How do I change my address and/or contact information?

Please complete the RETIREE CONTACT INFORMATION form and send it to Tiffany Rainey at PayPro Administrators (“PayPro”): tiffanyr@pagroup.us. PayPro will confirm any requested changes to your information.

CRA/LA and PayPro confidentially maintain your contact information; however, you will need to contact CalPERS directly to make any changes related to your retirement pension and/or medical insurance. You may contact CalPERS toll-free at (888) 225-7377.

You may also access CalPERS website at www.calpers.ca.gov

How do I change the checking/savings account information on my direct deposit for my HRA reimbursement?

You must complete and submit the DIRECT DEPOSIT AUTHORIZATION FORM with the following information:

- Bank Routing Number
- Account Number
- Financial Institution

You will need to submit a voided check with the Direct Deposit Authorization Form. Please submit the completed form and voided check by email to PayPro: tiffanyr@pagroup.us or by fax to (951) 656-9276 or mail to:

PayPro Administrators
6180 Quail Valley Court
Riverside, CA 92507
ATTN: Tiffany Rainey

I'm turning 65 next month, what do I need to do to ensure receipt of my Medicare Part B reimbursement?

About a month before your 65th birthday, you will receive a letter from PayPro requesting the following:

- Copy of your Medicare Part B card
- Copy of your letter from Social Security
- A Voided Check for Direct Deposit Payment Processing by PayPro Administrators
The MOU provides for CRA/LA to reimburse the retiree (not spouses) for the standard premium rate for Medicare Part B.

If your Medicare Part B standard premium goes up, you should email/fax copies of the notification letter from Social Security Administration to PayPro so your reimbursement can be adjusted.

**My spouse is turning 65 next month, what do I need to do?**

CalPERS and your selected health care provider (i.e. Kaiser, PERS-Care, etc.) will send you enrollment forms for Medicare eligibility. You and/or spouse will need to submit the completed documentation to CalPERS and your health care provider. CalPERS will automatically adjust your health care premium rates due to Medicare eligibility.

**How do I remove a dependent from my coverage?**

For **MEDICAL PLANS**: You will need to contact CalPERS directly to remove a dependent from your medical coverage. You may contact CalPERS toll-free at (888) 225-7377.

You may also access CalPERS website at [www.calpers.ca.gov](http://www.calpers.ca.gov)

FOR **DENTAL AND VISION ONLY**: Please send an email to PayPro ([crystalc@pagroup.us](mailto:crystalc@pagroup.us)) or call (800) 427-4549 to remove a dependent in your plan.

Please note: If you are a family member of a former retiree who recently passed away, you will need to follow the same steps above to remove the retiree.

**How do I change carriers/providers for medical or dental benefits?**

Unless you have a qualifying event (loss of coverage), you can only make the change in providers during the Annual Open Enrollment Period. CalPERS and PayPro will contact you each year about Open Enrollment.