

Public Agency Billing Frequently Asked Questions



Question	Answer
Why are we receiving two billing statements?	Statements are separated by health contract for PERS (includes STRS) and for Non-PERS.
Why isn't our health statement going to the correct person?	Your agency's system access administrator (SAA) needs to add that person as a <i>primary</i> Health PA Billing - PERS and/or Health PA Billing - Non-PERS contact. There can only be one primary (person who receives the notifications) per contact type per agency. If there is no primary Health PA Billing contact, it will go to your agency's primary General contact.
May we have a back-up person to receive the mailed billing statement or the email notification?	No. If you are not the primary contact, you may still view the health statement, but you will not receive the notifications. First, review the Health Billing Cutoff Chart (PDF) to see if the statement has generated. You may want to add these dates to your calendar. When the statement is available, go to your agency's Document History left-side link in myCalPERS.
I receive the health statement by mail. How can I get it emailed (or vice versa)?	Your agency's system access administrator (SAA) can change your preferred method of communication. This reflects how you want to receive notifications from CalPERS.
Will we receive a corrected statement that reflects our adjustments?	No. Any adjustments made after the cutoff date will reflect on a future billing statement. Always pay in full as billed unless the amount is different in myCalPERS (see next question).
The amount due on the health statement I received is different than the amount in myCalPERS. Which amount do I pay?	Pay the amount reflected on your online receivable in myCalPERS. It doesn't happen often, but the amounts can be different when there are interest-reversal (or other) adjustments after the statement is generated. Call CalPERS if you want to discuss in detail.
Why weren't we billed for a new health enrollment that I processed?	If the enrollment was entered after the billing cutoff date, your agency will be billed for them next month. See the myCalPERS Health Enrollment student guide , Unit 1, Scenario 2, Steps 7-8 on how to view the created date (processed date) in the transaction details.

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<p>I processed a retroactive permanent separation for an employee effective two months ago. Why are we still being billed for them?</p>	<p>Depending on when the appointment was updated, the two courses of action are:</p> <ul style="list-style-type: none"> Verify in myCalPERS that the employee’s health benefits have been cancelled. If the permanent separation was updated <i>after</i> billing cutoff, then you should get reimbursed on your next statement. Or, If you verified the health benefits were cancelled and the permanent separation was updated <i>before</i> billing cutoff, contact CalPERS. <p>Note: Always pay in full as billed unless the amount is different in myCalPERS. (See question: The amount due on the health statement I received is different than the amount in myCalPERS. Which amount do I pay?)</p>
<p>How do I fix a retiree’s incorrect medical group and employer contribution?</p>	<p>Call CalPERS. Your employer contribution will be corrected on a future statement.</p>
<p>We send a separate reimbursement to our retirees for their health benefits. How do we verify their addresses?</p>	<p>Download your health billing roster to the Monthly Employer Billing Roster report. Subscriber addresses are viewable unless they are marked secured (restricted).</p>
<p>Is there any training on billing reconciliation?</p>	<p>Yes. Refer to these training options:</p> <ul style="list-style-type: none"> Online Classes for Employers has modules on health billing business rules and how to view a health statement and billing roster in myCalPERS. myCalPERS Employer Education & Training Unit (MEETU) is available for training. Email calpers_employer_communications@calpers.ca.gov and an educator will contact you.