

Human Resources Frequently Asked Questions

New Hire Information

- **What documents are needed to add an employee to payroll?**
 - 1) Employment Authorization or OPS Personnel Action Request
 - 2) Position description (if the position has to be reclassified)
 - 3) Florida Retirement System Certification Form
 - 4) [W-4 form](#) 
 - 5) Social Security Card from the [Social Security Administration](#) 
 - 6) [I-9 form](#)  with the necessary documents for verification
- **What documents are needed when an OPS employee is moving into a FTE position?**
 - 1) Employment Authorization
 - 2) Position Description (if the position has to be reclassified)
 - 3) Updated Florida Retirement System Certification Form
 - 4) [W-4 form](#)  (if any changes have occurred since OPS hire date)
- **Can a new hire be added to payroll without a Social Security Card?**

We cannot process the paperwork for a new hire without a copy of their Social Security Card. In its absence, the receipt from the Social Security Administration can be used if it has the name and social security number as it will appear on the card.

Payroll

- **When does payroll run? When is it too late to process an action?**

JAC has added the payroll calendar to our website providing the payroll due dates and also sent a copy to each circuit HR office. It is important to adhere to these dates as it helps to ensure that everything is processed timely.

- **Can an employee be put on payroll without a social security card (SSC)?**

No. It is against Federal and State rules to add someone to any payroll without a valid social security card. If the employee has applied for a social security card, they can submit a copy of the confirmation letter with the SS number on it in order to be put on payroll, but must submit a copy of the SSC as soon as they get it.

- **Why do we need a new packet when an employee is going from an Other Personnel Services (OPS) to Full Time Employee (FTE)?**

We are responsible for making sure that we have all the necessary forms in each employee's file in case we are audited and we have to check with Florida Retirement Services (FRS) to ensure that the employee has not taken a distribution of any retirement funds even if the employee is currently working as OPS.

- **Why do we need to do two PARs when we have an employee who will be on leave under the Family Medical Leave Act (FMLA) with pay until all leave is exhausted and then on FMLA without pay until their return?**

We need the first PAR to document in the People First System that the employee is on FMLA from the first day they become eligible even if they are receiving full or partial pay.

The second PAR needs to be submitted to us once the employee has exhausted all leave and is no longer eligible to be paid but is still eligible for FMLA and the state's portion of health benefit payment.

- **What is the correct effective date to use on a PAR for employees who are going on Leave without pay (LWOP)?**

The correct effective date for an employee who is starting LWOP should be the first day that they will not get any pay. Please include in the comments section the number of hours the employee should be paid for the month.

Benefits

- **I didn't receive my insurance card. What do I do?**

Due to HIPAA (a federal law), only employees themselves can call the Provider or go online to the Provider website and request cards. Contact information can be found on our website under Human Resources, Benefits, Insurance Information. Scroll to the bottom of the page and then click the link for "Provider Contact Information". The phone number and website are both listed.

- **How do I add my newborn to my health insurance?**

Due to the Social Security Number Requirement, newborn children cannot be added until the employee has received the child's social security number. The employee

must call People First with this information at 866-663-4735. The effective date of coverage will be retroactive to the beginning of the month in which the child is born and premiums will be due accordingly.

If an employee experiences an issue while in the hospital, People First and DMS will work together with the Provider to ensure the coverage is in place.

- **I'm still within my 60 days of my hire date, can I change my health insurance election?**

No, regardless of whether the 60 days are up or premiums have been deducted from payroll, changes to those initial elections can only be made if the employee has a qualifying status change (QSC) event or during open enrollment.

- **I see that Walgreens accepts CVS/CareMark Does this mean I can get my prescriptions filled at Walgreens now?**

Walgreens is not a part of the State of Florida contract with CVS/CareMark.

- **How long can I keep my children as dependents on my insurance?**

Children may remain on the insurance plan from birth up through the end of the calendar year in which they turn 26 under any of your family plans.

Retirement

- **What happens if I change employers or lose my job while participating in DROP?**

DROP participants may change employers while in DROP and transfer such participation under the new FRS employer. The participant will be required to submit a new [DP-ELE](#) Form, have the new employer certify their dates of participation, and then submit this form to The Division of Retirement. DROP participation is contingent upon continuous FRS employment. Employees who experience a loss of employment will need to secure new FRS employment and to ensure such employment begins the month immediately following the month of their layoff/termination. For example, if you lose your job and you subsequently terminate employment on March 9, 2013, you will need to secure new FRS employment within the month of April 2013. Failure to do so will end your participation in DROP and you will be officially “retired”. The Division of Retirement will place you on the

retired payroll, mail a check for your lump sum DROP accumulation, and you will also begin receiving your monthly pension benefit.

- **If I am an elected official, can I participate in DROP for longer than 60 months or postpone terminating from DROP?**

Total participation in DROP with all employers cannot exceed 60 months; however, there are exceptions to the termination requirements for elected officials and certain K-12 instructional personnel. An elected official may terminate employment at the end of the 60 month DROP eligibility period or postpone termination until the end of their current term of office or subsequent term of office. Interest will cease to accrue on the DROP account for such elected officials after the 60 month DROP participation period, but prior to their termination from office. Elected officials who extend the termination requirement under this provision will also not receive their lump sum DROP accumulation or monthly benefits until they have terminated from their elected office.

- **I am considering terminating from my current job and would like to switch from the Pension Plan to the Investment Plan. I currently have 4 years of service under the Pension Plan. What would I need to do to make this switch?**

All employees have a one-time switch, known as the 2nd Election, to change their initial retirement plan. This 2nd Election may occur at any time in an employee's career and can be utilized to switch to either plan. Employees can make this election by calling the My FRS Financial Guidance Line at 1-866-446-9377, by logging into their online account at www.MyFRS.com, or by submitting the [2nd Election Enrollment Form](#). Employees are required to make this switch prior to terminating employment, and this must be done by 4 p.m., the last business day for which they will earn salary.

Please note that if you plan to utilize your 2nd Election to switch from the Pension Plan to the Investment Plan, and you have not met the vesting requirements under the FRS, your opening account balance under the Investment Plan will **not** include your prior Pension Plan service. You are only fully vested in the money you transfer from the Pension Plan to the Investment Plan after you have met the vesting requirements of the FRS. The vesting requirements for the Pension Plan are six years for members enrolled in the FRS prior to July 1, 2011, and eight years for members initially enrolled in the FRS on or after July 1, 2011. Since you currently have four years of service credit, you would be required to work an additional two years before your prior Pension Plan service would be available to you and transferred to your

Investment Plan account. You would be immediately vested in any new Investment Plan contributions and would only be eligible for a distribution of those contributions, plus employee contributions, prior to completing six years of service.

- **I have decided to terminate employment this month and plan to withdraw the funds from my Investment Plan account. I have been offered a position at another state agency and would like to know if this will have any impact on my new job?**

As a member of the FRS Investment Plan, you are eligible for a distribution of your account funds after completing one year of creditable service. You are required to be terminated from all FRS employers for three calendar months before requesting this distribution. If you meet the normal retirement requirements under the FRS, you may be eligible for a one-time early distribution of up to 10% of your account balance, after terminating for one calendar month. **If you decide to take a distribution of your Investment Plan account, you will be considered “retired” under the FRS. This is regardless of your age.** This definition of retirement also includes rolling over your Investment Plan account to another qualified retirement plan.

Once “retired” under the FRS, you are also required to adhere to FRS Re-employment Provisions. These provisions stipulate that you must terminate from all FRS covered employment for six calendar months. For these purposes, this six month termination requirement would begin from the point in which you either take a distribution or roll over your account funds. This prohibition on FRS employment includes all part-time, full-time, OPS, and temporary employment. If you return to FRS employment during the first six months of retirement, you will violate these provisions and are subject to the repayment of your distribution. The employing agency could also be subject to monetary penalties for this violation. You may return to FRS employment during the seventh through twelfth month of retirement, without violating these provisions, but will be required to suspend any further distributions until you have been retired for one calendar year. You may return to work for any private employer at any time without jeopardizing your FRS retirement benefits.

- **I took a distribution from my Investment Plan account three years ago and I am now returning to state employment. I was just informed by my employer that I am no longer eligible to earn a retirement benefit. Is this true?**

During the 2009 Legislative Session, several bills were passed concerning the FRS Re-employment Provisions. One such bill prohibits renewed membership under the FRS Pension Plan, the FRS Investment Plan, as well as members of the State University System Optional Retirement Program, the State Senior Management

Optional Annuity Program, and the State Community College System Optional Retirement Program. Specifically, this bill prohibits retirees who initially return to FRS employment on or after July 1, 2010, from earning a 2nd retirement benefit. Since you indicate that you took a distribution from your Investment Plan account you are now considered a “retired” member of the FRS. Due to your retirement status and initial re-employment after July 1, 2010, you are now prohibited from enrolling in the FRS and earning another retirement benefit.

- **I would like to receive a refund of my 3% employee retirement contributions. When can I request this refund and what steps do I need to take?**

Employees who wish to receive a refund of their 3% employee retirement contributions may do so after terminating all FRS employment for three calendar months. Members of the Pension Plan will need to contact The Division of Retirement at (850) 488-4856 to request this refund and complete the [Refund Packet](#). Pension Plan members should be aware that they will forfeit any service credit represented by this 3% employee refund but have the option to purchase this refunded service if they return to FRS employment for one continuous year. Members of the Investment Plan may also request a refund of their 3% employee retirement contributions and will need to contact the My FRS Financial Guidance Line at 1-866-446-9377. Investment Plan members will forfeit any unvested contributions, however, and the service credit associated with those unvested contributions. Investment Plan members should also consider that they will be considered to have “retired” by taking this refund of employee contributions, and therefore ineligible to earn a 2nd retirement if they return to FRS employment in the future.

Post Tax Benefits

- **Who is the third party administrator that handles our Post-Tax Benefits?**

Capital Administrative Services (CAS) handles all of our post-tax benefits needs and has a representative who is housed at the JAC to assist.

- **What is the name of the representative and CAS’s contact information?**

Name: Gina Lowell
Phone: (850) 413-0008
Fax: (850) 413-0009
Email: posttaxbenefits@justiceadmin.org

- **What do Post-tax Benefits include?**

Post-tax benefits include department sponsored insurance and miscellaneous payroll deductions, such as life and disability insurance, credit unions, parking, etc.

Reemployment Assistance Program
(formerly known as Unemployment Compensation)

- **Who is eligible to receive Reemployment Assistance Benefits?**

All unemployed workers covered under the Florida Unemployment Compensation Law can receive weekly benefits if eligible and are fully qualified. DEO must determine the eligibility of the claim; therefore, please respond promptly to all DEO requests in a timely manner.

- **When do claimants begin to receive a benefit?**

Once an individual files for RA, they will have a one-week waiting period and then on the second week will begin to receive a benefit. Individuals under RA will receive a benefit every two (2) weeks.

- **What is a base period?**

The base period is the first four (4) of the last five (5) calendar quarters from the date the individual files a claim.

- **Are OPS employees eligible for RA benefits and if so, why?**

OPS employees can receive weekly benefits if eligible and are fully qualified. It is a fact that they are considered a temporary employee and are usually hired for a certain period, but at the end of their employment the agency would be considered the moving party. The only time an OPS employee is not eligible is if they were terminated for misconduct (defined by RA) and if they left the agency voluntarily.

- **Are students eligible for RA benefits and if so, why?**

Students are eligible for a weekly benefit as long as the educational institution at the same time of employment does not employ them. The only time a disqualification from benefits would occur is if the student was employed by a University or Community College while taking classes at the educational institution. This would not be the case for our employees.

- **How is it possible that a current employee is able to receive RA benefits?**

If an individual is working part-time and is earning below their determined maximum weekly benefit amount, which could be up to \$275.00, then they are eligible to receive the difference between what they earn and the maximum benefit amount. *(For example, if a current employee is working 20 hours a week, earns \$10 an hour, and files for unemployment they could be eligible for a benefit from RA of \$75.00 per week.)* According to RA, this is called Partial Unemployment. It is the responsibility of the claimant to file weekly earnings and for DEO to monitor those earnings. Any employee who is working part-time and earns \$275.00 or more per week would not be eligible. *(Note: if an employee works 40 hours a week and does not earn at least \$275.00 a week is not eligible for RA because they are working fulltime.)*

- **When an employee retires from the state and receives a retirement benefit, can they also receive RA benefits?**

Retirees are disqualified from RA benefits if the retiree's benefit is more than the determined maximum weekly benefit amount of the claim (if the retiree's weekly benefit amount is over \$275.00 then they are not eligible for a weekly RA benefit) and are not actively looking for work. If the retiree receives a RA benefit less than the determined maximum benefit then they can receive a benefit if determined otherwise eligible and fully qualified.

- **What happens when an employer wins an appeal and the claimant was already receiving a benefit from RA? Is the agency immediately reimbursed?**

Any benefits received for which a claimant was not entitled are overpayments and subject to recovery. RA requests the claimant to payback 10% of the overpayment each month until their debt is paid in full to RA. They do not require it. Once RA begins to receive installments of the overpayment, they will record it on the next scheduled Quarterly Invoice. This process could take multiple invoices before all of the overpayment is credited to the agency's account.

- **Why is the agency being charged RA benefits if they are not the last employer and they separated from them voluntarily?**

When a claimant files a claim DEO first determines who the last employer was, and then they determine the base period, and then determine how many employers fell within that claimant's base period. If it is determined that we are not the last employer then DEO will base their decision on the circumstances as to why they separated from that employer. If it is determined, that the claimant should receive benefits then we would be responsible for a percentage of the claim even if they left us voluntarily or for misconduct.

Risk Management

- **What are the coverages provided by Risk Management? And when are the premiums paid for these insurances?**

Types of Coverage:

Workers' Compensation
Fleet Automobile Liability
General Liability

Federal Civil Rights/Employment Discrimination
Court Awarded Attorney Fees
Property

All premiums are due by the 31st of July for the previous fiscal year.

- **Who is the third party administrator for Workers' Compensation and what is their contact information?**

OptaComp is the third party administrator and their phone number is 1-877-518-2583.

- **What information is needed when reporting a claim?**

The 4-digit location code
The employee's class title
The employee's class code
The injured employee's full name
The injured employee's Social Security Number
The injured employee's home address, telephone number and birth date
The injured employee's rate of pay
The date the employee was hired
The date the employer had knowledge of the accident or injury
The location of the accident (i.e., premises, job-site, on route, in field, etc.), including address and county in which the injury occurred.
The date and time of the accident or injury
A description of what caused the accident or injury
A detailed description of the injury, including what part(s) of the body was affected