



California Public Employees' Retirement System
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Reference No.:
Circular Letter No.: 200-069-11
Distribution: IV, V, VI, X, XII, XVI
Special:

Circular Letter

October 18, 2011

TO: **ALL CALPERS EMPLOYERS**

SUBJECT: **my|CalPERS REPORTING EXTENSIONS AND INFORMATION**

The purpose of this Circular Letter is to provide important information regarding my|CalPERS. We appreciate your continued patience as we transition to the new system. To help alleviate some of the obstacles you are facing, we have extended key reporting deadlines, are conducting daily webinars to provide timely responses to your questions, and have temporarily added additional hours to the CalPERS Customer Contact Center (CCCC) for our Business Partners.

Retirement Payroll Contribution Reporting Extension

In an effort to provide relief as you acclimate to using my|CalPERS, we have extended the deadlines for submitting payroll contribution reporting. The new deadline for processing payroll contribution reporting for the July, August, and September reporting periods is now November 30, 2011. Please note that the grace period does not apply to other transactions, such as payroll contribution payments or retirement enrollments.

Health Open Enrollment Processing Extension

We have also extended the deadline to process Open Enrollment transactions. Employers now have until December 2, 2011 to key in your Open Enrollment transactions. Please keep in mind that Open Enrollment changes must be received from your employees during the Open Enrollment period, which is from October 10, 2011 through November 4, 2011, and the effective date of all Open Enrollment transactions remains January 1, 2012.

We hope these extensions will ease some of the pressure you are experiencing as you become accustomed to using and processing transactions in my|CalPERS. It will also provide CalPERS with an opportunity to address a number of system issues, and provide you with a smoother transition to the new my|CalPERS system.

Health Benefit Billing and Payments

For public agencies contracting with CalPERS to provide health benefits, your payment is due in full November 10, 2011. Your November statement is now available in my|CalPERS and a hard copy of your statement was mailed October 15, 2011.

Your employee roster is also available in my|CalPERS to help you reconcile your invoice to ensure your health enrollments are accurately reflected for active and retired employees. For assistance regarding your billing issues or variances between your October and November invoices, please contact our Public Agency Billing Unit at hbb_pa_billing@calpers.ca.gov. Our staff will assist you with the discrepancies and answer any questions you may have. Any necessary changes can be reflected on a future statement.

Health Resolution Changes

As a reminder, if you have health resolution changes, please continue to mail or fax them to:

California Public Employees' Retirement System
P.O. Box 942715
Sacramento, CA94229-2716
Fax: 800-959-6545

Employer Contribution Payments

Please note that the employer contribution payments are no longer pay-period specific, and my|CalPERS provides a continuous rolling balance. If you pay by check or Electronic Funds Transfer (EFT), you must allocate the funds to a specific plan.

The CalPERS Automated Clearing House (ACH) ID number has changed with the roll out of the new my|CalPERS system. The new CalPERS ACH ID number is: 1946207465.

If you pay by Electronic Funds Transfer (EFT), you must notify your bank that this CalPERS ACH ID number is assigned to an approved payee in order for the payment to be processed by your bank. If you have already submitted an EFT using the incorrect CalPERS ACH ID, please resubmit the EFT with the new CalPERS ACH ID listed above.

If you wish to begin using EFT, you must establish a new EFT account in my|CalPERS and then notify your bank of the CalPERS ACH ID number.

Key Employer Web Resources

To provide greater assistance during your transition to my|CalPERS, we have begun conducting daily webinars from 10:00-11:30 a.m. to provide you a forum to ask questions and receive timely responses from our staff. These webinars began on Monday, October 17 and are scheduled through Thursday, November 10. For additional information, please go to the PERT area of CalPERS On-Line at www.calpers.ca.gov/pert and select "Training and Education" and then select "my|CalPERS Webinars."

Please remember to utilize our Web resources to obtain the latest and most up-to-date information about my|CalPERS. These resources are available in the PERT area of CalPERS On-Line at www.calpers.ca.gov/pert and include the [my|CalPERS News for Employers](#) page, which provides the latest news, updates, and information about the my|CalPERS system. We also created the [my|CalPERS User Information & Tips](#) page to provide you information about known issues and tips for using the system.

Additional Contact Center Hours

Finally, to further assist you during this transition, the CCCC will be available to serve Business Partners on the last two Saturdays in October (October 22 and 29). We will be able to help you process most inquiries, with the exception of emergency health transactions, from 7:00 a.m. to noon on these days. Continuation of Saturday services will be evaluated based on Business Partner response.

Thank you for your continued patience as we all transition through our challenges and become accustomed to the new system.

KAREN DEFRANK, Project Manager
Public Employer Readiness Team (PERT)