myCalPERS Health Billing Reconciliation

Student Guide

March 2, 2024

Introduction

This student guide is a resource to assist health-contracting public agencies, schools, and non-central state agencies with reconciling monthly health premium receivable(s).

Importance of Reconciling

You can save your agency time and/or money by identifying incorrect charges and credits. After reviewing the amount your agency has been billed, reconcile your health receivables with your internal records to ensure premiums are billed correctly.

Reimbursement of Premiums

CalPERS will reimburse premiums up to six months for retroactive changes due to Cancel Coverage (excluding death) and Delete Dependent transactions.

System Logic

Employers do not use the **Health Reconciliation** local navigation link.

Disclaimer

As a security safeguard, business partner and participant information has been masked within the figures in this procedure guide.

System Access

If you are unable to process these scenarios, contact your agency's system access administrator to update your myCalPERS access.

Training Opportunities

Prior to taking a myCalPERS training, new users should review the Introduction to myCalPERS for Business Partners (PDF) student guide and take a Business Rules class. Business rules summarizes the laws defined by the California Public Employees' Retirement Law (PERL).

Contents

Unit 1: Health Receivable

In this unit, you will learn how to access your agency's monthly health receivable(s).
Note: Non-central state agencies have a different billing/payment process, health premium statement and payment due dates than public agencies and schools.

Health Premium Statement

Once a month, CalPERS generates your agency's health premium statement(s) for your portion of the health premiums and administrative fees. You are notified with a health premium statement which displays separate amounts for active and retired (includes survivor) premiums, administrative fees, and the previous month's payment. After the health premium statement is generated, you will be able to access your agency's monthly health receivable and billing roster within myCalPERS.

Contact Types

You will receive one health premium statement per health contract for PERS (includes CalSTRS) and non-PERS. The primary **Health PA Billing – PERS** and **Health PA Billing – Non-PERS** contact types will receive the monthly health premium statement by mail or email notification that it's available in myCalPERS. If there isn't a primary billing contact for your agency, then it will be sent to your primary **General** contact.

Billing Notification Preference

You are notified of your monthly health premium statement based on your preferred communication method (email or mail) set by your agency's system access administrator:

- Your agency's system access administrator must select **Email** as the preferred method of communication for the primary billing contact to receive emailed notifications of when the health statement is available in myCalPERS. Refer to scenario 1 on how to download your health statement in myCalPERS.
- To receive the statement by mail, **Mail** must be the preferred method of communication.

Health Billing Cutoff Dates and Payment Information

This annual Circular Letter is issued and posted online for health-contracting public agencies and schools. An attachment of the Health Billing Cutoff Dates Contracting School Districts and Public Agencies (PDF) is included which has the coverage months, cutoff dates for CalSTRS and CalPERS/non-PERS transactions, statement available dates, and payment due dates.

Payments

Due Date

Health payments must be received by CalPERS by the 10th of the month and paid as billed. If the 10th falls on a holiday or weekend, payment is due on the last business day prior to the 10th. Payments received after the 10th are considered delinquent and subject to interest.

Payment Amount – Always Pay As Billed

Regardless of any recent health benefits updates causing premium deduction changes, pay as billed to avoid assessed interest. Then on a future receivable, verify the charges or credits.

Health Premium Deduction (Year-To-Date)

To review your agency's total health premium payments for the fiscal year (begins with the July health premium statement for August premiums), refer to scenario 1, step 5.

Setting Up and Making Online Payments

Refer to the myCalPERS Electronic Funds Transfer (PDF) student guide for details.

Contents

Scenario 1: Download Your Health Statement

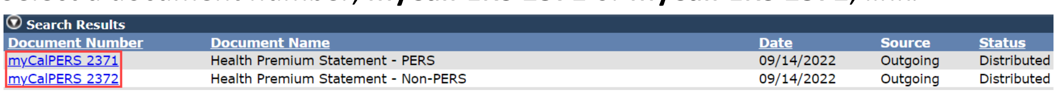
After receiving an email that your health statement is available, you will download your health statement.

Step Actions

Step 1 Select the **Common Tasks** folder on the left side.

Step 2 Select the **Document History** left-side link.

Step 3 Select a document number, **myCalPERS 2371** or **myCalPERS 2372**, link.



Search Results

Document Number	Document Name	Date	Source	Status
myCalPERS 2371	Health Premium Statement - PERS	09/14/2022	Outgoing	Distributed
myCalPERS 2372	Health Premium Statement - Non-PERS	09/14/2022	Outgoing	Distributed

Step 4 Review the billing summary in the document:

Health Premium Statement - PERS

Receivable ID	Description	Billing Month	Amount
100000017000205	**Total Active & Retired Premium: $8,586,118.40**	12/2022	
	PA Billing Active Premium		$6,066,924.79
	PA Billing Employer Share of Retired Premium		$864,467.07
	Admin Fee for Active: (0.33% of Total Active Premium)		$20,020.85
	Admin Fee for Retired: (0.33% of Total Retired Premium)		$8,313.34
	Subtotal		**$6,959,726.05**
100000016970854	Previous Payment Due	11/2022	$7,037,161.95
	Payment Applied		($7,037,161.95)
	Subtotal		**$0.00**

Total Payment Due 12/10/2022: $6,959,726.05

You have completed this scenario.

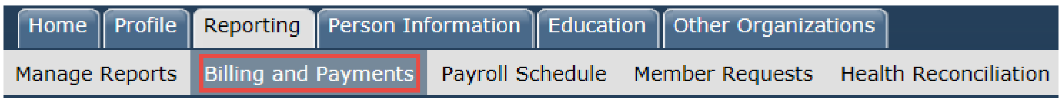
Scenario 2: Health Receivable From the Reporting Tab

You will access your agency's monthly health receivables and review the monthly billing summary. You also want to know the total health premium payment amount your agency has paid for the fiscal year (begins with the July health premium statement for August premiums).

Step Actions

Step 1 Select the **Reporting** global navigation tab.

Step 2 Select the **Billing and Payments** local navigation link.



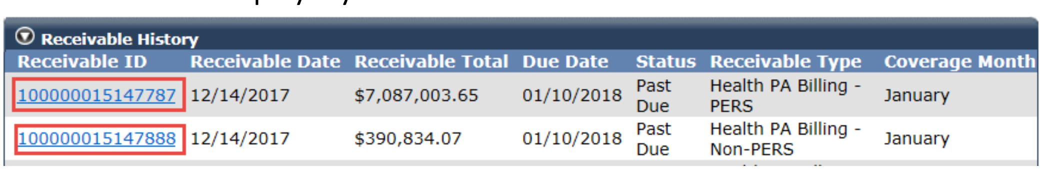
Step 3 Within the Billing and Payment Summary section, if you need to change the fiscal year, select the appropriate fiscal year from the drop-down list.

Step 4 Select the **Display** button.

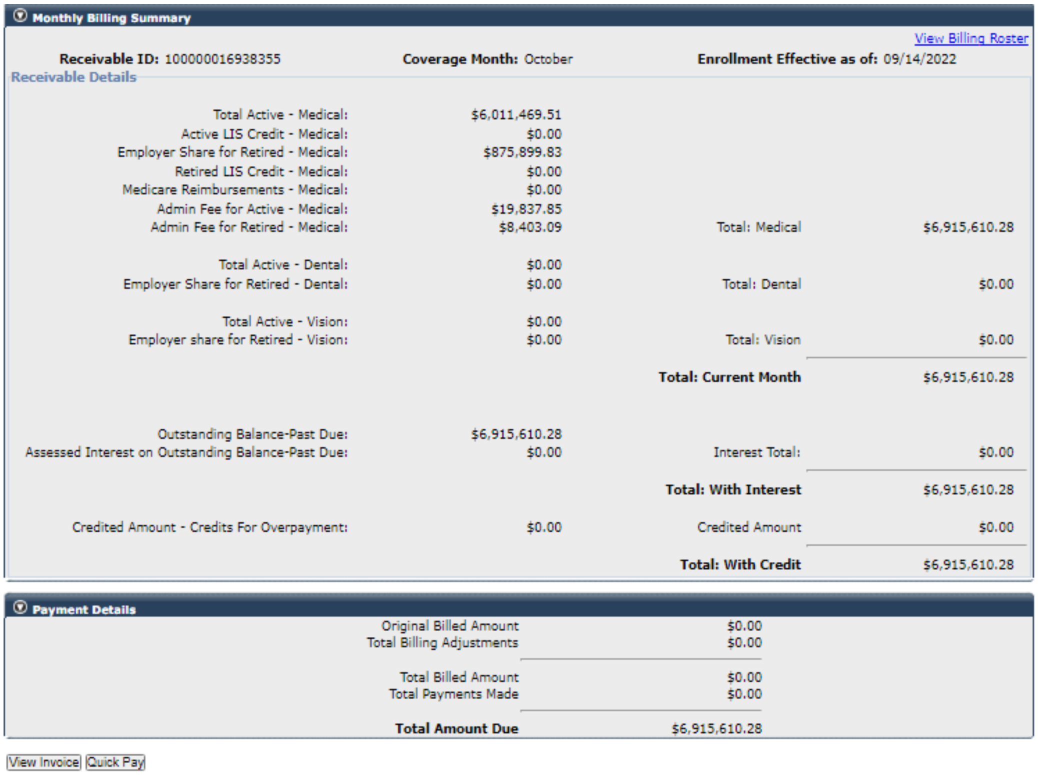
Step 5 Within the Health Premium Deduction (Year-To-Date) section, review your total balance, and then select the **View Invoice History** link.

- Total Payments: Amount your agency has paid since last July's health premium statement.
- Total Balance: Amount your agency currently owes.

Step 6 Within the Receivable History section, select the appropriate **Receivable ID** link. Two receivables display if you have a CalPERS and non-PERS health contract.



Step 7 Within the Monthly Billing Summary section, review the details for this receivable.



Monthly Billing Summary

View Billing Roster

Receivable ID: 100000016938355 **Coverage Month:** October **Enrollment Effective as of:** 09/14/2022

Receivable Details

Total Active - Medical:	$6,011,469.51		
Active LIS Credit - Medical:	$0.00		
Employer Share for Retired - Medical:	$875,899.83		
Retired LIS Credit - Medical:	$0.00		
Medicare Reimbursements - Medical:	$0.00		
Admin Fee for Active - Medical:	$19,837.85		
Admin Fee for Retired - Medical:	$8,403.09	Total: Medical	$6,915,610.28
Total Active - Dental:	$0.00		
Employer Share for Retired - Dental:	$0.00	Total: Dental	$0.00
Total Active - Vision:	$0.00		
Employer share for Retired - Vision:	$0.00	Total: Vision	$0.00
		Total: Current Month	$6,915,610.28
Outstanding Balance-Past Due:	$6,915,610.28		
Assessed Interest on Outstanding Balance-Past Due:	$0.00	Interest Total:	$0.00
		Total: With Interest	$6,915,610.28
Credited Amount - Credits For Overpayment:	$0.00	Credited Amount	$0.00
		Total: With Credit	$6,915,610.28

Payment Details

Original Billed Amount	$0.00
Total Billing Adjustments	$0.00
Total Billed Amount	$0.00
Total Payments Made	$0.00
Total Amount Due	$6,915,610.28

View Invoice Quick Pay

Note: At bottom left, the **View Invoice** button will display the Health Premium Statement. The **Quick Pay** button is used if you want to pay this receivable.

You have completed this scenario.

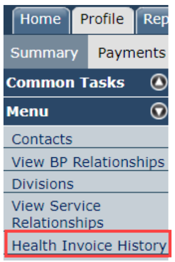
Scenario 3: Health Receivable From the Profile Tab

You will access your agency's monthly health receivables and review the monthly billing summary.

Step Actions

Step 1 — Select the **Profile** global navigation tab.

Step 2 — Under the Menu, select the **Health Invoice History** left-side link.



Step 3 — Within the Search Receivable History section, do you want to use the filter(s)?.

Yes: After entering the receivable ID or changing the status or calendar year, select the **Search** button.

No: Continue to the next step.

Step 4 — Within the Receivable History section, select the appropriate **Receivable ID** link. Two receivables display if you have a CalPERS and non-PERS health contract.

Step 5 — Within the Monthly Billing Summary section, review the receivable details.

Note: At bottom left, the **View Invoice** button will display the Health Premium Statement. The **Quick Pay** button is used if you want to pay this receivable.

You have completed this scenario.

Unit 2: Billing Roster

In this unit, you will learn how to review your health billing roster to reconcile after your agency has been billed. Your monthly billing roster provides a list of the total number of active employees and retirees (including survivors) enrolled in a specific plan, their party rate, medical group, charges, credits, and any adjustments or retroactive activity that updated during the billing cycle.

Some Important Items to Ensure Are Correct

- Verify that your agency isn't being billed for anyone who shouldn't be covered due to an unpaid leave of absence, permanent separation, etc. You will still be billed for employees on a leave for maternity/paternity or FMLA.
- Make sure your enrollees are listed with the correct medical group. This is particularly important for your retirees, as a retiree's medical group drives the amount you are billed for your employer contribution. If the medical group is incorrect, then it can cause over/under billing to your agency and an incorrect deduction for CalPERS and CalSTRS retirees.
- Check for any retirees that are showing as active (not retired) on the roster. If they are showing active, then your agency is being billed for the full premiums.

Subscriber Addresses and Death Dates

Download your Monthly Employer Billing Roster report to review the roster information which will also include your health enrollees' addresses unless marked Y in the Secured Address Indicator (restricted) column. Additional columns include Undeliverable Indicator (mail was returned to CalPERS due to an undeliverable address), Death Date, and Death Date Notification (date the death was reported to CalPERS). Refer to scenario 1, step 11 and scenario 2, step 8. A sample of the report is on page 13.

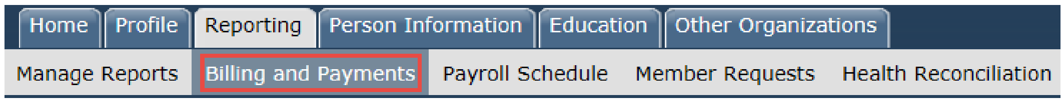
Contents

Scenario 1: Billing Roster From the Reporting Tab

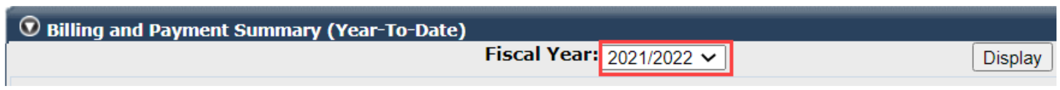
Step Actions

Step 1 Select the **Reporting** global navigation tab.

Step 2 Select the **Billing and Payments** local navigation link.



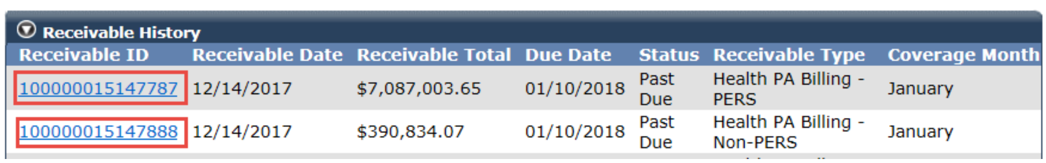
Step 3 If you need to change the fiscal year, select from the **Fiscal Year** drop-down list.



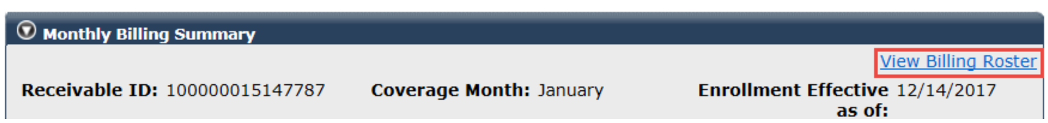
Step 4 If you selected a previous fiscal year in step 3, select the **Display** button.

Step 5 Within the Health Premium Deduction (Year-To-Date) section, review your total balance, and then select the **View Invoice History** link.

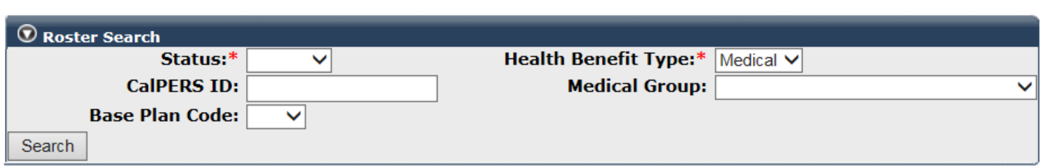
Step 6 Within the Receivable History section, select the appropriate **Receivable ID** link.



Step 7 Select the **View Billing Roster** link at top right.



Step 8 You may use the Roster Search section to filter the Monthly Employer Billing Roster section.



Step 9 Reconcile the Monthly Employer Billing Roster section.

Monthly Employer Billing Roster

Status	Name	CalPERS ID	Plan Code	Retirement System	Payment Type	Amount Billed	Medical Group
Retired	AUG JR, OBITIYE	0123456789	4543	PERS	On-going	$1,483.80	005 SWORN POLICE UNIT
Active	BHAYANI, HOAI THI	1234567890	1043	PERS	On-going	$1,906.81	001 UNREP UNIT A H M W & X
Active	BOGHOSIAN, THOMAS IAN	2345678901	1041	PERS	On-going	$733.39	001 UNREP UNIT A H M W & X

Download Roster to a Report

Step 10 Do you want to download your roster to a report?

Yes: Select the **Download Roster** link.

Monthly Employer Billing Roster Summary

Coverage Month:	January	**Receivable ID:**	100000015147787
Total Due:	$7,087,003.65	**Balance as of:**	12/14/2017
Date Due:	01/10/2018	**Enrollment Effective as of:**	12/14/2017

Download Roster

No: You have completed this scenario.

Change Report Format

Step 11 Do you want the Monthly Employer Billing Roster Report in a different format?

Yes: Continue to step 13.

No: You have completed this scenario.

Step 12 Select the **Run as** icon in the top left corner of the page.

Step 13 Select the desired format (**Run CSV** and **Run Excel data** are recommended if you are going to filter and/or sort the Excel columns). Refer to scenario 3 for a sample of the roster in Excel.

- Run HTML
- Run PDF
- Run Excel
- Run Excel data
- Run CSV

You have completed this scenario.

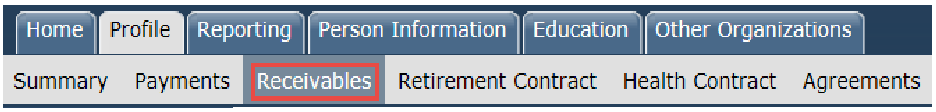
Scenario 2: Billing Roster From the Profile Tab

This method is a quick way to access your roster, but it does not include the year-to-date deductions.

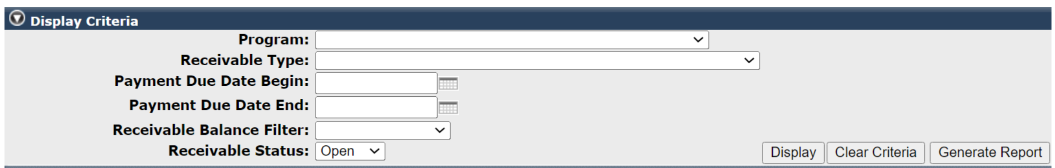
Step Actions

Step 1 Select the **Profile** global navigation tab.

Step 2 Select the **Receivables** local navigation link.



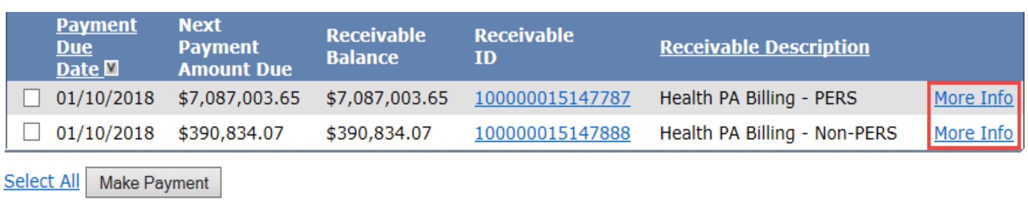
Step 3 **Optional:** Within the Display Criteria section, use the filters if you're searching for specific receivables, and then select the **Display** button.



Bottom right buttons:

- **Display:** Apply the filters and display those receivables below.
- **Clear Criteria:** Clear your filters.
- **Generate Report:** Export receivables list to an Employer Receivable Report.

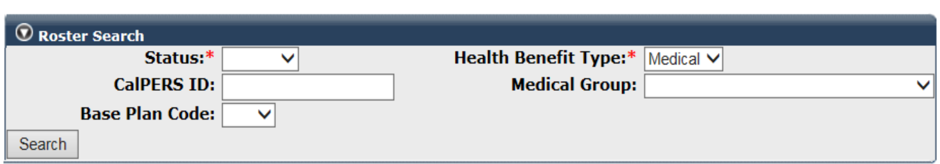
Step 4 Within the Receivables section, select the appropriate **More Info** link.



	Payment Due Date	Next Payment Amount Due	Receivable Balance	Receivable ID	Receivable Description	
☐	01/10/2018	$7,087,003.65	$7,087,003.65	100000015147787	Health PA Billing - PERS	More Info
☐	01/10/2018	$390,834.07	$390,834.07	100000015147888	Health PA Billing - Non-PERS	More Info

Select All Make Payment

Step 5 **Optional:** Use the Roster Search section to filter the Monthly Employer Billing Roster section.



Step 6 Reconcile the Monthly Employer Billing Roster section.

Monthly Employer Billing Roster

Status	Name	CalPERS ID	Plan Code	Retirement System	Payment Type	Amount Billed	Medical Group
Retired	AUG JR, OBITIYE	0123456789	4543	PERS	On-going	$1,483.80	005 SWORN POLICE UNIT
Active	BHAYANI, HOAI THI	1234567890	1043	PERS	On-going	$1,906.81	001 UNREP UNIT A H M W & X
Active	BOGHOSIAN, THOMAS IAN	2345678901	1041	PERS	On-going	$733.39	001 UNREP UNIT A H M W & X

Download Roster to a Report (HTML Format)

Step 7 Do you want to download your roster to a report?

Yes: Select the **Download Roster** link.

Monthly Employer Billing Roster Summary

Coverage Month: January
Total Due: $7,087,003.65
Date Due: 01/10/2018
Receivable ID: 100000015147787
Balance as of: 12/14/2017
Enrollment Effective as of: 12/14/2017
Download Roster

No: You have completed this scenario.

Change Report Format

Step 8 Do you want the Monthly Employer Billing Roster Report in a different format?

Yes: Continue to step 10.

No: You have completed this scenario.

Step 9 Select the **Run as** icon in the top left corner of the page.

Step 10 Select the desired format (**Run CSV** and **Run Excel data** are recommended if you are going to filter and/or sort the Excel columns). Refer to scenario 3 for a sample of the roster in Excel.

- Run HTML
- Run PDF
- Run Excel
- Run Excel data
- Run CSV

You have completed this scenario.

Scenario 3: Monthly Employer Billing Roster Report

After downloading your billing roster from the Monthly Billing Roster page, the report displays additional columns of information. Below is a sample in an Excel format.

Business Partner PA Billing access role is needed to run this report.

Report below is displayed in sections to fit the page.

STATUS	CalPERS ID	Name	Medical Group	Retirement System	Base Plan Name	Base Plan Code
Active	0123456789	ANG, ANN	003 ABCD REP	PERS	PERS Select - Region 1	5572
Active	1234567890	BAK, BEN	003 ABCD REP	PERS	PERS Select - Region 1	5573
Active	2345678901	CAR, CON	003 ABCD REP	PERS	PERS Select - Region 1	5571
Active Totals						
Retired	3456789012	DOLL, DAN	002 COUNCIL	PERS	Kaiser Permanente Senior Advantage - Region 1	5361
Retired	4567890123	EVAN, EAN	003 ABCD REP	PERS	PERS Choice Medicare Supplement - Region 1	5512
Retired Totals						

PAYMENT_TYPE	Coverage Period	Premium Amount	Participant Share	Employer Share	LIS-PARTICIPANT	LIS-EMPLOYER
On-going		1133.34	0	1133.34	0	0
On-going		1473.34	0	1473.34	0	0
Retroactive	APR 2021 APR 2021	-566.67	0	-566.67	0	0
		2040.01	0	2040.01	0	0
On-going		324.48	0	324.48	0	0
On-going		699.94	556.94	143	0	0
		1024.42	556.94	467.48	0	0

Note: Negative amount = credit. **LIS** (Low-income-subsidy credit is no longer issued by CalPERS).

Address Type	Address Line 1	City	State	ZIP code	Country	Province/Territory	Foreign Postal Code
Mailing	123 B DR	BLUE LAKE	CA	95525	US	CA	
Mailing	P. O. BOX 234	ARCATA	CA	95521	US	CA	
Physical	345 PERS PL	SANTA ROSA	CA	95404	US	CA	
Mailing	456 C CIR.	MARYSVILLE	CA	95901	US	CA	

Undeliverable Indicator	Secured Address Indicator	Death Date	Death Date Notification
	Y		
Y	N		
N	N		
N	N		
Y	N		

Undeliverable Indicator: Y = Subscriber's mail was returned to CalPERS due to this undeliverable address.

Secured Address Indicator: Y = Subscriber has a confidential address that won't be displayed.

Death Date: Date of the subscriber's death.

Death Date Notification: Date that CalPERS was notified of the subscriber's death.

Unit 3: Calculate a Future Reimbursement Amount

In this unit, you will learn how to calculate your future reimbursement amount.

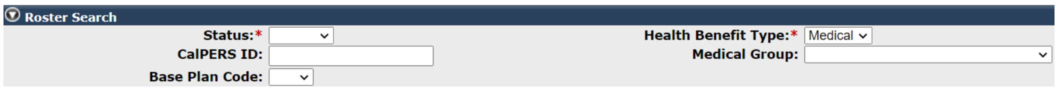
CalPERS will reimburse premiums up to six months for retroactive changes due to Cancel Coverage (excluding death) and Delete Dependent transactions.

Contents

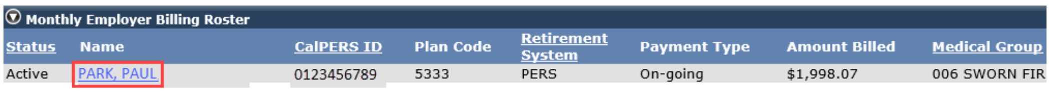
Scenario 1: Calculate Future Reimbursement Amount From Billing Roster Page

Step Actions

Step 1	Access your agency's billing roster (refer to unit 2).
Step 2	Within the Roster Search section, you may use the filters to search for a subscriber.

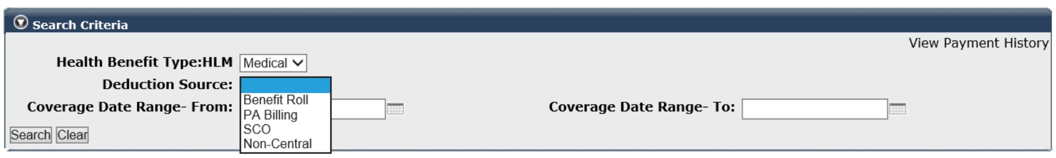


Step 3	Select the **Search** button.
Step 4	Within the Monthly Employer Billing Roster section, select the **name** link.


Monthly Employer Billing Roster

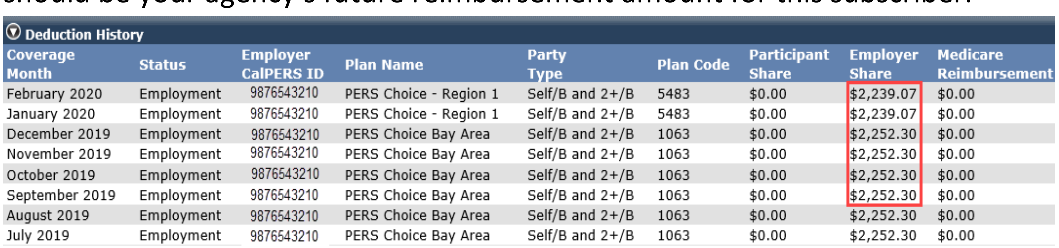
Status	Name	CalPERS ID	Plan Code	Retirement System	Payment Type	Amount Billed	Medical Group
Active	PARK, PAUL	0123456789	5333	PERS	On-going	$1,998.07	006 SWORN FIR

Step 5	Within the Search Criteria section, you must select a deduction source.



Deduction Source	Active/Retired and Retirement System Use each deduction source to verify:
Benefit Roll	*Retired CalPERS participant* deductions only, even though the employer share displays
PA Billing	What has been billed to your agency for your active and retired CalPERS, CalSTRS, and non-PERS participants. Use this to verify your *employer share* for your retired CalPERS and CalSTRS participants.
SCO	Active central state deductions
Non-Central	Active non-central state deductions

Step 6	Select the **Search** button.
Step 7	Add the amount in the Employer Share column for the last six months, and this should be your agency's future reimbursement amount for this subscriber.


Deduction History

Coverage Month	Status	Employer CalPERS ID	Plan Name	Party Type	Plan Code	Participant Share	Employer Share	Medicare Reimbursement
February 2020	Employment	9876543210	PERS Choice - Region 1	Self/B and 2+/B	5483	$0.00	$2,239.07	$0.00
January 2020	Employment	9876543210	PERS Choice - Region 1	Self/B and 2+/B	5483	$0.00	$2,239.07	$0.00
December 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	$0.00	$2,252.30	$0.00
November 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	$0.00	$2,252.30	$0.00
October 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	$0.00	$2,252.30	$0.00
September 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	$0.00	$2,252.30	$0.00
August 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	$0.00	$2,252.30	$0.00
July 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	$0.00	$2,252.30	$0.00

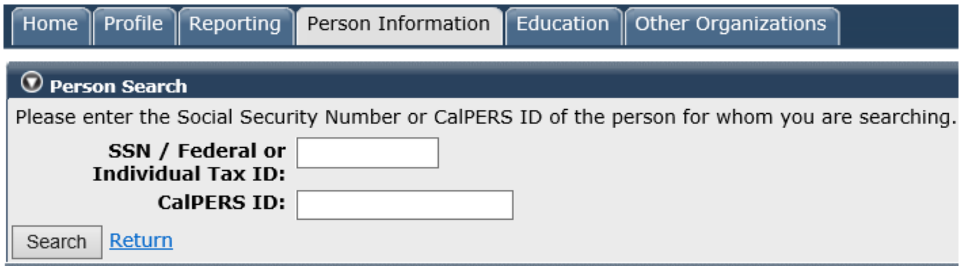
You have completed this scenario.

Scenario 2: Calculate Future Reimbursement Amount From Employee's Profile Page

Step Actions

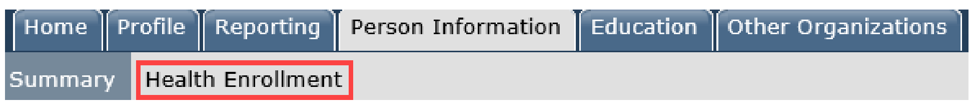
Step 1 From the homepage, select the **Person Information** global navigation tab.

Step 2 Complete Person Search section.

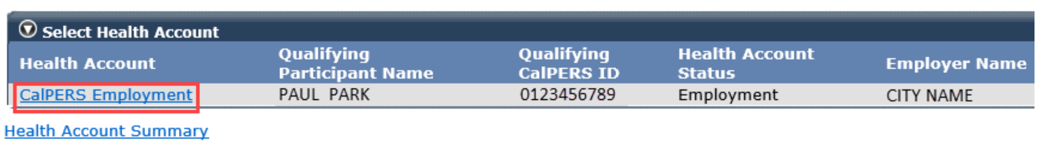


Step 3 Select the **Search** button.

Step 4 Select the **Health Enrollment** local navigation link.

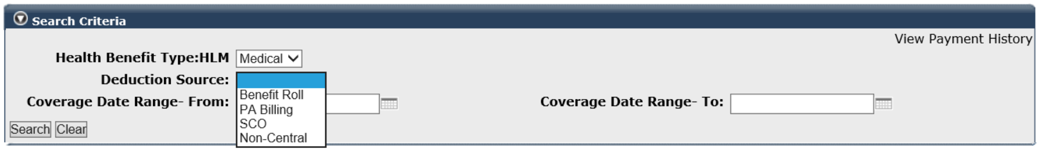


Step 5 Select the **CalPERS Employment** (**CalPERS Retiree** for a retiree) link.



Step 6 Select the **Deduction History** left-side link under the **Menu** navigation.

Step 7 Within the Search Criteria section, you must select a deduction source.



Deduction Source	**Active/Retired and Retirement System** **Use each deduction source to verify:**
Benefit Roll	*Retired CalPERS participant* deductions only, even though the employer share displays
PA Billing	What has been billed to your agency for your active and retired CalPERS, CalSTRS, and non-PERS participants. Use this to verify your *employer share* for your retired CalPERS and CalSTRS participants.
SCO	Active central state deductions
Non-Central	Active non-central state deductions

Step 8 Select the **Search** button.

Step 9 Add the amount in the Employer Share column for the last six months, and this should be your agency's future reimbursement amount for this subscriber.

Deduction History

Coverage Month	Status	Employer CalPERS ID	Plan Name	Party Type	Plan Code	Participant Share	Employer Share	Medicare Reimbursement
February 2020	Employment	9876543210	PERS Choice - Region 1	Self/B and 2+/B	5483	$0.00	$2,239.07	$0.00
January 2020	Employment	9876543210	PERS Choice - Region 1	Self/B and 2+/B	5483	$0.00	$2,239.07	$0.00
December 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	$0.00	$2,252.30	$0.00
November 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	$0.00	$2,252.30	$0.00
October 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	$0.00	$2,252.30	$0.00
September 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	$0.00	$2,252.30	$0.00
August 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	$0.00	$2,252.30	$0.00
July 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	$0.00	$2,252.30	$0.00

You have completed this scenario.

Unit 4: Health Reports

In this unit, you will learn how to run health reports to review new transactions, batch transactions (those that are automatically updated in myCalPERS), and other data that may have changed the amount that you were billed for health premiums.

For a full list of employer reports, refer to the [myCalPERS Employer Reports (Cognos) Catalog] page.

To learn more about Cognos (IBM software that retrieves data from myCalPERS and creates reports) functionality, refer to the [myCalPERS Employer Reports (Cognos) PDF] student guide.

Contents

Scenario 1: Employer Health Event Transaction Report

You will run the Employer Health Event Transaction Report to review transactions that caused a change in the amount that your agency was billed. All transactions for your agency's subscribers and their dependents will display regardless of how the transactions were updated.

Recommended Tip

Refer to the Health Billing Cutoff Dates chart on page 2 for criteria dates to enter.

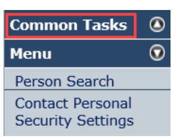
Coverage Month	STRS Employees and Annuitants	PERS and OTHER (Non-PERS) Employees and Annuitants	Statement Available	Payment Due
07/2024	6/4/2024	6/12/2024	6/17/2024	7/10/2024
08/2024	7/9/2024	7/10/2024	7/16/2024	8/09/2024

For example, if you're reconciling the July 16th statement for August coverage for your CalPERS and/or non-PERS employees, enter the create from date as *one day after* the prior month's cutoff date and the create to date as the July cutoff date on step 6.

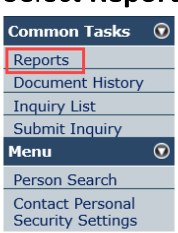
Step Actions

Run Report

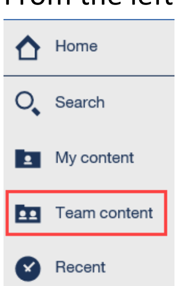
Step 1 From the homepage, select **Common Tasks** from the left-side navigation.



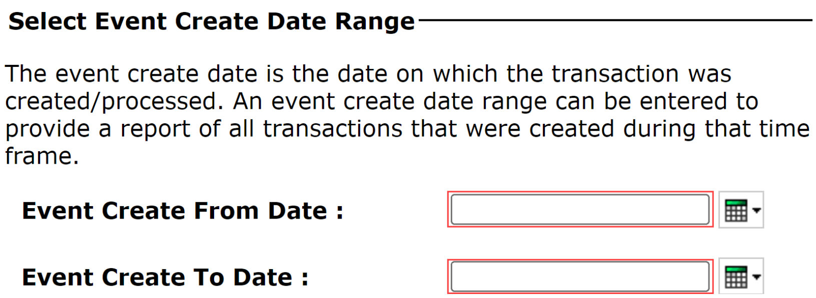
Step 2 Select **Reports**.



Step 3 From the left-side navigation, select **Team content**.



Step 4	Select the **PSR_REPORTS_ENV98** link.
Step 5	Select the **Employer Health Event Transaction Report** link.
Step 6	To review the transactions that changed the billed amount, use the Select Event Create Date Range criterion. For example, if you're reconciling the July health statement for August coverage for your CalPERS and/or non-PERS employees, enter the date as *one day after* the prior month's cutoff date in the Event Create From Date field and the July cutoff date in the Event Create To Date field. Refer to page 2 for billing cutoff date information.

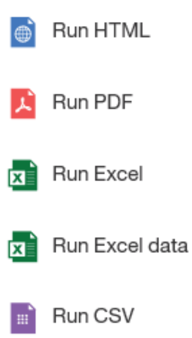


Step 7	Select the **Finish** button at bottom left.

Change Report Format

Step 8 Select the **Run as** icon in the top left corner of the page.

Step 10	Select a format. Run Excel data and Run CSV are recommended for filtering.



Step 11	Select the spreadsheet to open it. **You have completed this scenario.**

Scenario 2: Health Subscriber PA Billing Report

For public agencies and schools, this reflects the monthly ongoing premiums (or charges) and retroactive adjustments. After a billing cycle, this report can be generated and used to reconcile your health premium statement.

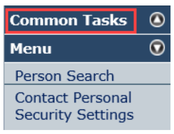
You may run the report by one of these criteria:

- Individual subscriber
- One or all health premium statement-generated months
- Coverage month(s)

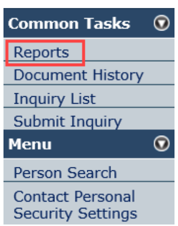
Step Actions

Run Report

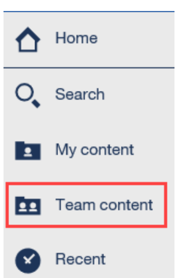
Step 1 From the homepage, select **Common Tasks** from the left-side navigation.



Step 2 Select **Reports**.



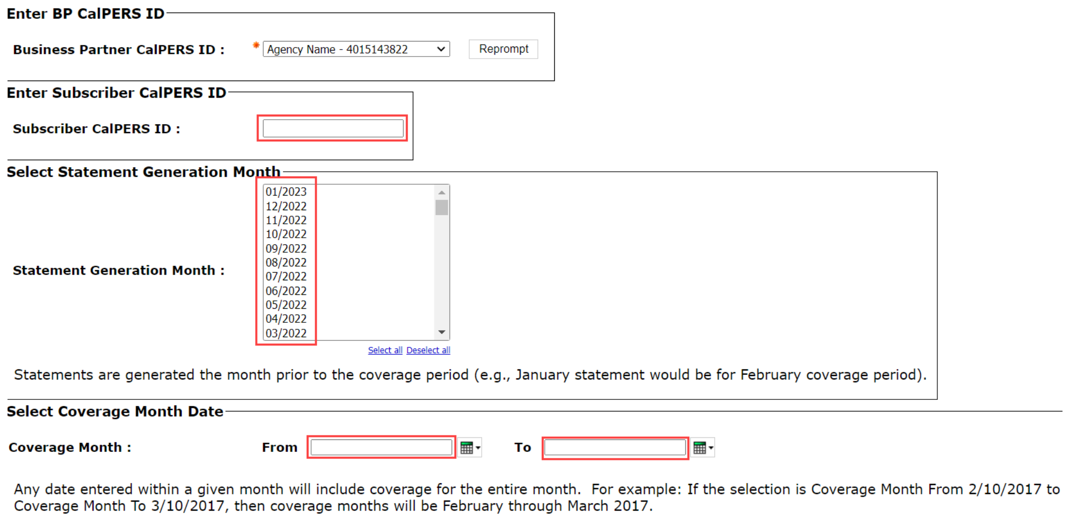
Step 3 From the left-side navigation, select **Team content**.



Step 4 Select the **PSR_REPORTS_ENV98** link.

Step 5 Select the **Health Subscriber PA Billing Report** link.

Step 6 Use one of the criteria.

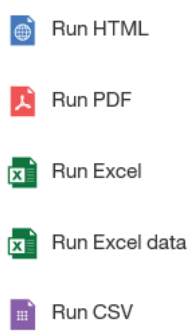


Step 7 Select the **Finish** button at bottom left.

Change Report Format

Step 8 Select the **Run as** icon in the top left corner of the page.

Step 10 Select a format. Run Excel data and Run CSV are recommended for filtering.



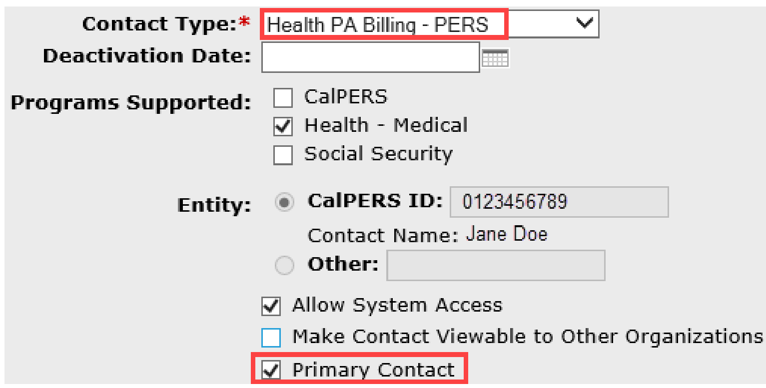
Step 11 Select the spreadsheet to open it.

You have completed this scenario.

Frequently Asked Questions

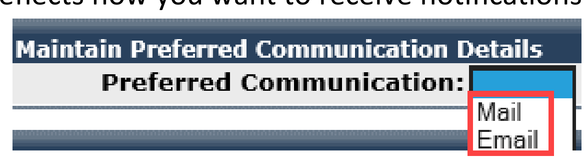
1. **Why are we receiving two health premium statements?**
   They are separated by health contracts for PERS (includes CalSTRS) and for non-PERS.

2. **Why isn't our health premium statement going to the correct person?**
   Your agency's system access administrator (SAA) needs to add that person as a *primary* Health PA Billing – PERS and/or Health PA Billing – Non-PERS contact. There can only be one primary (person who receives the notifications) per contact type per agency. If there is no primary Health PA Billing contact, it will go to your agency's primary General contact. If your SAA needs help updating your contact information, the [myCalPERS System Access Administration](#) (PDF) student guide has step actions.



3. **May we have a backup person to receive the mailed health premium statement or the email notification?**
   No. If you are not the primary contact, you may access the health premium statement, but you will not receive the notifications. You may want to add the statement available dates (refer to page 2) to your calendar. Then when it is available, log in to myCalPERS. Within the Common Tasks folder, select the **Document History** left-side link. If your agency has both PERS (includes CalSTRS for schools) and non-PERS contracts, you may have two people as the separate health billing primary contacts, so both will receive the notifications.

4. **I receive the health premium statement by mail. How can I get notified by email?**
   Your agency's system access administrator (SAA) can change your preferred method of communication. This reflects how you want to receive notifications from CalPERS.



5. **Will we receive a corrected health premium statement that reflects our adjustments?**
   No. Any adjustments made after the cutoff date will reflect on a future billing health premium statement. Always pay in full as billed unless the amount is different in myCalPERS.

6. **The amount due on the health premium statement is different from the amount in myCalPERS. Which amount do I pay?**

   Pay the amount reflected on your online receivable in myCalPERS. It doesn't happen often, but the amounts can be different when there are interest-reversal (or other) adjustments after the health premium statement is generated. Call CalPERS if you want details.

7. **Why weren't we billed for a new health enrollment that I processed?**

   If the enrollment was entered after the billing cutoff date, your agency will be billed for it next month. Refer to the myCalPERS Health Enrollment (PDF) student guide, unit 3, scenario 2, step 10 on how to check the created date (processed date) in the transaction details.

8. **I processed a retroactive permanent separation for an employee effective two months ago. Why are we still being billed for them?**

   Depending on when the appointment was updated, the two courses of action are:

- Verify in myCalPERS that the employee's health benefits have been cancelled. If the permanent separation was updated *after* the billing cutoff, then you should get reimbursed on your next health premium statement.
- If you verified the health benefits were cancelled and the permanent separation was updated *before* the billing cutoff, contact CalPERS.
  Note: Always pay in full as billed unless the amount is different in myCalPERS (refer to #6).

9. **How do I fix a retiree's incorrect medical group and employer contribution?**

   Call CalPERS. Your contribution will be corrected on a future health premium statement.

10. **We send a separate reimbursement to our retirees for their health benefits. How do we verify their addresses?**

    Download your health billing roster to the Monthly Employer Billing Roster report (refer to unit 2). Subscriber addresses are on the report unless they are marked secured (restricted).

11. **Is there any training on billing reconciliation?**

    Yes. Here are two training options:

- Online classes for employers have modules on health billing business rules (Contracting Agency Health Billing) and how to access a health premium statement and billing roster in myCalPERS (myCalPERS Health: Billing Reconciliation). These can be accessed from the **Employer** tab in myCalPERS.
- Send an email to the myCalPERS Employer Education & Training Unit (MEETU) at **calpers_employer_communications@calpers.ca.gov**, and an educator will contact you.

CalPERS Resources

Obtain more information by visiting the CalPERS website at www.calpers.ca.gov.

- Business Rules & myCalPERS Classes
  Pathway: CalPERS website > Employers > I Want To…: Attend Training & Events > Business Rules & myCalPERS Classes
- myCalPERS Student Guides & Resources
  Pathway: CalPERS website > Employers > I Want To…: Access myCalPERS Student Guides
- myCalPERS Health Aid: Health Event Types and Reasons for Employers (PDF)
  Pathway: CalPERS website > Employers > I Want To…: Access myCalPERS Student Guides > **Health** > myCalPERS Health Aid: Health Event Types and Reasons for Employers (PDF)
- Frequently Asked Questions (FAQ)
  Pathway: CalPERS website > About > Resources: Questions, Comments, & Complaints > Frequently Asked Questions
- Policies & Procedures
  Pathway: CalPERS website > Employers > Policies & Procedures
- myCalPERS Technical Requirements
  Pathway: CalPERS website > Employers > myCalPERS Technical Requirements
- Public Agency & Schools Health Benefits Guide (PDF)
  Pathway: CalPERS website > Employers > Policies & Procedures> Reference & Health Guides > Public Agency & Schools Health Benefits Guide (PDF)
- State Health Benefits Guide (PDF)
  Pathway: CalPERS website > Employers > Policies & Procedures > Reference & Health Guides > State Health Benefits Guide (PDF)
- Health Program Guide (HBD-120) (PDF)
  Pathway: CalPERS website > In the search box at top right, enter HBD-120 > **CalPERS Health Program Guide** link
- Circular Letters
  Pathway: CalPERS website > Employers > Policies & Procedures > Circular Letters
- Public Employees' Retirement Law (PERL)
  Pathway: CalPERS website > About > Laws, Legislation & Regulations > Public Employees' Retirement Law (PERL)

CalPERS Contacts

Email

- To contact employer educators for questions and requests, email **calpers_employer_communications@calpers.ca.gov**.
- To contact the Employer Response Team for assistance with your most critical, complex, or time-sensitive issues, email **ert@calpers.ca.gov**.

Phone or Fax

You can reach CalPERS at **888 CalPERS** (or **888**-225-7377), Monday through Friday, 8:00 a.m. to 5:00 p.m., except on state holidays.

- TTY: (877) 249-7442 (This number does not accept voice calls)
- CalPERS centralized fax number: (800) 959-6545
- Employer Response Team phone number: (800) 253-4594

Submit Inquiry

You can send secure messages through myCalPERS. Expand the **Common Tasks** left-side navigation folder, then select the **Submit Inquiry** link to submit a question or request.