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Health Benefits

Circular Letter

September 5, 2019

Circular Letter: 600-038-19

Distribution: Special

To: All CalPERS Health Benefits Officers and Assistant Health Benefits Officers
Subject: Health Benefits Officer Responsibilities

Purpose

The purpose of this Circular Letter is to inform you of the Health Benefits Officer (HBO) and assistant HBO responsibilities when determining health eligibility and processing health enrollment transactions.

Employer Responsibilities

HBOs must ensure only eligible employees and family members are enrolled. Below is a list of HBO responsibilities to ensure documentation of eligibility is collected, valid, and retained:

- Obtain and retain all required health enrollment forms and supporting documents.
- Process health transactions once all required documentation is received and maintain changes for member dependents.
- Ensure documents are complete, free of errors, and signed either electronically or physically, by both the HBO and employee.
 - Forms can be retained in an electronic file with an electronic signature. See Circular Letter [600-010-19 \(PDF\)](#) for more information regarding electronic signatures. Important Reminders:

Parent Child Relationship (PCR) Enrollments

- When obtaining documentation for PCR enrollments, verify that the PCR is not a foster child. Foster children are not eligible to be enrolled in CalPERS health benefits per the California Code of Regulations §599.500(o). The Affidavit of Parent-Child Relationship must be signed by the HBO and human resources manager. See Circular Letter [600-008-15 \(PDF\)](#) for more information regarding PCRs.

Dependent Re-Verification (DRV) Process

- State and CSU employers are required by SB 98, Gov. Code section 22843.1 to obtain and retain documents verifying dependents eligibility to comply with the DRV process. See Circular Letter [600-040-18 \(PDF\)](#) for more information regarding DRV.
- Schools and public agencies are not included in the DRV process. However, they can conduct an internal audit that is facilitated and maintained by the employer at their discretion.

Agency Reviews

- As CalPERS periodically conducts external agency reviews on various processes, employers are responsible to ensure required documentation is submitted and retained, and enrollments are processed per CalPERS' procedures and regulations.

Resources to Assist You

Review the health benefit guides for eligibility requirements and a list of supporting documentation.

- [Public Agency & Schools Health Benefits Guide \(PDF\)](#)
- [State Health Benefits Guide \(PDF\)](#)

Review the following guide and sign up for online classes via the **Education** tab in my|CalPERS for assistance with processing health enrollment transactions:

- [my|CalPERS Health Enrollment Student Guide \(PDF\)](#)

Questions

We are committed to assisting you conduct business with the CalPERS Health Benefits Program. If you have questions, visit www.calpers.ca.gov or call the CalPERS Customer Contact Center at **888 CalPERS** (or **888-225-7377**).

Rob Jarzombek, Chief
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