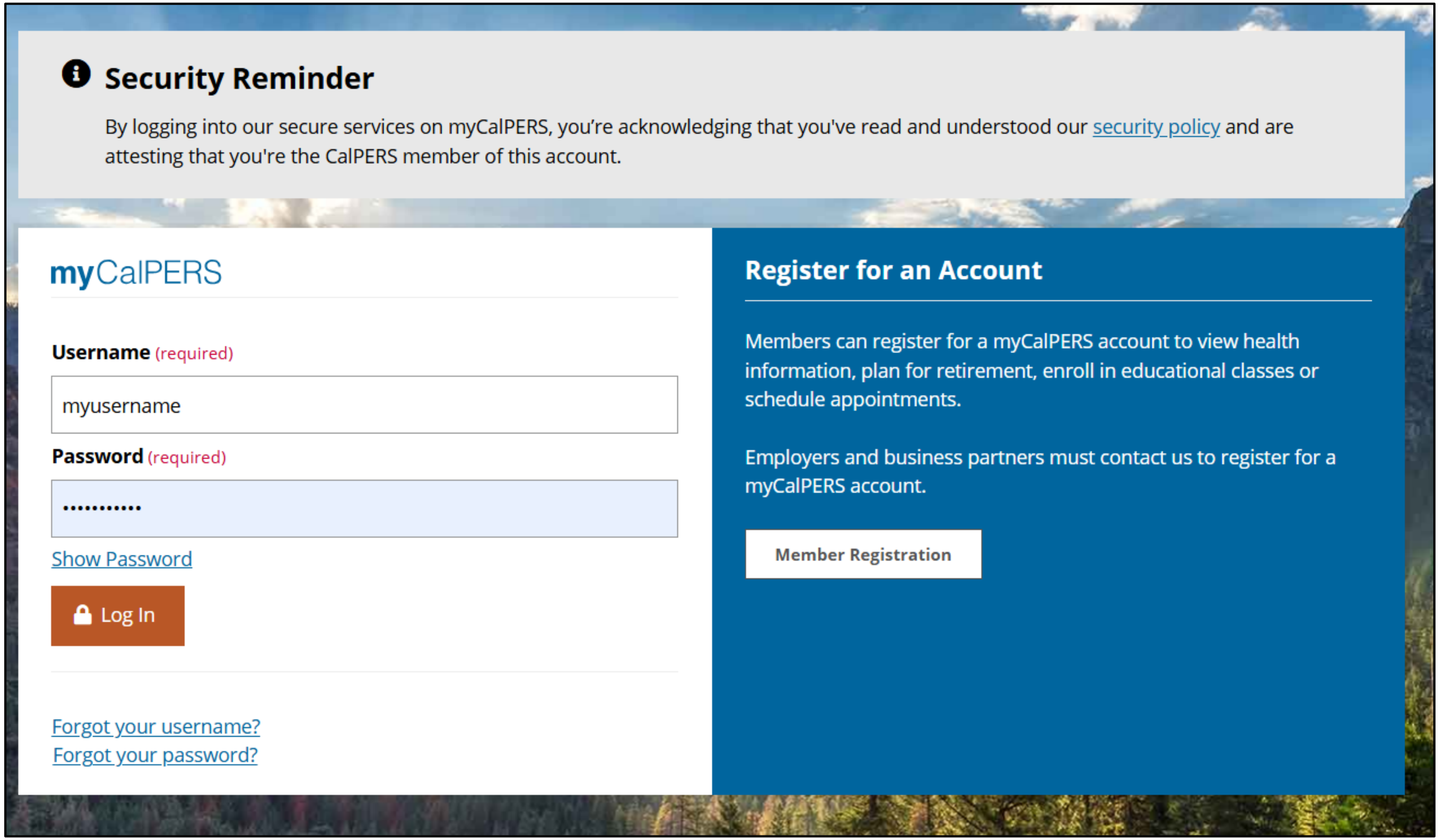
How to access Pre-Processing Area 2 of 2



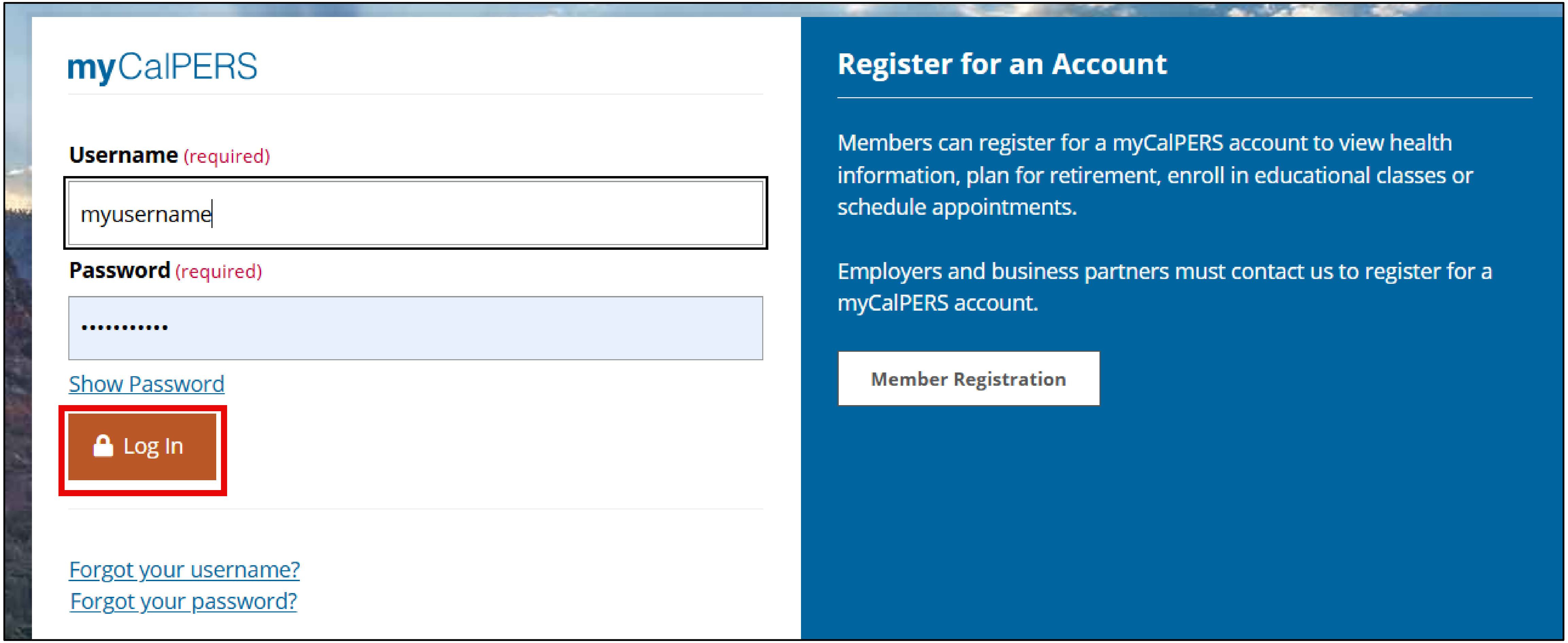
myCalPERS log in 1 of 3



myCalPERS log in 2 of 3



myCalPERS log in 3 of 3



To begin, please choose the role that corresponds with the person or organization you are representing, and then select the Continue button.

Primary Roles

	Business Partner	Business Partner ID	Service Provided
◉	Department Of Food And Agriculture		Default

Other Roles

	Business Partner	Business Partner ID	Service Provided
○	Department Of Food And Agriculture 10-A District Agricultural Association		Enrollment Services - Health Enrollment Services - Retirement Payroll Services
○	Department Of Food And Agriculture 10th District Agricultural Association		Enrollment Services - Health Enrollment Services - Retirement Payroll Services
○	Department Of Food And Agriculture 12th District Agricultural Association		Enrollment Services - Health Enrollment Services - Retirement Payroll Services
○	Department Of Food And Agriculture 13th District Agricultural Association		Enrollment Services - Health Enrollment Services - Retirement Payroll Services
○	Department Of Food And Agriculture 14th District Agricultural Association		Enrollment Services - Health Enrollment Services - Retirement Payroll Services
○	Department Of Food And Agriculture 15th District Agricultural Association		Enrollment Services - Health Enrollment Services - Retirement Payroll Services
○	Department Of Food And Agriculture 16th District Agricultural Association		Enrollment Services - Health Enrollment Services - Retirement Payroll Services
○	Department Of Food And Agriculture 17th District Agricultural Association		Enrollment Services - Health Enrollment Services - Retirement Payroll Services
○	Department Of Food And Agriculture 18th District Agricultural Association		Enrollment Services - Health Enrollment Services - Retirement Payroll Services
○	Department Of Food And Agriculture 19th District Agricultural Association		Enrollment Services - Health Enrollment Services - Retirement Payroll Services
○	Department Of Food And Agriculture 1-A District Agricultural Association		Enrollment Services - Health Enrollment Services - Retirement

myCalPERS log in

myCalPERS

Conditions of Use for Business Partners (Employers)

To help you submit and maintain accurate information, as well as ensure compliance, CalPERS provides Retirement Business Rules, Health Business Rules, and myCalPERS system training. For more information, select the Education tab within myCalPERS or visit the Education Center on the CalPERS website.

By accessing this application, you acknowledge that training is available to you. In addition, all information accessible to you will be used only to assist you in conducting official business with CalPERS.

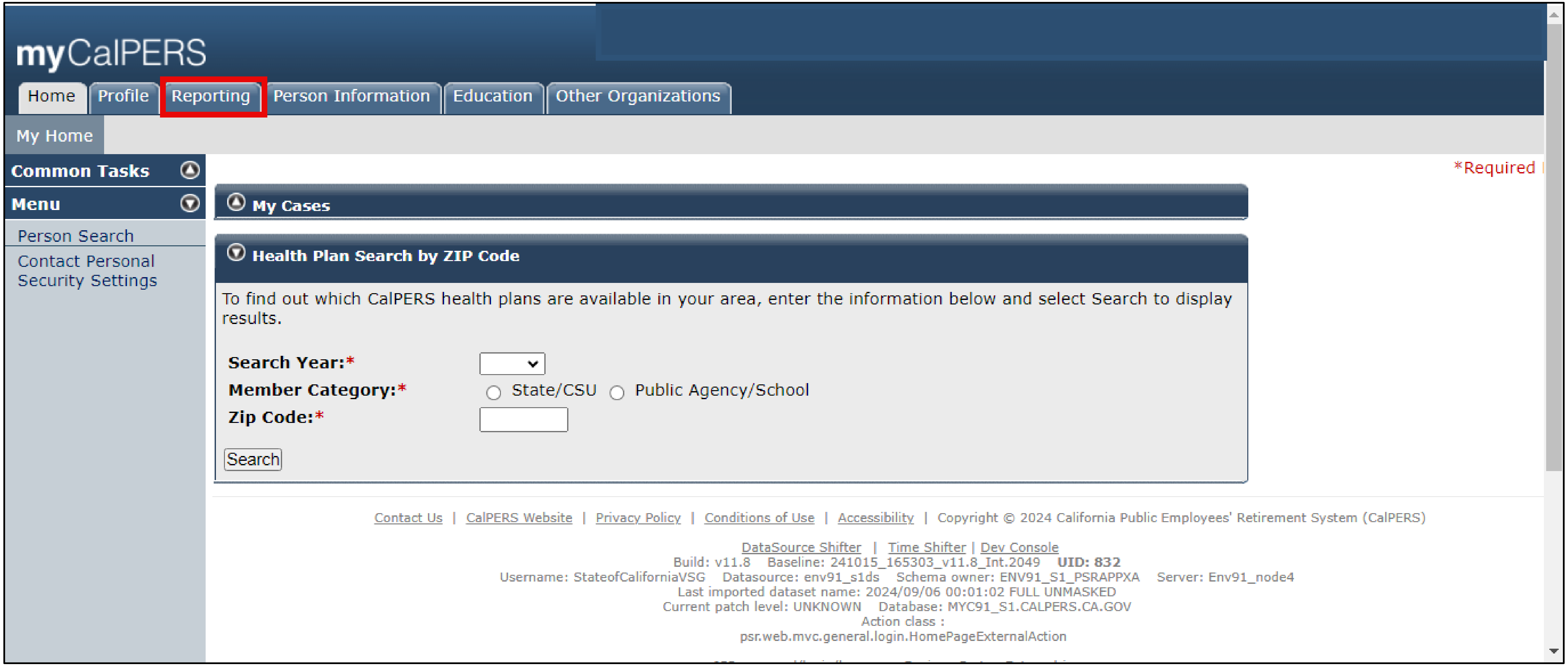
Accept | Decline

Contact Us | CalPERS Website | Privacy Policy | Conditions of Use | Accessibility |

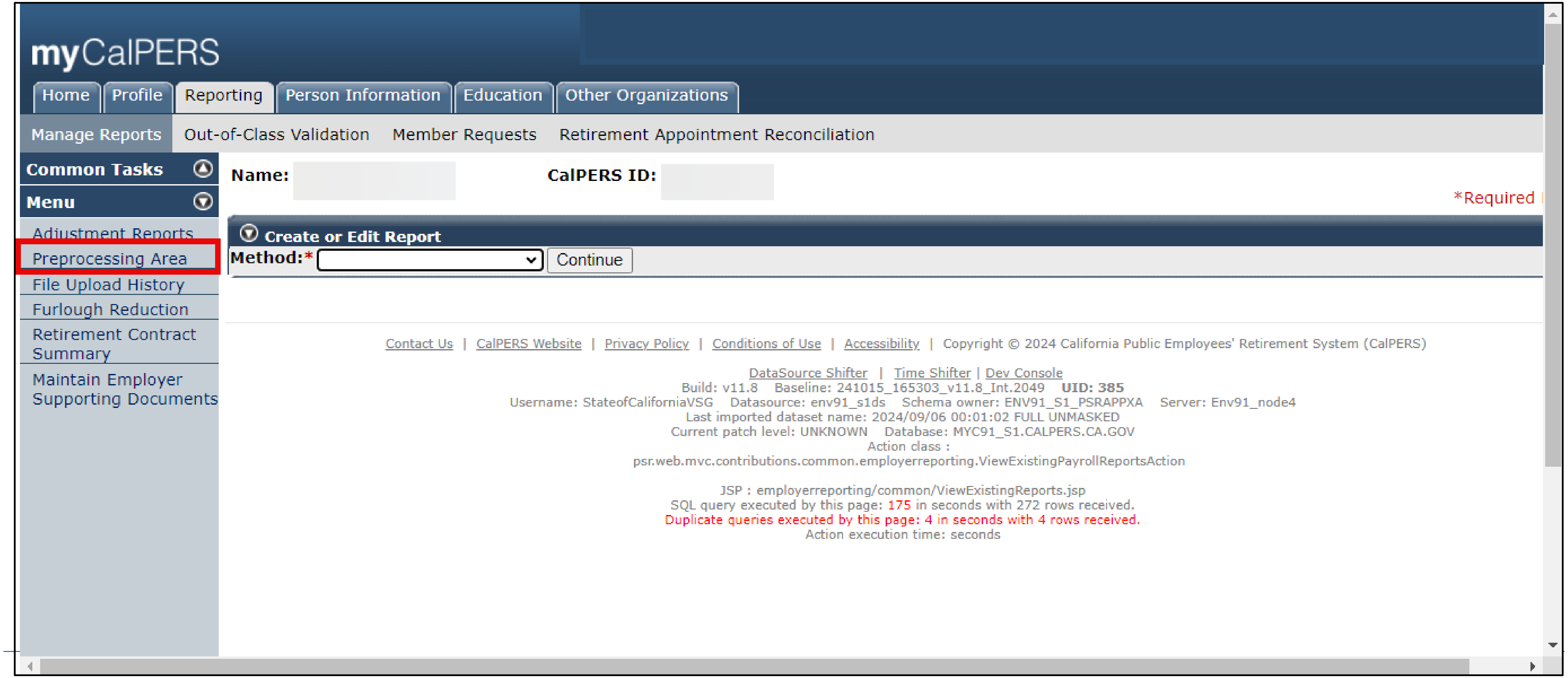
DataSource Shifter | Time Shifter | Dev Console
Build: v12.5 Baseline: 250808_152056_v12.5_release **UID: 897**
Username: SCOLogin4 Datasource: env91_s1ds Schema owner: ENV91_S1_PSRAPPXA Server: Env91_node3
Last imported dataset name: 2025/08/08 00:01:08 FULL UNMASKED
Current patch level: UNKNOWN Database: MYC91_S1.CALPERS.CA.GOV
Action class :
psr.web.mvc.general.login.BpEmployerConditionsAction

JSP : general/login/bpEmployerConditions.jsp
SQL query executed by this page: 3 in seconds with 199 rows received.
Duplicate queries executed by this page: 0 in seconds with 0 rows received.
Action execution time: seconds

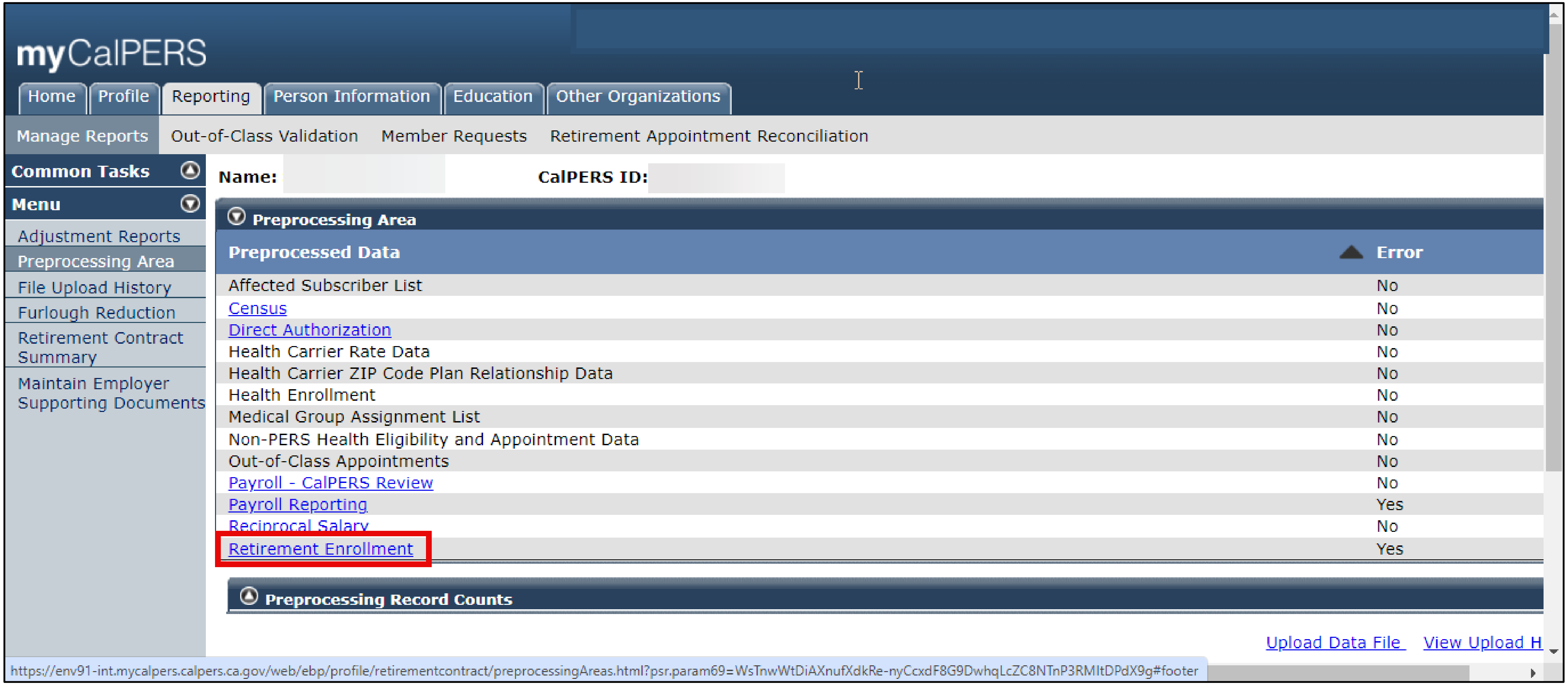
Accessing Enrollment Pre-Processing Area 1 of 3



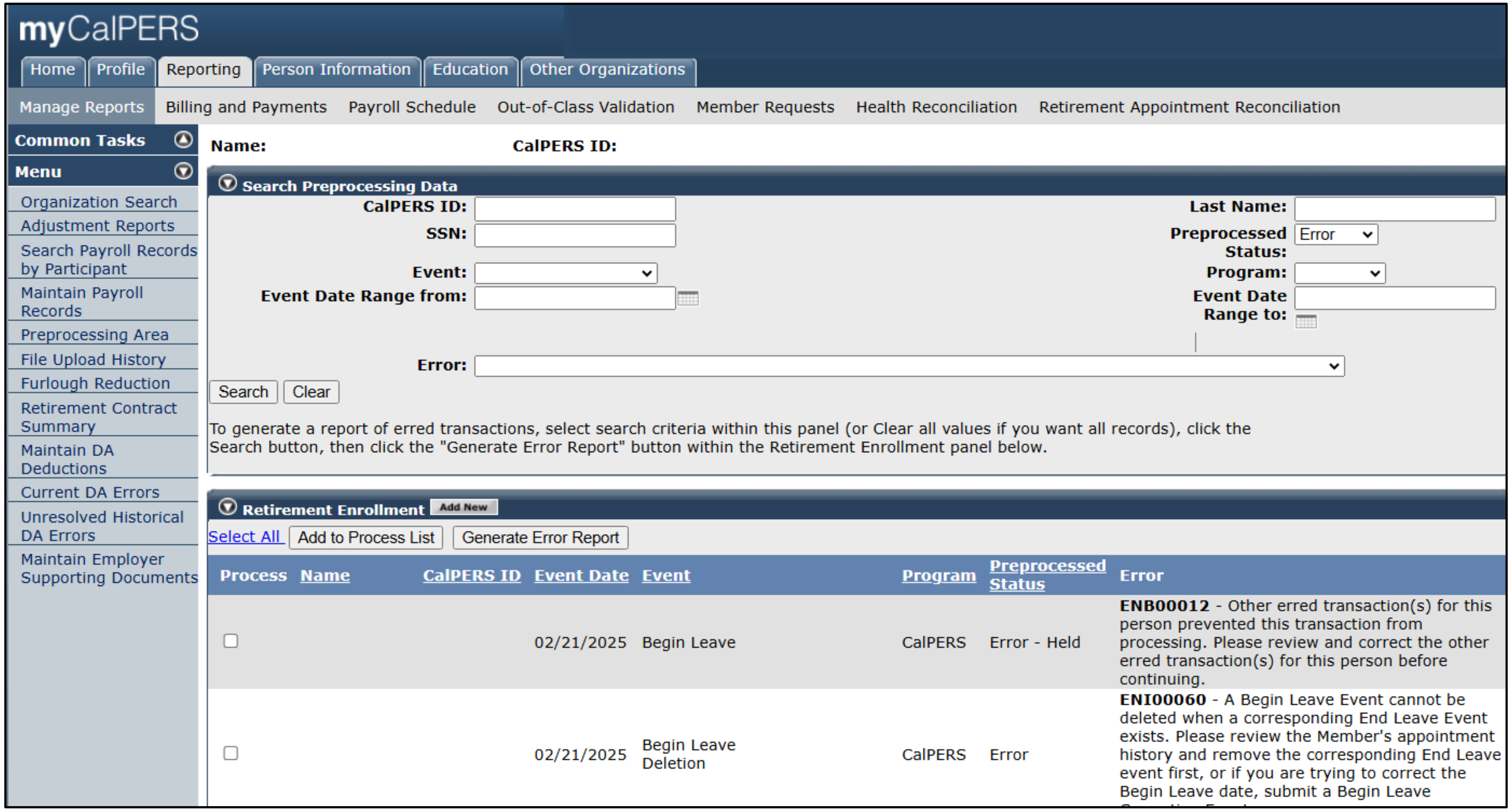
Accessing Enrollment Pre-Processing Area 2 of 3



Accessing Enrollment Pre-Processing Area 3 of 3



Pre-Processing Errors screen



Training

Once your agency has been notified that they may begin to clear pre-processing errors

- Sign up for training via myCalPERS for virtual and in person classes. The retirement enrollment class will be available in 2026.
- Request in person training from our trainers at: CalPERS_employer_communications@calpers.ca.gov
- Classes are free of charge.

Resources

Resources available

- System Access Administrators
- Retirement Enrollment Student Guide
- State Reference Guide

SCOConnect: Cal Employee Connect/ConnectHR

Presenter: Mason Duarte

Contact: ConnectHRHelp@sco.ca.gov

Cal Employee Connect:

- W-2 Paperless Opt-in
  - As of this week: 42% adoption rate
  - Please remind your employees that the enrollment period for W-2 paperless will run until November 30

Why go paperless?

Easy Access
Access your W-2 Statement any time from any internet–connected device

Early Access
Access your W-2 Statement earlier before the printed version

Eco-Friendly
Cut down on unnecessary paper

PDF Download
Download your W-2 Statement anytime

Cost Savings
Help save the State of California money

Secure
No paper document lost due to theft, fire, etc.

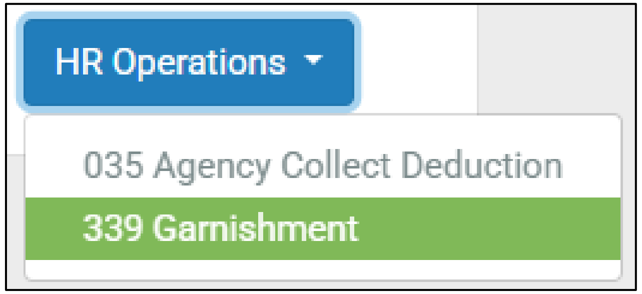
SCOConnect: Cal Employee Connect/ConnectHR

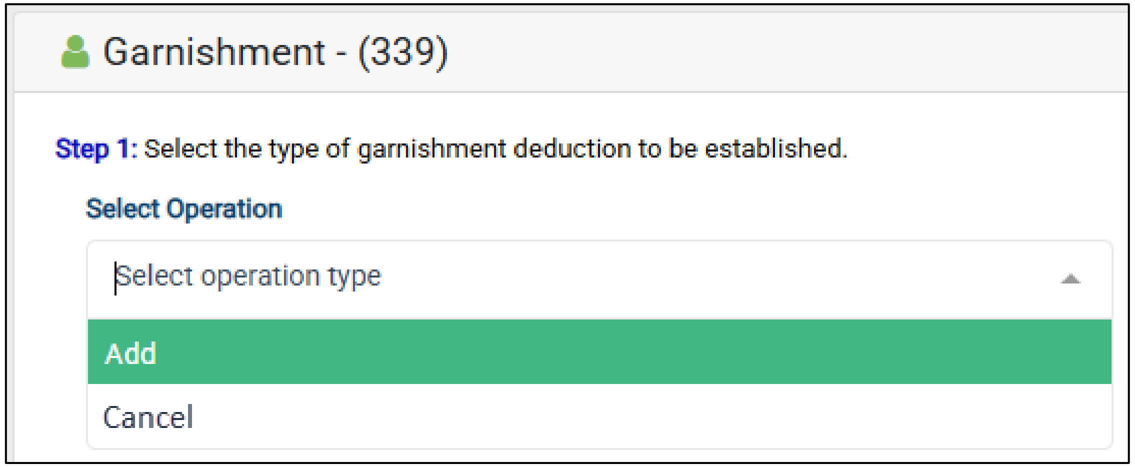
Presenter: Mason Duarte

Contact: ConnectHRHelp@sco.ca.gov

ConnectHR:

- Garnishment feature
  - ConnectHR's electronic Garnishment feature is an alternative to the paper Standard form (STD.) 639 and currently allows Human Resources (HR) staff the ability to submit standard (339) "Add" Garnishments via a ConnectHR account.
  - Starting in October, the Garnishment feature will expand to include the ability to "Cancel" existing standard (339) active Garnishments. This functionality will be incorporated within the current Garnishment feature framework and will appear as a dropdown option within the Garnishment feature. An email communication will also be provided to the affected ConnectHR users when the deployment of this feature has been completed.





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.

Resource: Payroll Procedures Manual (PPM) Section M

PPSD General Reminders

- Utilize ConnectHR to submit documents or upload data
- Please do not email forms that include employees' social security number (SSN) to the ConnectHR Team. All attachments containing SSNs are automatically deleted.
- Check Weekly Processing Dates before utilizing the Escalation Email process
- Update California Personnel Office Directory (CPOD)
- All HR Offices must promptly address all email messages that come through their Departmental Universal Email established with SCO (e.g., Ding Notices, ConnectHR Direct Deposit Feature – Approval Required, etc.)
- The PPSD Register – PPSD's Monthly Newsletter
- Check out our recommended Human Resources subscriptions
- 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!

Helpful Resources

State Controller's Office:

- SCO Website
- Library and Resources - Communication. Manuals/Guides/Toolkits. Forms. FAQs.
- Personnel Action Manual (PAM)
- Payroll Procedures Manual (PPM)
- Statewide Customer Contact Center (SCCC)

CalHR:

- CalHR Website
- Contact CalHR
- Human Resources Professionals
- Benefits Website

CalPERS:

- CalPERS Website
- Circular Letters
- my|CalPERS
- State Reference Guide (PDF)
- CalPERS Email Subscriptions

When in doubt, ask your Supervisor or Manager for guidance!

Helpful Resources – Open Enrollment

Open Enrollment: September 15 to October 10, 2025

- SCO 2025 Open Enrollment Resources
- CalHR Benefits - State HR Professionals
- CalHR Benefits - State HR Professionals Open Enrollment Resources
- CalHR Benefits Fairs
- State HR Professionals - Instructions for Completing Open Enrollment Forms
- Benefits Summary Guide
- CalHR Benefits Calculator
- CalHR Open Enrollment – Additional Resources
- Contact: OpenEnrollment@calhr.ca.gov

When in doubt, ask your Supervisor or Manager for guidance!

SCO Contacts

Web Resources:

- HR Personnel | Webpage
- State Employees | Webpage

Contacts:

- Affordable Care Act (ACA) | Contact Email
- Cal Employee Connect (CEC) | Help and Feedback
- ConnectHR | Help and Feedback
- California Leave Accounting System (CLAS) | Contact Email
- Civil Service Escalation Email (HR Supervisors and Managers) | Contact Email
- Decentralized Security Administration & ViewDirect Access | Contact Email
- PPSD HR suggestions (All HR Staff) | Contact Email
- Management Information Retrieval System (MIRS) | Contact Email