



California Public Employees' Retirement System  
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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](http://www.calpers.ca.gov) or call the CalPERS Customer Contact Center at **888 CalPERS** (or **888-225-7377**).

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