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Health Benefits Circular Letter

December 24, 2018

Circular Letter: 600-068-18

Distribution: Special

To: All Health Benefits Officers, Health Benefits Assistants, Health Enrollment, and Health PA Billing Contacts for Contracting School Districts and Public Agencies

Subject: 2019 Health Billing Cutoff Dates and Payment Information

Purpose

The purpose of this Circular Letter is to provide information to Health Benefits Officers and other personnel staff on the 2019 health billing cutoff dates and how your payments are applied.

Health Billing Cutoff Dates

Please be aware that, as your agency's health benefits officer, you are responsible for ensuring all health enrollment transactions are keyed and uploaded in my|CalPERS at my.calpers.ca.gov by 11:59 p.m. on the cutoff date for each billing month. You are responsible for correcting and resubmitting any failed transactions returned to you. Any transactions, including corrections, you key in after the cutoff date will appear on the following month's Health Premium Statement.

Attached to this Circular Letter is a copy of the 2019 Health Billing Cutoff Dates for Contracting School Districts and Public Agencies.

Statement Availability

Typically, statements are available on the 15th of each month. However, when the 15th is on a holiday or weekend, the availability of statements will be at a **later date**. Please refer to the “Statement Available” date on the attachment.

Payment Submission

Log in to my|CalPERS at my.calpers.ca.gov and follow the prompts on the *Payment Summary* page.

Typically, payments are due on the 10th of each month. However, when the 10th is on a holiday or weekend, the payment due date will be an **earlier date**. Refer to the “Payment Due” date on the attachment.

Effective January 1, 2018, employers are mandated to submit payments via Electronic Funds Transfer (EFT). See Circular Letters [200-044-17 \(PDF\)](#) and [200-042-15 \(PDF\)](#) for additional information regarding EFT.

Underpayments

An underpayment occurs when the entire amount invoiced is not paid on or before the 10th of each month. If you underpay, interest will be assessed.

If you discover a billing discrepancy, pay as billed and report the discrepancy to us ASAP. An adjustment will occur on a subsequent statement.

See Circular Letter [600-026-15 \(PDF\)](#) for additional information on interest and delinquency.

Overpayments

If you overpay, the current receivable will be paid and closed. A credit will be applied to a future receivable.

Key Points to Ensure Billing Accuracy

We strongly encourage you to conduct a monthly reconciliation of your statement to ensure it correctly reflects all enrollments for employees and annuitants. Reconciliation ensures you are accurately billed and that only eligible members are receiving benefits.

Below are helpful reminders for a successful reconciliation.

- Submit approved resolutions for contract changes timely.

- Report health enrollment transactions accurately and timely to ensure they will be reflected on the statement. Retain a Health Benefits Plan Enrollment form in each employee's file.
- Confirm health enrollment changes by reviewing the Monthly Employer Billing Roster in my|CalPERS. Ensure coverage of eligible members only, plus the accuracy of their retirement system and medical group enrollment.
- Timely process permanent separation dates for members or deletion of dependents into my|CalPERS to allow for the maximum refund (six months) of health premiums. For more information, refer to Circular Letter [600-215-05 \(PDF\)](#).
- Update the Health PA Billing contact in my|CalPERS and select "Primary Contact" to ensure delivery of the monthly statement to the appropriate staff.

Questions

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

Rob Jarzombek, Chief
Health Account Management Division

Attachment: 2019 Health Billing Cutoff Dates for Contracting School Districts and Public Agencies