



Message to Our Retired Members

April 3, 2020

We want to reassure you that your pension benefits will continue to be paid on time – you can expect your benefit to be deposited into your account on the last business day of each month. SDCERS remains committed to delivering your pension benefits accurately and timely.

Although our office is closed to our members, our team is working hard to ensure we can continue supporting your retirement needs. We are doing our share to help our community slow down the spread of COVID-19. Part of our efforts includes having nearly all SDCERS staff telework rather than coming into the office. Understandably, this requires us to re-think how we deliver services to you. Our Call Center has been replaced with teleworkers responding to your written questions submitted electronically through SDCERS' website at www.sdcers.org. You can submit your questions by going to the "About SDCERS" tab and clicking on the "Contact Us" page. We miss talking with you, but at least for the time being, this is our best option to keep in touch. We really do appreciate your patience and understanding.

We encourage those who are computer friendly to use their SDCERS Member Portal to keep your retirement account updated. The Member Portal is a secure window into your personal retirement account, which you can use to do things like:

- Preview your monthly pension benefit payment,
- Change your direct deposit banking information,
- Update your beneficiaries,
- Modify your tax withholding preferences,
- Download a copy of your 1099R tax form, and
- Update your contact information, including your address and phone number.

We are doing our best to process all health reimbursement requests timely. If you plan on sending a health reimbursement request, we would greatly appreciate if you could email the required documents as a PDF attachment to health@sdcers.org. Alternatively, you may fax your documents to (858) 581-5314, or mail them to our office at 401 West A Street, Ste. 400, San Diego, CA 92101. However, delivery via fax or mail may result in a delay in receiving your reimbursement due to having our mail processing slowed down by the COVID-19 staffing plan.

Our annual Retired Member Healthcare Open Enrollment will begin on our usual June 1st start date. However, due to the current ban on large gatherings, this year we will **not** be holding in-

person open enrollment events in Balboa Park as we have done in years past. Instead, we will have information about the various plans as well as video recordings of the providers' presentations available at www.sdcers.org under the "Resources" tab, on the "City Retiree Health" page. Keep an eye on your mailbox for the customary healthcare enrollment booklet, which we will be mailing to all retirees just like in past years.

The City is offering the same healthcare service providers in the coming year – there are no new plan providers or major plan changes. This should help make for an easier enrollment decision process. Also, don't forget about CareCounsel, whose representatives are available to discuss different aspects of each plan and assist in your decision-making. You can call them at (888) 227-3334 or e-mail staff@carecounsel.com Monday through Friday, 6:30 a.m. to 5:00 p.m. PST. We are still finalizing all of the details regarding this year's Retired Member Healthcare Open Enrollment and you will be receiving more information over the next couple of months.

Thank you again for your patience and understanding as we all work together to make San Diego healthy again.