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# Circular Letter

May 31, 2013

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

**SUBJECT: CALPERS HEALTH/BUSINESS PARTNER CONTACT UPDATE**

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**Purpose** CalPERS is conducting a review of employer Health Benefit Officers (HBO) and Assistant Health Benefit Officers (AHBO) contact information. As the employer, it is your responsibility to update my|CalPERS with HBO and AHBO contact information.

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**Why is it Important?** It is essential to update HBO and AHBO information to ensure you receive timely CalPERS health information for your employees. This includes direct calls from CalPERS staff or circular letters, such as the Dependent Eligibility Verification (Circular Letter #600-009-13) and the upcoming CalPERS Open Enrollment.

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**Action Required** Please verify the HBO or AHBO name and contact information shown on the enclosed attachment and ensure its accuracy.

- **Contact information must be updated by June 14, 2013.**
- If the HBO and AHBO information is correct, no further action is required.

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**System Update** As the employer, you should initiate all system updates and changes to contact information through your System Access Administrator (SAA) identified on the attachment. Please contact your SAA to:

- Change, disable, or update your HBO or AHBO name, address, phone number, main and primary information
- Add an email address to your account

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*Continued on next page*

## **Business Partner Contact Update, Continued**

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### **Questions**

If you have any questions about this Circular Letter, please call our CalPERS Customer Contact Center at **888 CalPERS** (or **888-225-7377**).

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KAREN DeFRANK, Chief  
Customer Account Services Division