



RETIREE FREQUENTLY ASKED QUESTIONS

(Revised July 24, 2020)

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

Please complete the [RETIREE CONTACT INFORMATION form](#) and send it to Michelle Smith at PayPro Administrators (“PayPro”): michelles@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

Retirees living outside California should update their health insurance providers with any updated contact information.

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: michelles@pagroup.us or by fax to (951) 656-9276 or mail to:

PayPro Administrators
1485 Spruce Street, Suite Q
Riverside, CA 92507
ATTN: Michelle Smith

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.

Each fall, CRA/LA and/or PayPro will visit the Medicare website to determine if the Medicare Part B standard premium will be going up or down. Your reimbursement will be automatically adjusted effective on January 1st of the following year. You are no longer required to submit copies of notices from the Social Security Administration to receive the monthly reimbursement.

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

Out of state retirees should contact their health insurance provider to update coverage.

FOR DENTAL AND VISION ONLY: Please send an email to PayPro (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 (e.g., loss of coverage), you can only make changes in coverage or providers during the Annual Open Enrollment Period. CalPERS and PayPro will contact you each year about Open Enrollment.