Circular Letter  

March 10, 2014

TO: ALL PEMHCA HEALTH BENEFITS OFFICERS AND ASSISTANTS FOR CONTRACTING SCHOOL DISTRICTS AND PUBLIC AGENCIES WITH MEDICAL GROUPS

SUBJECT: MAINTAINING ACCURATE EMPLOYEE MEDICAL GROUPS

Introduction

As a CalPERS contracting school district or public agency, you are responsible for ensuring coverage of eligible members and maintaining the accuracy of their retirement system and medical group. CalPERS relies wholly on the agency to create employee medical groups for which it contracts and to routinely validate the accuracy of its enrolled employees and retirees. This is particularly important for your new employees and your employees about to retire.

Retroactivity

All medical group changes for a retiree, regardless of the impact to the premium billing, will be on a prospective basis only. As the employer, it is your responsibility to reconcile bills, which includes validating medical group information. Should you discover a retiree who has continued to remain enrolled in the incorrect medical group, it is your responsibility as the employer to determine if you will collect retroactive premiums from the retiree or refund retroactive premiums directly to the retiree.

Discovery and correction of employee medical groups

You are responsible for reconciling the monthly Health Premium Statement to the Monthly Employer Billing Roster to ensure coverage of eligible members and to verify the accuracy of their retirement system and medical group. Upon your discovery of an employee or retiree reflecting the incorrect medical group, you should follow the process below to correct it.

<table>
<thead>
<tr>
<th>If ...</th>
<th>Then ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>Utilize the myCalPERS system to correct the employee’s medical group.</td>
</tr>
</tbody>
</table>

Continued on next page
MAINTAINING ACCURATE EMPLOYEE MEDICAL GROUPS, Continued

### Discovery and correction of employee medical groups (continued)

<table>
<thead>
<tr>
<th>If ...</th>
<th>Then ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retiree</td>
<td>Call CalPERS customer contact center, and an agent will assist you with updating the medical group for the retiree on a prospective basis.</td>
</tr>
</tbody>
</table>

### Questions

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

KAREN DeFRANK, Chief  
Customer Account Services Division