

myCalPERS Health Billing Reconciliation

Student Guides

March 7, 2026



Introduction

This student guide is a resource to assist health-contracting public agencies, schools, and non-central state agencies with reconciling monthly health premium receivable(s).

Importance of Reconciling

You can save your agency time and/or money by identifying incorrect charges and credits. After reviewing the amount your agency has been billed, reconcile your health receivables with your internal records to ensure premiums are billed correctly. *CalPERS will reimburse premiums up to six months* for retroactive changes and cancellations except for a Cancel Coverage/Subscriber Death transaction.

System Logic

Employers do not use the **Health Reconciliation** local navigation link.

Disclaimer

- Business partner and participant information has been masked in this procedure guide.
- We strive to provide accurate information within this guide; however, the Public Employees' Retirement Law is the authoritative source for CalPERS policies.

What's New

Unit 2 and 4 have updated steps for the myCalPERS Reports functionality.

System Access

If you are unable to process these scenarios, contact your agency's [system access administrator](#) to update your myCalPERS access.

Training Opportunities

We offer a [self-paced online class](#) on this topic. To access the self-paced online classes or our [instructor-led training schedule](#), log in to your [myCalPERS](#) business partner account, and then select the **Education** global navigation tab.

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Unit 1: Health Receivable

In this unit, you will learn how to access your agency's monthly health receivable(s).

Note: Non-central state agencies have a different billing/payment process, health premium statement, and payment due dates than public agencies and schools.

Health Premium Statement

Once a month, CalPERS generates your agency's health premium statement(s) for your portion of the health premiums and administrative fees. You are notified with a health premium statement which displays separate amounts for active and retired (includes survivor) premiums, administrative fees, and the previous month's payment. After the health premium statement is generated, you will be able to access your agency's monthly health receivable and billing roster within myCalPERS.

Contact Types

You will receive one health premium statement per health contract for PERS (includes CalSTRS) and non-PERS. The primary *Health PA Billing – PERS* and *Health PA Billing – Non-PERS* contact types will receive the monthly health premium statement by mail or email notification that it's available in myCalPERS. If there isn't a primary billing contact for your agency, then it will be sent to your primary *General* contact.

Billing Notification Preference

You are notified of your monthly health premium statement based on your preferred communication method (email or mail) set by your agency's system access administrator:

- Your agency's system access administrator must select Email as the preferred method of communication for the primary billing contact to receive emailed notifications of when the health statement is available in myCalPERS. Refer to scenario 1 on how to download your health statement in myCalPERS.
- To receive the statement by mail, Mail must be the preferred method of communication.

Health Billing Cutoff Dates and Payment Information

Every January, this annual Circular Letter is posted online for health-contracting public agencies and schools. From the [Circular Letters](#) page on the CalPERS website, enter *billing* in the search box that's in the upper right. An attachment called "<Current year> Health Billing Cutoff Dates Contracting School Districts and Public Agencies" includes the coverage months, cutoff dates for CalSTRS and CalPERS/non-PERS transactions, statement available dates, and payment due dates. This chart will help with billing reconciliation and paying on time.

Payments

Due Date

Health payments must be received by CalPERS by the 10th of the month and paid as billed. If the 10th falls on a holiday or weekend, payment is due on the last business day prior to the 10th. Payments received after the 10th are considered delinquent and subject to interest.

Payment Amount – Always Pay As Billed

Regardless of any recent health benefits updates causing premium deduction changes, pay as billed to avoid assessed interest. Then on a future receivable, verify the charges or credits.

Health Premium Deduction (Year-To-Date)

To review your agency’s total health premium payments for the fiscal year (begins with the July health premium statement for August premiums), refer to scenario 1, step 5.

Setting Up and Making Online Payments

Refer to the [myCalPERS Electronic Funds Transfer \(PDF\)](#) student guide for details.

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Scenario 1: Download Your Health Statement

After receiving an email that your health statement is available, you will download your health statement.

Step Actions (4 Steps)

Step 1 Select the Common Tasks folder on the left side to open it.

Home Profile Reporting Person Information Education Other Organizations

My Home Requests

Common Tasks (downward arrow icon)

Menu (downward arrow icon)

Person Search

Contact Personal Security Settings

My Cases

Contact Us | CalPERS Website | Privacy Policy | Cond

Build: v1C

Step 2 Select the **Document History** left-side link.

Home Profile Reporting Person Information Education Other Organizations

My Home Requests

Common Tasks (downward arrow icon)

Reports

Document History

Inquiry List

Submit Inquiry

My Cases

Contact Us | CalPERS Website | Privacy Policy | Conc

Build: v1C

Step 3 Select a document number, **myCalPERS 2371** or **myCalPERS 2372**, link.

Document Number	Document Name	Date	Source	Status
myCalPERS 2371	Health Premium Statement - PERS	09/14/2022	Outgoing	Distributed
myCalPERS 2372	Health Premium Statement - Non-PERS	09/14/2022	Outgoing	Distributed

Step 4 Review the billing summary in the document:

Health Premium Statement - PERS

Receivable ID	Description	Billing Month	Amount
100000017000205	Total Active & Retired Premium: \$8,586,118.40	12/2022	
	PA Billing Active Premium		\$6,066,924.79
	PA Billing Employer Share of Retired Premium		\$864,467.07
	Admin Fee for Active: (0.33% of Total Active Premium)		\$20,020.85
	Admin Fee for Retired: (0.33% of Total Retired Premium)		\$8,313.34
	Subtotal		\$6,959,726.05
100000016970854	Previous Payment Due	11/2022	\$7,037,161.95
	Payment Applied		(\$7,037,161.95)
	Subtotal		\$0.00

Total Payment Due 12/10/2022: \$6,959,726.05

You have completed this scenario.

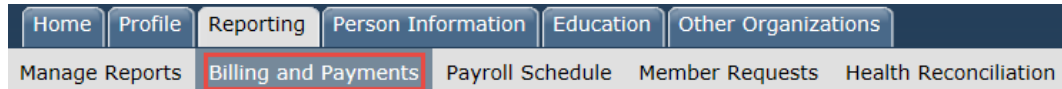
Scenario 2: Health Receivable From the Reporting Tab

You will access your agency's monthly health receivables and review the monthly billing summary. You also want to know the total health premium payment amount your agency has paid for the fiscal year (begins with the July health premium statement for August premiums).

Step Actions (7 Steps)

Step 1 Select the **Reporting** global navigation tab.

Step 2 Select the **Billing and Payments** local navigation link.



Step 3 Within the Billing and Payment Summary section, if you need to change the fiscal year, select the appropriate fiscal year from the drop-down list.

Step 4 Select the **Display** button.

Step 5 Within the Health Premium Deduction (Year-To-Date) section, review your total balance, and then select the **View Invoice History** link.

- Total Payments: Amount your agency has paid since last July's health premium statement.
- Total Balance: Amount your agency currently owes.

Health Premium Deduction (Year-To-Date)	
Billed Premiums:	\$42,912,736.59
Admin Fees/Interest:	\$155,997.18
Total Payments:	\$35,590,896.05
Total Balance:	\$7,477,837.72

[View Payment Details](#)
[View Invoice History](#)

Step 6 Within the Receivable History section, select the appropriate **Receivable ID** link. Two receivables display if you have a CalPERS and non-PERS health contract.

Receivable History						
Receivable ID	Receivable Date	Receivable Total	Due Date	Status	Receivable Type	Coverage Month
100000015147787	12/14/2017	\$7,087,003.65	01/10/2018	Past Due	Health PA Billing - PERS	January
100000015147888	12/14/2017	\$390,834.07	01/10/2018	Past Due	Health PA Billing - Non-PERS	January

Step 7

Within the Monthly Billing Summary section, review the details for this receivable.

Monthly Billing Summary			
Receivable ID: 100000016938355		Coverage Month: October	Enrollment Effective as of: 09/14/2022
View Billing Roster			
Receivable Details			
Total Active - Medical:	\$6,011,469.51		
Active LIS Credit - Medical:	\$0.00		
Employer Share for Retired - Medical:	\$875,899.83		
Retired LIS Credit - Medical:	\$0.00		
Medicare Reimbursements - Medical:	\$0.00		
Admin Fee for Active - Medical:	\$19,837.85		
Admin Fee for Retired - Medical:	\$8,403.09	Total: Medical	\$6,915,610.28
Total Active - Dental:	\$0.00		
Employer Share for Retired - Dental:	\$0.00	Total: Dental	\$0.00
Total Active - Vision:	\$0.00		
Employer share for Retired - Vision:	\$0.00	Total: Vision	\$0.00
		Total: Current Month	\$6,915,610.28
Outstanding Balance-Past Due:	\$6,915,610.28		
Assessed Interest on Outstanding Balance-Past Due:	\$0.00	Interest Total:	\$0.00
		Total: With Interest	\$6,915,610.28
Credited Amount - Credits For Overpayment:	\$0.00	Credited Amount	\$0.00
		Total: With Credit	\$6,915,610.28
Payment Details			
Original Billed Amount		\$0.00	
Total Billing Adjustments		\$0.00	
Total Billed Amount		\$0.00	
Total Payments Made		\$0.00	
Total Amount Due		\$6,915,610.28	

[View Invoice](#) [Quick Pay](#)

Note: At bottom left, the **View Invoice** button will display the Health Premium Statement. The **Quick Pay** button is used if you want to pay this receivable.

You have completed this scenario.

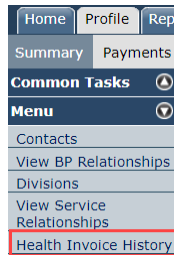
Scenario 3: Health Receivable From the Profile Tab

You will access your agency's monthly health receivables and review the monthly billing summary. This is the quickest way to get to the Monthly Billing Summary page.

Step Actions (5 Steps)

Step 1 Select the **Profile** global navigation tab.

Step 2 Under the Menu, select the **Health Invoice History** left-side link.



Step 3 Within the Search Receivable History section, do you want to use the filter(s)?

Yes: After entering the receivable ID or changing the status or calendar year, select the **Search** button.

No: Continue to the next step.

Step 4 Within the Receivable History section, select the appropriate **Receivable ID** link.

Two receivables display if you have a CalPERS and non-PERS health contract.

Step 5 Within the Monthly Billing Summary section, review the receivable details.

Monthly Billing Summary			
Receivable ID: 10000016938355	Coverage Month: October	Enrollment Effective as of: 09/14/2022	View Billing Roster
Receivable Details			
Total Active - Medical:	\$6,011,469.51		
Active LIS Credit - Medical:	\$0.00		
Employer Share for Retired - Medical:	\$875,899.83		
Retired LIS Credit - Medical:	\$0.00		
Medicare Reimbursements - Medical:	\$0.00		
Admin Fee for Active - Medical:	\$19,837.85		
Admin Fee for Retired - Medical:	\$8,403.09	Total: Medical	\$6,915,610.28
Total Active - Dental:	\$0.00	Total: Dental	\$0.00
Employer Share for Retired - Dental:	\$0.00		
Total Active - Vision:	\$0.00	Total: Vision	\$0.00
Employer share for Retired - Vision:	\$0.00		
		Total: Current Month	\$6,915,610.28
Outstanding Balance-Past Due:	\$6,915,610.28	Interest: Total:	\$0.00
Assessed Interest on Outstanding Balance-Past Due:	\$0.00		
		Total: With Interest	\$6,915,610.28
Credited Amount - Credits For Overpayment:	\$0.00	Credited Amount	\$0.00
		Total: With Credit	\$6,915,610.28
Payment Details			
Original Billed Amount	\$0.00		
Total Billing Adjustments	\$0.00		
Total Billed Amount	\$0.00		
Total Payments Made	\$0.00		
Total Amount Due	\$6,915,610.28		

[View Invoice](#) [Quick Pay](#)

Note: At bottom left, the **View Invoice** button will display the Health Premium Statement. The **Quick Pay** button is used if you want to pay this receivable.

You have completed this scenario.

Unit 2: Billing Roster

In this unit, you will learn how to review your health billing roster to reconcile after your agency has been billed. Your monthly billing roster provides a list of the total number of active employees and retirees (including survivors) enrolled in a specific plan, their party rate, medical group, charges, credits, and any adjustments or retroactive activity that updated during the billing cycle.

Some Important Items to Ensure Are Correct

- Verify that your agency isn't being billed for anyone who shouldn't be covered due to an unpaid leave of absence, permanent separation, etc. You will still be billed for employees on a leave for maternity/paternity or FMLA.
- Make sure your enrollees are listed with the correct medical group. This is particularly important for your retirees, as a retiree's medical group drives the amount you are billed for your employer contribution. If the medical group is incorrect, then it can cause over/under billing to your agency and an incorrect deduction for CalPERS and CalSTRS retirees.
- Check for any retirees that are showing as active (not retired) on the roster. If they are showing active, then your agency is being billed for the full premiums.

Subscriber Addresses and Death Dates

Download your Monthly Employer Billing Roster report to review the roster information which will also include your health enrollees' addresses unless marked Y in the Secured Address Indicator (restricted) column. Additional columns include Undeliverable Indicator (mail was returned to CalPERS due to an undeliverable address), Death Date, and Death Date Notification (date the death was reported to CalPERS). Refer to scenario 1, step 11 and scenario 2, step 8. A sample of the report is in scenario 3.

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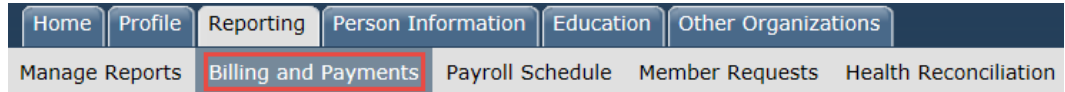
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Scenario 1: Billing Roster From the Reporting Tab

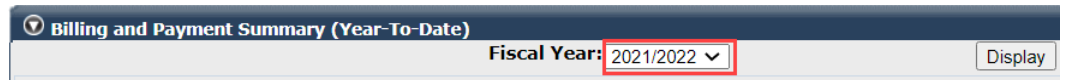
Step Actions (15 Steps)

Step 1 Select the **Reporting** global navigation tab.

Step 2 Select the **Billing and Payments** local navigation link.



Step 3 If you need to change the fiscal year, select from the Fiscal Year drop-down list.



Step 4 If you selected a previous fiscal year in step 3, select the **Display** button.

Step 5 Within the Health Premium Deduction (Year-To-Date) section, review your total balance, and then select the **View Invoice History** link.

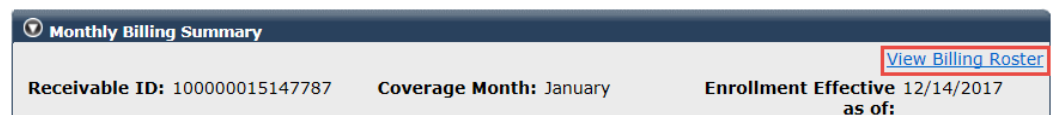
Health Premium Deduction (Year-To-Date)	
Billed Premiums:	\$42,912,736.59
Admin Fees/Interest:	\$155,997.18
Total Payments:	\$35,590,896.05
Total Balance:	\$7,477,837.72

[View Payment Details](#)
[View Invoice History](#) (highlighted with a red box)

Step 6 Within the Receivable History section, select the appropriate **Receivable ID** link.

Receivable ID	Receivable Date	Receivable Total	Due Date	Status	Receivable Type	Coverage Month
100000015147787 (highlighted)	12/14/2017	\$7,087,003.65	01/10/2018	Past Due	Health PA Billing - PERS	January
100000015147888	12/14/2017	\$390,834.07	01/10/2018	Past Due	Health PA Billing - Non-PERS	January

Step 7 Select the **View Billing Roster** link at top right.



Step 8 You may use the Roster Search section to filter the Monthly Employer Billing Roster section.

A screenshot of the 'Roster Search' form. It includes fields for 'Status:*' (dropdown), 'Health Benefit Type:*' (dropdown set to 'Medical'), 'CalPERS ID:' (text input), 'Medical Group:' (dropdown), and 'Base Plan Code:' (dropdown). A 'Search' button is located at the bottom left.

Step 9 Reconcile the Monthly Employer Billing Roster section.

Status	Name	CalPERS ID	Plan Code	Retirement System	Payment Type	Amount Billed	Medical Group
Retired	AUG JR, OBITYE	0123456789	4543	PERS	On-going	\$1,483.80	005 SWORN POLICE UNIT
Active	BHAYANI, HOAI THI	1234567890	1043	PERS	On-going	\$1,906.81	001 UNREP UNIT A H M W & X
Active	BOGHOSIAN, THOMAS IAN	2345678901	1041	PERS	On-going	\$733.39	001 UNREP UNIT A H M W & X

[Download Roster to a Report](#)

Step 10 Do you want to download your roster to a report?

Yes: Select the **Download Roster** link.

Monthly Employer Billing Roster Summary	
Coverage Month: January	Receivable ID: 100000015147787
Total Due: \$7,087,003.65	Balance as of: 12/14/2017
Date Due: 01/10/2018	Enrollment Effective as of: 12/14/2017
Download Roster	

No: You have completed this scenario.

[Change Report Format](#)

Step 11 Do you want the Monthly Employer Billing Roster Report in a different format?

Yes: Continue to step 12.

No: You have completed this scenario.

Step 12 Select the **Download** button at the bottom right of the page.

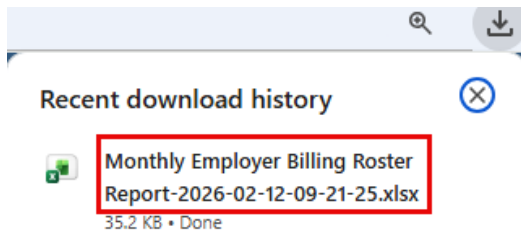


Step 13 Select the **CSV** or **Excel** button.

Step 14 After the status changes from Running to Generated, select the **Generated** link.

Report Name	Monthly Employer Billing Roster Report
Submitted	February 12, 2026 09:18 AM
Run Option	Download (.xls)
Status	Generated
Status Last Updated	February 12, 2026 09:18:25 AM

Step 15 Select the report to review it. Refer to scenario 3 for a sample of the roster.



You have completed this scenario.

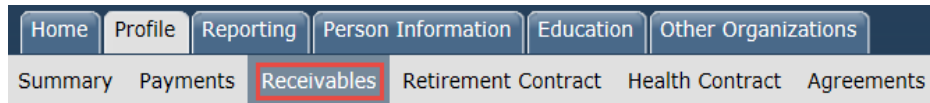
Scenario 2: Billing Roster From the Profile Tab

This method is a quicker way to access your roster, but it does not include the year-to-date deductions.

Step Actions (12 Steps)

Step 1 Select the **Profile** global navigation tab.

Step 2 Select the **Receivables** local navigation link.



Step 3 **Optional:** Within the Display Criteria section, use the filters if you're searching for specific receivables, and then select the **Display** button.

The screenshot shows the 'Display Criteria' form with the following fields: Program (dropdown), Receivable Type (dropdown), Payment Due Date Begin (calendar), Payment Due Date End (calendar), Receivable Balance Filter (dropdown), and Receivable Status (Open dropdown). At the bottom right, there are buttons for 'Display', 'Clear Criteria', and 'Generate Report'.

Bottom right buttons:

- **Display:** Apply the filters and display those receivables below.
- **Clear Criteria:** Clear your filters.
- **Generate Report:** Export receivables list to an Employer Receivable Report.

Step 4 Within the Receivables section, select the appropriate **More Info** link.

<input type="checkbox"/>	Payment Due Date	Next Payment Amount Due	Receivable Balance	Receivable ID	Receivable Description	More Info
<input type="checkbox"/>	01/10/2018	\$7,087,003.65	\$7,087,003.65	100000015147787	Health PA Billing - PERS	More Info
<input type="checkbox"/>	01/10/2018	\$390,834.07	\$390,834.07	100000015147888	Health PA Billing - Non-PERS	More Info

[Select All](#) [Make Payment](#)

Step 5 **Optional:** Use the Roster Search section to filter the Monthly Employer Billing Roster section.

The screenshot shows the 'Roster Search' form with the following fields: Status (dropdown), Health Benefit Type (Medical dropdown), CalPERS ID (text input), Medical Group (dropdown), and Base Plan Code (dropdown). There is a 'Search' button at the bottom left.

Step 6 Reconcile the Monthly Employer Billing Roster section.

Status	Name	CalPERS ID	Plan Code	Retirement System	Payment Type	Amount Billed	Medical Group
Retired	AUG JR, OBITYE	0123456789	4543	PERS	On-going	\$1,483.80	005 SWORN POLICE UNIT
Active	BHAYANI, HOAI THI	1234567890	1043	PERS	On-going	\$1,906.81	001 UNREP UNIT A H M W & X
Active	BOGHOSIAN, THOMAS IAN	2345678901	1041	PERS	On-going	\$733.39	001 UNREP UNIT A H M W & X

Download Roster to a Report (HTML Format)

Step 7 Do you want to download your roster to a report?

Yes: Select the **Download Roster** link.



No: You have completed this scenario.

Change Report Format

Step 8 Do you want the Monthly Employer Billing Roster Report in CSV or Excel format?

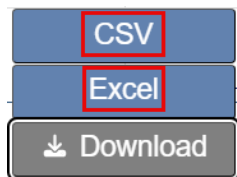
Yes: Continue to step 9.

No: You have completed this scenario.

Step 9 Select the **Download** button at the bottom right of the page.



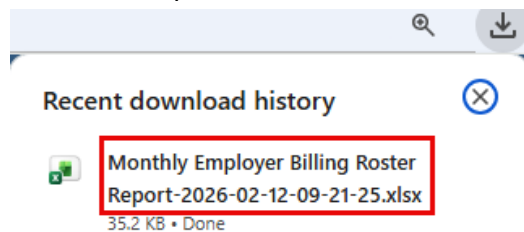
Step 10 Select a **CSV** or **Excel** button.



Step 11 After the status changes from Running to Generated, select the **Generated** link.

Report Name	Monthly Employer Billing Roster Report
Submitted	February 12, 2026 09:18 AM
Run Option	Download (.xls)
Status	Generated
Status Last Updated	February 12, 2026 09:18:25 AM

Step 12 Select the report to review it. Refer to scenario 3 for a sample of the roster.



You have completed this scenario.

Scenario 3: Monthly Employer Billing Roster Report

After downloading your billing roster from the Monthly Billing Roster page, the report displays additional columns of information. Below is a sample in an Excel format.

Business Partner PA Billing access role is needed to run this report.

Report below is displayed in sections to fit the page.

STATUS	CalPERS ID	Name	Medical Group	Retirement System	Base Plan Name	Base Plan Code
Active	0123456789	ANG, ANN	003 ABCD REP	PERS	PERS Select - Region 1	5572
Active	1234567890	BAK, BEN	003 ABCD REP	PERS	PERS Select - Region 1	5573
Active	2345678901	CAR, CON	003 ABCD REP	PERS	PERS Select - Region 1	5571
Active Totals						
Retired	3456789012	DOLL, DAN	002 COUNCIL	PERS	Kaiser Permanente Senior Advantage - Region 1	5361
Retired	4567890123	EVAN, EAN	003 ABCD REP	PERS	PERS Choice Medicare Supplement - Region 1	5512
Retired Totals						

PAYMENT_TYPE	Coverage Period	Premium Amount	Participant Share	Employer Share	LIS-PARTICIPANT	LIS-EMPLOYER
On-going		1133.34	0	1133.34	0	0
On-going		1473.34	0	1473.34	0	0
Retroactive	APR 2021 APR 2021	-566.67	0	-566.67	0	0
		2040.01	0	2040.01	0	0
On-going		324.48	0	324.48	0	0
On-going		699.94	556.94	143	0	0
		1024.42	556.94	467.48	0	0

Note: Negative amount = credit. LIS (Low-income-subsidy credit is no longer issued by CalPERS).

Address Type	Address Line 1	City	State	ZIP code	Country	Province/Territory	Foreign Postal Code
Mailing	123 B DR	BLUE LAKE	CA	95525	US	CA	
Mailing	P. O. BOX 234	ARCATA	CA	95521	US	CA	
Physical	345 PERS PL	SANTA ROSA	CA	95404	US	CA	
Mailing	456 C CIR.	MARYSVILLE	CA	95901	US	CA	

Undeliverable Indicator	Secured Address Indicator	Death Date	Death Date Notification
	Y		
Y	N		
N	N		
N	N		
Y	N		

Undeliverable Indicator: Y = Subscriber’s mail was returned to CalPERS due to this undeliverable address.

Secured Address Indicator: Y = Subscriber has a confidential address that won’t be displayed.

Death Date: Date of the subscriber’s death.

Death Date Notification: Date that CalPERS was notified of the subscriber’s death.

Unit 3: Calculate a Future Reimbursement Amount

In this unit, you will learn how to calculate your future reimbursement amount.

CalPERS will reimburse premiums up to six months for retroactive changes and cancellations unless it's cancellation of coverage due to a subscriber passing away.

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Scenario 1: Calculate Future Reimbursement Amount From Billing Roster Page

Step Actions (7 Steps)

Step 1 Access your agency's billing roster (refer to unit 2).

Step 2 Within the Roster Search section, you may use the filters to search for a subscriber.

Step 3 Select the **Search** button.

Step 4 Within the Monthly Employer Billing Roster section, select the **name** link.

Monthly Employer Billing Roster							
Status	Name	CalPERS ID	Plan Code	Retirement System	Payment Type	Amount Billed	Medical Group
Active	PARK, PAUL	0123456789	5333	PERS	On-going	\$1,998.07	006 SWORN FIR

Step 5 Within the Search Criteria section, you must select a deduction source.

- **Benefit Roll:** *CalPERS* retiree health deductions and employer share. The Participant Share column displays what was deducted from the retiree's warrant. This may be a different amount than the PA Billing (billed amount) deduction source if the retiree paid early due to the Complementary Annuitant Premium Program (CAPP) or late due to a retroactive health premium.
- **PA Billing:** Public agency (PA) and school billed amounts for active and retired *CalPERS*, *CalSTRS*, and non-PERS subscribers.
- **SCO:** Amount paid for active central-state employee health premiums.
- **Non-Central:** Amount for active non-central state employee health premiums.

Step 6 Select the **Search** button.

Step 7 Add the amount in the Employer Share column for the last six months, and this should be your agency's future reimbursement amount for this subscriber.

Deduction History								
Coverage Month	Status	Employer CalPERS ID	Plan Name	Party Type	Plan Code	Participant Share	Employer Share	Medicare Reimbursement
February 2020	Employment	9876543210	PERS Choice - Region 1	Self/B and 2+/B	5483	\$0.00	\$2,239.07	\$0.00
January 2020	Employment	9876543210	PERS Choice - Region 1	Self/B and 2+/B	5483	\$0.00	\$2,239.07	\$0.00
December 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	\$0.00	\$2,252.30	\$0.00
November 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	\$0.00	\$2,252.30	\$0.00
October 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	\$0.00	\$2,252.30	\$0.00
September 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	\$0.00	\$2,252.30	\$0.00
August 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	\$0.00	\$2,252.30	\$0.00
July 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	\$0.00	\$2,252.30	\$0.00

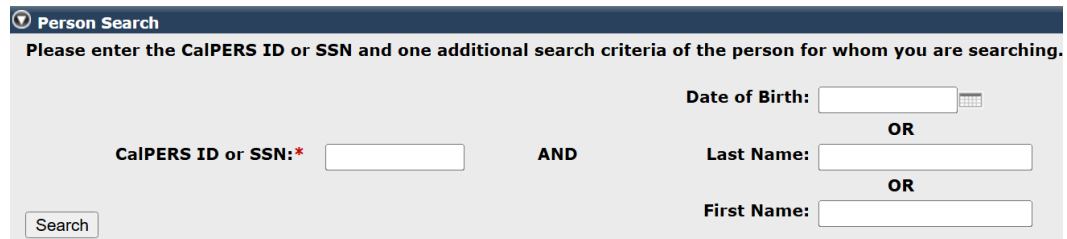
You have completed this scenario.

Scenario 2: Calculate Future Reimbursement Amount From Employee's Profile Page

Step Actions (9 Steps)

Step 1 From the homepage, select the **Person Information** global navigation tab.

Step 2 Enter the employee's CalPERS ID or SSN and populate one field on the right.



Person Search
Please enter the CalPERS ID or SSN and one additional search criteria of the person for whom you are searching.

CalPERS ID or SSN:* AND

Date of Birth:

OR

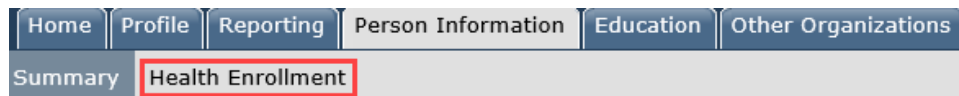
Last Name:

OR

First Name:

Step 3 Select the **Search** button.

Step 4 Select the **Health Enrollment** local navigation link.



Home | Profile | Reporting | Person Information | Education | Other Organizations

Summary | **Health Enrollment**

Step 5 Select the **CalPERS Employment (CalPERS Retiree for a retiree)** link.



Health Account	Qualifying Participant Name	Qualifying CalPERS ID	Health Account Status	Employer Name
CalPERS Employment	PAUL PARK	0123456789	Employment	CITY NAME

[Health Account Summary](#)

Step 6 Select the **Deduction History** left-side link under the Menu folder.



Common Tasks ▲

Menu ▼

- Enrollment Summary
- Enrollment History
- Deduction History**
- Premium Search Tool
- Summary As-Of Date

Health Account Summary

Health Account: CalPERS Employment
Qualifying CalPERS ID: 0123456789

Health Enrollment Information

Your health enrollment is based on the following information:
[Health Eligibility Information](#)

Step 7

Within the Search Criteria section, you must select a deduction source.

Search Criteria

Health Benefit Type: HLM Medical

Deduction Source: Benefit Roll, PA Billing, SCO, Non-Central

Coverage Date Range- From: [] Coverage Date Range- To: []

Search Clear View Payment History

- **Benefit Roll:** CalPERS retiree health deductions and employer share. The Participant Share column displays what was deducted from the retiree’s warrant. This may be a different amount than the PA Billing (billed amount) deduction source if the retiree paid early due to the Complementary Annuitant Premium Program (CAPP) or late due to a retroactive health premium.
- **PA Billing:** Public agency (PA) and school billed amounts for active and retired CalPERS, CalSTRS, and non-PERS subscribers.
- **SCO:** Amount paid for active central-state employee health premiums.
- **Non-Central:** Amount for active non-central state employee health premiums.

Step 8

Select the **Search** button.

Step 9

Add the amount in the Employer Share column for the last six months, and this should be your agency’s future reimbursement amount for this subscriber.

Coverage Month	Status	Employer CalPERS ID	Plan Name	Party Type	Plan Code	Participant Share	Employer Share	Medicare Reimbursement
February 2020	Employment	9876543210	PERS Choice - Region 1	Self/B and 2+/B	5483	\$0.00	\$2,239.07	\$0.00
January 2020	Employment	9876543210	PERS Choice - Region 1	Self/B and 2+/B	5483	\$0.00	\$2,239.07	\$0.00
December 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	\$0.00	\$2,252.30	\$0.00
November 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	\$0.00	\$2,252.30	\$0.00
October 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	\$0.00	\$2,252.30	\$0.00
September 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	\$0.00	\$2,252.30	\$0.00
August 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	\$0.00	\$2,252.30	\$0.00
July 2019	Employment	9876543210	PERS Choice Bay Area	Self/B and 2+/B	1063	\$0.00	\$2,252.30	\$0.00

You have completed this scenario.

Unit 4: Health Reports

In this unit, you will learn how to run health reports to review new transactions, batch transactions (those that are automatically updated in myCalPERS), and other data that may have changed the amount that you were billed for health premiums.

For a full list of employer reports, refer to the [myCalPERS Reports Catalog](#) page.

To learn more about myCalPERS Reports (tool that retrieves data from myCalPERS and creates reports) functionality, refer to the [myCalPERS Reports \(PDF\)](#) student guide.

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Scenario 2: Health Subscriber PA Billing Report.....	23

Scenario 1: Employer Health Event Transactions Report

You will run the Employer Health Event Transactions Report to review transactions that caused a change in the amount that your agency was billed. All transactions for your agency's subscribers and their dependents will display regardless of how the transactions were updated.

Recommended Tip

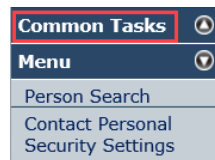
Refer to the Health Billing Cutoff Dates chart mentioned on page 3 for criteria dates to enter.

Coverage Month	STRS Employees and Annuitants	PERS and OTHER (Non-PERS) Employees and Annuitants	Statement Available	Payment Due
1/2026	12/2/2025	12/10/2025	12/16/2025	1/9/2026
2/2026	1/6/2026	1/13/2026	1/15/2026	2/10/2026

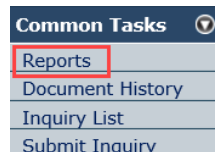
For example, if you're reconciling the January 15th statement for February coverage for your CalPERS and/or non-PERS subscribers, enter the create from date as *one day after* the prior month's cutoff date and the create to date as the January cutoff date on step 8.

Step Actions (18 Steps)

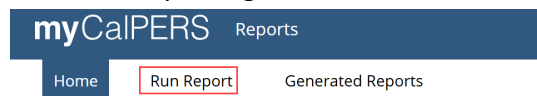
Step 1 From the homepage, select the Common Tasks folder at the upper-left side.



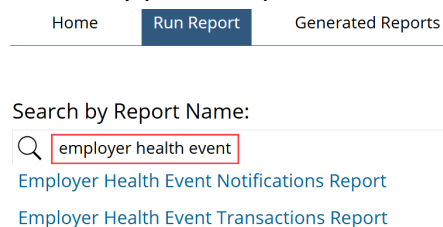
Step 2 Select the **Reports** left-side link.



Step 3 From the top navigation, select the **Run Report** tab.



Step 4 Search by partial report name or scroll through the list.



Step 5 Select the **Employer Health Event Transactions Report** link.

Step 6 Enter or select at least of the fields on this page. If the employer name doesn't prepopulate, select it from the drop-down list.

Subscriber Calpers ID:

Employer Name:

The type of user that originated the transaction.

Created By User Type:

Created by User Type: You can choose who/what updated the transactions:

- **Service:** Automatically updated by the system, e.g., 26-year-old delete – Batch, Continued Elig: Retirement – Batch, etc.
- **Internal User:** CalPERS team member
- **External Participant:** Employee or retiree
- **External Business Partner:** Employer (Employer processed the enrollment or confirmed an employee-submitted myCalPERS transaction)
- **Blank:** This may be listed (No user-the transaction was due to a data fix.)

Step 7 Select the **Next** button at the bottom.

Step 8 Enter either the effective date range or the create date range.

The effective date is the date on which the transaction takes effect. An effective date range can be entered to provide a report of all transactions that became effective during that time frame.

Effective From Date:

Effective To Date:

The event create date is the date on which the transaction was created/processed. An event create date range can be entered to provide a report of all transactions that were created during that time frame.

Event Create From Date:

Event Create To Date:

Back

Next

- **Effective From/To Date:** Populate the dates of when transactions became effective, e.g., 03/01/2026 for the from and to dates for March.
- **Event Create From/To Date:** Populate the dates of when transactions updated to myCalPERS.

Step 9 Select the **Next** button.

Step 10 Under the report parameters, select a run option (format) radio button.

Run Option: ⓘ Download (.xls) Download (.csv) Online (.html)



Note: Large reports that automatically run in the background will display a fourth run option of Save Online (.html).

Step 11 At bottom left, select the **Run Report** button.

Step 12 Did you select Online (.html) as the run option?

Yes: The report will be displayed. Continue to step 13.

No: Skip to step 14.

Step 13 Do you want to change the report parameters?

Yes: Select the **Start Over** button at the bottom, then return to step 6.

No: Continue to step 14.

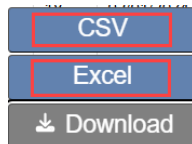
Step 14 Do you want to download the report to CSV or Excel?

Yes: From step 10, if you selected the:

- Online (.html) format, select the **Download** button at the bottom, then continue to step 15.
- Download (.xls) or (.csv) format, skip to step 16.

No: You have completed this scenario.

Step 15 Select the format you want to download.



Step 16 Seconds later after the status changes from Running to Generated, select the **Generated** link to download the report.

Report Name	Employer Health Event Transactions Report
Submitted	February 06, 2026 07:16 AM
Run Option	Download (.xls)
Status	Generated
Status Last Updated	February 06, 2026 07:16:24 AM

Step 17 Select the download icon (if using Chrome for your browser, it is at top right).



Step 18 Select the report to open it.

You have completed this scenario.

Scenario 2: Health Subscriber PA Billing Report

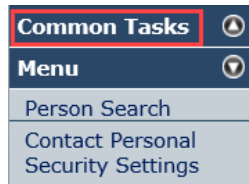
For public agencies and schools, this reflects the monthly ongoing premiums (or charges) and retroactive adjustments. After a billing cycle, this report can be generated and used to reconcile your health premium statement.

You may run the report by using one of these criteria:

- Individual subscriber
- One or all health premium statement-generated months
- Coverage month(s)

Step Actions (17 Steps)

Step 1 From the homepage, select the Common Tasks folder at the upper-left side.



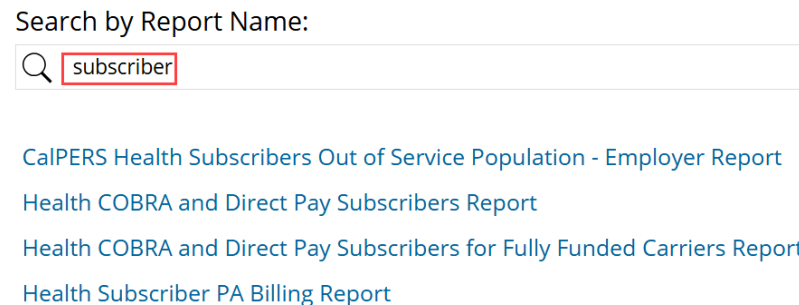
Step 2 Select the **Reports** left-side link.



Step 3 From the top navigation, select the **Run Report** tab.



Step 4 Search by partial report name or scroll through the list.



Step 5 Select the **Health Subscriber PA Billing Report** link.

Step 6 Use one of the report parameters of either your agency or a subscriber.

Business Partner Name: *

<input checked="" type="checkbox"/> Agency Name - 1262943822
<input type="checkbox"/> Division Name - 4314508017

[Select All](#) [Deselect All](#)

Subscriber CalPERS ID:

Step 7 Select the health statement month check box(es) or enter health coverage months.

Step 8 Select the **Next** button at bottom left.

Step 9 Under the report parameters, select a run option (format) radio button.

Run Option: ⓘ Download (.xls) Download (.csv) Online (.html)

<input type="button" value="Run Report"/>	<input type="button" value="Back"/>
---	-------------------------------------

Note: Large reports that automatically run in the background will display a fourth run option of Save Online (.html).

Step 10 At bottom left, select the **Run Report** button.

Step 11 Did you select Online (.html) as the run option?

Yes: The report will be displayed. Continue to step 12.

No: Skip to step 13.

Step 12 Do you want to change the report parameters?

Yes: Select the **Start Over** button at the bottom, then return to step 6.

No: Continue to step 13.

Step 13 Do you want to download the report to CSV or Excel?

Yes: From step 9, if you selected the:

- Online (.html) format, select the **Download** button at the bottom, then continue to step 14.
- Download (.xls) or (.csv) format, skip to step 15.

No: You have completed this scenario.

Step 14 Select either CSV or Excel format.

<input type="button" value="CSV"/>
<input type="button" value="Excel"/>
<input type="button" value="Download"/>

Step 15 Seconds later after the status changes from Running to Generated, select the **Generated** link to download the report.

Report Name	Health Subscriber PA Billing Report
Submitted	February 06, 2026 02:42 PM
Run Option	Download (.xls)
Status	Generated
Status Last Updated	February 06, 2026 02:42:13 PM

Step 16 Select the download icon (if using Chrome for your browser, it is at top right).



Step 17 Select the report to open it.

You have completed this scenario.

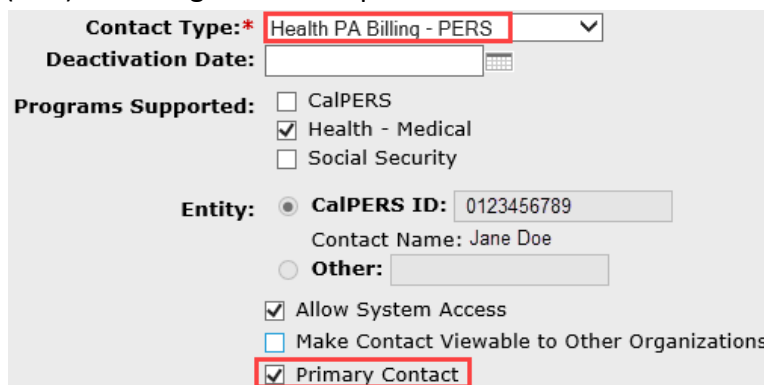
Frequently Asked Questions

1. Why are we receiving two health premium statements?

They are separated by health contracts for PERS (includes CalSTRS) and for non-PERS.

2. Why isn't our health premium statement going to the correct person?

Your agency's system access administrator (SAA) needs to add that person as a *primary* 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. If your SAA needs help updating your contact information, the [myCalPERS System Access Administration](#) (PDF) student guide has step actions.



The screenshot shows a form for adding or updating a contact. The 'Contact Type' dropdown is set to 'Health PA Billing - PERS'. The 'Deactivation Date' field is empty. Under 'Programs Supported', 'Health - Medical' is checked, while 'CalPERS' and 'Social Security' are unchecked. The 'Entity' section has 'CalPERS ID' selected with the value '0123456789', and 'Contact Name' is 'Jane Doe'. The 'Other' radio button is unselected. At the bottom, 'Allow System Access' and 'Primary Contact' are checked, while 'Make Contact Viewable to Other Organizations' is unchecked. Red boxes highlight the 'Contact Type' dropdown, the 'Primary Contact' checkbox, and the 'CalPERS ID' field.

3. May we have a backup person to receive the mailed health premium statement or the email notification?

No. If you are not the primary contact, you may access the health premium statement, but you will not receive the notifications. You may want to add the statement available dates (refer to page 3) to your calendar. Then when it is available, log in to myCalPERS. Within the Common Tasks folder, select the **Document History** left-side link. If your agency has both PERS (includes CalSTRS for schools) and non-PERS contracts, you may have two people as the separate health billing primary contacts, so both will receive the notifications.

4. I receive the health premium statement by mail. How can I get notified by email?

Your agency's system access administrator (SAA) can change your preferred method of communication. This reflects how you want to receive notifications from CalPERS.



The screenshot shows a form titled 'Maintain Preferred Communication Details'. The 'Preferred Communication' section has a dropdown menu with 'Mail' and 'Email' options. The 'Email' option is selected and highlighted with a red box.

5. Will we receive a corrected health premium statement that reflects our adjustments?

No. Any adjustments made after the cutoff date will reflect on a future billing health premium statement. Always pay in full as billed unless the amount is different in myCalPERS.

6. The amount due on the health premium statement is different from 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 health premium statement is generated. Call CalPERS if you want details.

7. 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 it next month. Refer to the [myCalPERS Health Enrollment \(PDF\)](#) student guide, unit 3, scenario 2, step 10 on how to check the created date (processed date) in the transaction details.

8. I processed a retroactive permanent separation for an employee effective two months ago. Why are we still being billed for them?

Depending on when the appointment was updated, the two courses of action are:

- Verify in myCalPERS that the employee's health benefits have been cancelled. If the permanent separation was updated *after* the billing cutoff, then you should get reimbursed on your next health premium statement.
- If you verified the health benefits were cancelled and the permanent separation was updated *before* the billing cutoff, contact CalPERS.

Note: Always pay in full as billed unless the amount is different in myCalPERS (refer to #6).

9. How do I fix a retiree's incorrect medical group and employer contribution?

Call CalPERS. Your contribution will be corrected on a future health premium statement.

10. We send a separate reimbursement to our retirees for their health benefits. How do we verify their addresses?

Download your health billing roster to the Monthly Employer Billing Roster report (refer to unit 2). Subscriber addresses are on the report unless they are marked secured (restricted).

11. Is there any training on billing reconciliation?

Yes. Here are two training options:

- Online classes for employers have modules on health billing business rules (Contracting Agency Health Billing) and how to access a health premium statement and billing roster in myCalPERS (myCalPERS Health: Billing Reconciliation). These can be accessed from the **Employer** tab in myCalPERS.
- Send an email to the myCalPERS Employer Education & Training Unit (MEETU) at calpers_employer_communications@calpers.ca.gov, and an educator will contact you.

CalPERS Resources

Obtain more information by visiting the [CalPERS website](http://www.calpers.ca.gov) at www.calpers.ca.gov.

- [Business Rules & myCalPERS Classes](#)
Pathway: CalPERS website > Employers > Employer Education > Business Rules & myCalPERS Classes
- [myCalPERS Student Guides & Resources](#)
Pathway: CalPERS website > Employers > Employer Education > (On the right side under Resources) myCalPERS Student Guides & Resources
- [Policies & Procedures](#)
Pathway: CalPERS website > Employers > Policies & Procedures
- [Public Agency & Schools Health Benefits Guide \(PDF\)](#)
Pathway: CalPERS website > Employers > Policies & Procedures > Reference & Health Guides > Public Agency & Schools Health Benefits Guide (PDF)
- [State Health Benefits Guide \(PDF\)](#)
Pathway: CalPERS website > Employers > Policies & Procedures > Reference & Health Guides > State Health Benefits Guide (PDF)
- [Health Program Guide \(HBD-120\) \(PDF\) \(Member publication\)](#)
Pathway: CalPERS website > In the search box at top right, enter HBD-120 > CalPERS Health Program Guide
- [System Enhancements](#)
Pathway: CalPERS website > Employers > myCalPERS Technical Requirements > System Enhancements
- [Circular Letters](#)
Pathway: CalPERS website > Employers > Policies & Procedures > Circular Letters
- [Public Employees' Retirement Law \(PERL\)](#)
Pathway: CalPERS website > About > Laws, Legislation & Regulations > Public Employees' Retirement Law (PERL)
- [myCalPERS Reports Catalog](#)
Pathway: CalPERS website > Employers > myCalPERS Technical Requirements > myCalPERS Reports Catalog
 - CalPERS Health Subscriber Out of Service Population – Employer
 - Dependent Enrollment Report
 - Employer Health Enrollee Report – Ext
 - Employer Health Event Notification Report
 - Employer Health Event Transactions Report (**Note:** The 26-year-old deletion batch runs the first business day of the month.)
 - Health Plan Statement Employer Report

- Health Subscriber PA Billing Report
- Health ZIP Code Yes-No Report - HMO for Public Agency/School
- Health ZIP Code Yes-No Report - PPO for Public Agency/School
- Monthly Employer Billing Roster Report (For public agencies, schools, and non-central state agencies and run via the myCalPERS pages.)
- Non-PERS Health Eligibility and Appointment Data Submission Report
- Parent-Child Relationship Dependent with Expiring Certification Report
- [Self-Paced Online Classes](#) (log in to myCalPERS, select the **Education** global navigation tab)
 - Business Rules
 - Health Plan Options
 - Health Benefits Officer Roles & Responsibilities
 - Health Eligibility Requirements
 - Health Enrollment
 - Contracting Agency Health Billing (public agencies and schools)
 - myCalPERS
 - New Enrollment, Non-PERS and CalSTRS New Enrollment
 - Change Plan
 - Cancellation
 - Rescission
 - Add a Dependent
 - Delete Dependent
 - COBRA Enrollment for Deleted Dependents
 - COBRA Enrollment for Employees
 - Set Up Direct Pay
 - Non-PERS Continued Health Into Retirement
 - Billing Reconciliation (public agencies and schools)

CalPERS Contacts

Email

- To contact [employer educators](#) for questions and requests, email calpers_employer_communications@calpers.ca.gov.
- To contact the [Employer Response Team](#) for assistance with your most critical, complex, or time-sensitive issues, email ert@calpers.ca.gov.

Phone or Fax

You can reach CalPERS at **888 CalPERS** (or **888-225-7377**), Monday through Friday, 8:00 a.m. to 5:00 p.m., except on state holidays.

- TTY: (877) 249-7442 (This number does not accept voice calls)
- CalPERS centralized fax number: (800) 959-6545
- Employer Response Team phone number: (800) 253-4594

Submit Inquiry

You can send secure messages through myCalPERS. Expand the **Common Tasks** left-side navigation folder, then select the **Submit Inquiry** link to submit a question or request.