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# Circular Letter

August 24, 2011

TO: **ALL PEHMCA HEALTH BENEFITS OFFICERS AND ASSISTANT HEALTH BENEFITS OFFICERS**

SUBJECT: **CalPERS HEALTH ENROLLMENT IN PREPARATION FOR my|CalPERS**

## System Conversion Period

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This Circular Letter is intended to assist you with administrative responsibilities of maintaining employee health benefits enrollments as we transition to my|CalPERS on September 19, 2011. During the system conversion period that will occur September 2-18, 2011, some services will be unavailable, therefore you will not have a mechanism to process health enrollment transactions. The Automated Communication Exchange System (ACES) will be view-only from Friday, September 2 at 5:00 p.m. through Sunday, September 18, 2011, and thereafter will be decommissioned.

## Prior to the Conversion Period

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Through **August 30, 2011**, you should communicate with your employees the importance of completing and submitting all health enrollment forms in a timely manner.

Please use the Fact Sheet titled, "CalPERS to implement a new computer system in September 2011" distributed on July 5, 2011, via Circular Letter 200-050-11 to notify your employees about system conversion and availability of services. You can also refer them to [www.calpers.ca.gov/mycalperscentral](http://www.calpers.ca.gov/mycalperscentral) for more information.

You **must** closely monitor your health enrollment transactions and **correct** all errors by close of business on September 2, 2011.

ACES transactions that have resulted in error, and are left uncorrected, will not transition to the new my|CalPERS system. You will have to reprocess any uncorrected or unprocessed transactions into the new my|CalPERS system after launch on September 19, 2011.

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**Health Enrollment Freeze Dates**

Date	Membership Enrollment with New Health Enrollment	All other Health Enrollment Transactions
Tuesday, August 30, 2011	We highly encourage you to submit all new health and membership enrollments through ACES. This will allow you an opportunity to correct any resulting errors prior to the system being deactivated at 5pm on September 2, 2011.	N/A
Friday, September 2, 2011	N/A	The last day you can submit <b>any</b> health enrollment transactions. The final ACES batch process is scheduled for 5:00 p.m. September 2, 2011.

**During the Conversion Period**

From close of business September 2 through September 18, 2011, you should continue to follow the existing process for each health enrollment, including collecting the proper enrollment forms, supporting documentation, and authorizing signatures. Use the current existing business rules and processes to complete the enrollment forms. The effective date of the health enrollment continues to be the first of the month following the date you receive the request in your office, (if received within sixty days of the qualifying event) per California Code of Regulations 599.530(a).

Continue to provide your employee with a copy of the completed enrollment form, and process all non-emergent enrollment forms into my|CalPERS beginning September 19, 2011.

**Emergency Health Enrollments During the Conversion Period**

If your employee is newly enrolling or adding a dependent(s) during the conversion period, **and** your employee (or dependent) has an **immediate** medical, dental, or prescription need, you should call the CalPERS Customer Contact Center to facilitate an emergency enrollment. CalPERS staff can manually process an enrollment approved and validated by your agency's Health Benefits Officer.

CalPERS will inform the health plan within two business days of receipt of all pertinent enrollment information. In these situations, CalPERS will track and process the enrollment forms into my|CalPERS after launch.

It is important that you facilitate and coordinate emergency enrollments on behalf of your employees.

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**my|CalPERS  
Launch and  
Beyond**

On **Monday, September 19, 2011**, CalPERS will launch the new my|CalPERS system. On this day, you can begin processing the health enrollments that were held in your office during the conversion period, as well as any health enrollment transactions that failed to update in the ACES system prior to its decommission. You will also use my|CalPERS to process any new incoming health enrollment transactions.

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**CalPERS Health  
Benefits Open  
Enrollment**

The Open Enrollment (OE) period will occur October 10, 2011 – November 4, 2011. For additional information, please refer to the OE Circular Letter 600-47-11 for State agencies, and 600-048-11 for contracting agencies.

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**Judges' and  
Legislators'  
Retirement  
Systems (JLRS)**

Agencies that have the administrative responsibility for health enrollments for active employees of the Legislators' Retirement System (LRS), Judges' Retirement System (JRS) and Judges' Retirement System II (JRS II) will receive communication specific to the affected ACES users by August 31, 2011, regarding the processing of health enrollment transactions for these members.

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**Additional  
Information**

Additional information regarding system conversion is available on the PERT area of CalPERS On-Line at [www.calpers.ca.gov](http://www.calpers.ca.gov).

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**Questions**

If you have any questions about this information, please contact the CalPERS Customer Contact Center at **888 CalPERS** (or **888-225-7377**).

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DARRYL WATSON, Chief  
Customer Account Services Division