Retroactive Sick Leave Adjustment Training – Q&A

PowerPoint

1. **Q:** Will there be a copy of the PowerPoint?

   A: A copy of the PowerPoint is attached to this HBA Memo. A recording of the webinar has been added to the [E-Learning](#) page on HBA Online, under the title "Employee Benefits Division - Retroactive Sick Leave Adjustment Training."

2. **Q:** Which former employees will require a retroactive sick leave adjustment?

   A: Employees who retired from the State of New York on or after the effective date of a retroactive salary increase including unionized and Management/Confidential employees. EBD has identified employees formerly employed by your agency who require a retroactive sick leave adjustment and added them to your worklist.

3. **Q:** Will you be able to explain what qualifies Participating Agencies for retroactive sick leave credits? My organization is small (under 20 people and we don't offer health insurance to retirees).

   A: This update and training are specific to NYS employees. If you are working for a PA, it is entirely up to your agency to administer billing (which would include any sick leave benefit that may be offered).

4. **Q:** It appears the current worklist is all classified employees, when will the list be updated with UUP employees and when will that need to be completed by?

   A: We do not yet have a date for UUP employees. We will notify you when they've been updated.

5. **Q:** What if I know that an enrollee formerly employed by my agency needs an adjustment, but they are not listed on the worklist?

   A: If you have an enrollee that is not listed on your worklist, please send a letter to EBD with information advising why the enrollee requires an update.

6. **Q:** When notifying EBD to advise of an enrollee that was not listed on the worklist but should have been, can I send the letter as an eFax or do I need to send the letter by mail to the Albany address?

   A: Correspondence may be sent to EBD by mail or fax (including eFax). Please see the following contact information:

   Address
   New York State Department of Civil Service
   Employee Benefits Division
   Albany, NY 12239

   Fax
   (518) 485-5590

Salary Questions

7. **Q:** Where can I confirm an employee's salary with all appropriate constants factored in?

   A: You should obtain the employee's salary information from your agency's payroll office or OSC.

8. **Q:** Have our payroll departments received a list of the retirees that need updating?

   A: Not that EBD is aware of. EBD is facilitating in making changes to retiree sick leave credits through NYBEAS. Payroll officers do not typically have access to NYBEAS and would not be involved in retiree sick leave credit updates. However, your payroll office should be aware of changes to employee or former employee salaries.

Processing

9. **Q:** When will the worklists be available in NYBEAS?

   A: Worklists are now available.

10. Q: I confirmed an employee's new salary in NYBEAS is correct and entered a "Y" into the template, but I received an error message. Why am I unable to save?

A: After entering a "Y" into the template, you must also enter a comment to advise that you have confirmed the new salary in NYBEAS is correct. After you enter a comment, click "Save" and you should no longer receive the error message.

11. Q: After saving the data I entered into the template, I returned to the worklist and noticed the enrollee was not removed from my worklist. Why was the enrollee not removed from my worklist?

A: After saving the information in the template, you must return to the worklist to mark the item worked. Click the checkmark in the "Mark Worked" column and the enrollee will be removed from your worklist.

12. Q: COB is on Monday, Sept 6 which is a holiday. Does that mean it needs to be done by Friday the 3rd? or are you giving us until the 7th?

A: The deadline for the current worklist has been extended to September 21.

13. Q: Will any more enrollees be added to my worklist later?

A: No more enrollees will be added to the current worklist. However, there may be subsequent worklists which will be announced through an HBA memo.

14. Q: Do you have a date in which current employees are not subject to this adjustment?

A: This worklist will include employees who retired from your agency after the effective date of the retroactive salary increase for their negotiating unit.

15. Q: What address should we send screenshots to when we need assistance? Is there an email address we can send screenshots to for the issues we may have while processing the worklist?

A: Please call the HBA Helpline at (518) 474-2780. If the EBD processor who assists you requires a screenshot, they will provide you with an e-mail address to send information.

16. **Q:** Will letters be posted in NYBEAS to an enrollee's record?

   A: No, there is no option to save enrollee letters to NYBEAS. EBD will keep the letters on file in a separate system maintained by EBD.

Miscellaneous Questions

17. **Q:** Does a PS404 form need to be completed for the retiree's health insurance file indicating that their sick leave credit has been update?

   A: No

18. **Q:** What would HBAs advise retirees when they call about their <u>unprocessed</u> sick leave adjustment?

   A: If an enrollee calls on a sick leave that was entered into the worklist and not yet processed you should advise the enrollee that you advised EBD and that EBD plans to update the information by the end of September.

19. **Q:** Do EBD processors keep notes of the calls that they take from HBAs regarding issues with enrollee accounts?

   A: Yes, EBD processors add notes to an online system after each phone call.

20. **Q:** Is there another option to contact EBD for assistance besides calling the HBA Helpline? When I last called I was placed on hold for an extended period and then left a call back number and am yet to hear back,

   A: HBA Helpline staff receive a high volume of calls every day. They will answer your calls in the order the call is received. If you leave a voicemail, staff will contact you as soon as possible. Please make sure to provide your contact information and agency code when leaving a voicemail.