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# 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 not permitted** 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.

If ...	Then ...
Active	Utilize the my CalPERS system to correct the employee's medical group.

*Continued on next page*

## MAINTAINING ACCURATE EMPLOYEE MEDICAL GROUPS, Continued

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

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

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

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KAREN DeFRANK, Chief  
Customer Account Services Division