PSERS Employer Bulletin

**Public School Employees'
Retirement System**

5 N 5th Street
Harrisburg PA 17101

Toll-Free
866.353.1844

Local
717.787.1755

FAX
717.783.8760

Email
ContactESC@pa.gov

Coming Soon to ESS: Multi-Factor Authentication (MFA)

Security is a Top Priority
PSERS will deploy Multi-Factor Authentication (MFA) to the Employer Self-Service (ESS) and Member Self-Service (MSS) Portals in the Summer of 2020.

MFA is an authentication method in which a computer user is granted access only after successfully presenting two or more pieces of information (factors). It provides further security so that sensitive data remains secure and will only be available to authorized users. Currently, ESS requires ESS users to update their ESS password every 120 days*. MFA will be required on the same schedule.

See page 4 for information on how MFA will work.

COVID-19 Pandemic: Frequently Asked Questions for Employers

PSERS hopes you and your loved ones are staying healthy and safe during the COVID-19 pandemic. We appreciate your continued dedication and efforts to keep member contract records current and submit work reports to Voya and PSERS.

If you have questions on how school closings and recently-passed legislation may affect your PSERS work reports, check out the PSERS website at: psers.pa.gov/About/Pages/COVID-19.aspx.

PSERS is with you as we navigate through the COVID-19 pandemic. If you have any questions, please reach out to your Employer Service Center Representative.

Important: Include Class DC Participants in PSERS Work Reports

Members who elect Class DC will not have a defined benefit (DB) component to their retirement benefit, but Class DC members still need to be reported to PSERS on your work reports. This is needed for PSERS reconciliation purposes to ensure that what is being reported to Voya is accurate, as well as to make sure the member receives eligibility points for vesting purposes.

Michael Chappuis
Regional Office Administrator
michappuis@pa.gov

Heather Seilhamer
Regional Office Administrator
heaseilham@pa.gov

Region 1 - Michelle Doman
midoman@pa.gov
Erie, Crawford, Warren, Forest, Venango, Mercer, Lawrence, Butler, Beaver, Jefferson, Clarion

Region 2 - Deanna Brown
deabown@pa.gov
Mckean, Potter, Tioga, Bradford, Cameron, Elk, Clearfield, Centre, Clinton, Union, Snyder, Northumberland, Schuylkill, Carbo, Lehigh, Montour, Columbia, Sullivan, Lycoming

Region 3 - Vacant
Susquehanna, Wayne, Wyoming, Pike, Lackawanna, Luzerne, Monroe, North Hampton, Bucks, Montgomery

Region 4 - Scott Rainey
scorainey@pa.gov
Allegheny, Washington, Greene, Fayette

Region 5 - Katie Pajtis
kpajtis@pa.gov
Armstrong, Indiana, Westmoreland, Somerset, Cambria, Bedford, Blair, Huntingdon, Mifflin, Fulton.

Region 6 - Rachael Riddle
rariddle@pa.gov
Juniata, Perry, Franklin, Cumberland, York, Adams, Dauphin, Lancaster, Lebanon, Berks

Region 6 - Lynn Wadley
lwadley@pa.gov
Chester, Delaware, Philadelphia

PSERS 2020 Employer Webinar Series

Part 1: Act 5 Implementation and COVID-19 Pandemic
PSERS held our first employer workshop webinar in early May! This year's employer workshop was not held in person due to the COVID-19 pandemic. Instead, we have broken our workshop presentation in three parts to conduct through webinars.

We are pleased to report that 626 individual from various reporting units attended the first part of our workshop webinar!

If you are interested in reviewing the slides again or weren't able to attend the live webinar, the presentation and notes are available on our website at psers.pa.gov.

Part 2 of the Spring 2020 workshop will focus on General Reporting Concerns and an upcoming security upgrade.

We will be conducting more webinars throughout the year!

DC Reporting Missed Pay Date – Updated Instructions

Previously, PSERS had communicated that employers could "catch up" on reporting to Voya a missed pay date on the same work order as a current pay date. Our understanding was that the same participant could be on the same work order twice if there was a different pay date for the second contribution record. This seems to be causing problems with duplicated or missing data within the return files that PSERS receives weekly from Voya.

Based on updated information from Voya, only the current pay date information can be submitted on the work order scheduled for that pay date. You must then submit the past work order information on a separate, manually created work order to eliminate the possibility of an error.

Voya Data Gateway is looking for work order files to have only one record per participant, with a single pay date, on each work order file submitted. PSERS is aware that some DC credit transactions are not visible on the Account Tab or do not reflect values that match what was submitted to Voya through your work orders. Such information may not have reached PSERS on the weekly file from Voya or may not match because of a manual correction by Voya to a participant's account. PSERS is working with Voya to remedy these issues by the end of June. We encourage you to review your account history and report discrepancies that are found.

Importance of Having a Backup

Is your school prepared if the person who handles your PSERS reporting stops reporting to work tomorrow? PSERS encourages all school districts to cross-train a backup person who can access PSERS Employer Self-Service (ESS) Portal and Voya's Data Gateway portal in case your current PSERS reporting person or business manager is not available. This will ensure timely reporting and a smoother knowledge transfer if something unexpected occurs.

While it does not happen often, it is possible for a business manager to leave unexpectedly, and it is important for employers to be prepared. If you're unable to report for a lengthy period of time due to employee turnover, you may be impacted by the following:
- Work reports and contract records could be delinquent leading to potential subsidy deductions
- Reporting to Voya could be delayed resulting in earnings loss being charged to you, the employer
- Your replacement will have to go through the process to gain access to ESS
- PSERS system validations on contribution rate and contract records may prevent some reporting from occurring depending on the duration of the delay
- You may not have ESC contact

There are resources available on the PSERS website to educate and assist in ensuring proper reporting to PSERS. By having multiple staff who have security access and are cross-trained to use both reporting systems, your reporting unit will be set up for success if something unexpected happens.

If your business manager has left the business office, you must notify PSERS as soon as possible. If you do not know who your ESC Representative is, please call the help line at 866.353.1844 and a representative will be happy to assist you. ESC will get your district back to reporting and business as usual!

Introducing PSERS to Your New Employees

The responsibility to introduce PSERS to your new employees starts with you as their employer. By distributing the Information for New Employees handout, your employees learn who PSERS is at the time of hire. This handout is on our website at psers.pa.gov. The handout will help your employees learn about their PSERS benefits at the time that they're hired and can help them get started on the path to financial security.

The Information for New Employees handout includes information on what PSERS is, the plans we offer, how to qualify for membership, what actions they need to take as a new employee, and more!

Within the first few weeks of members qualifying for membership, PSERS will send them a Welcome Packet and Class Election packet with more information.

Return to Service Presentation Available

Thank you to everyone who attended PSERS' Return to Service webinar! The presentation is available on the PSERS website at psers.pa.gov under Employerpedia in the Employer tab. This webinar goes over:

- What is a break in service?

- What does "Return to Service" mean?

- When does a retiree need to be reported to PSERS?

- What are the exceptions in which a retiree does not need to be reported to PSERS?

- What are the approval processes for someone falling under the Exception Criteria?

New PSERS Employer Accounting Resource Account

Employer Accounting recently created a new email resource account in an effort to improve communications with Employers. The new email address is RA-PSERSDELINQUENCY@pa.gov. This account is used when contacting employers about possible subsidy loss, interest charges, or late reporting. If you receive an email from this account, please review the information included in the email and take the appropriate action. If you have questions regarding subsidy deduction, you may also use this email address to ask Employer Accounting those questions. For general inquiries to Employer Accounting you may continue to use the resource account which is RA-PSERSEMPACCT@pa.gov

How will Multi-Factor Authentication (MFA) Work in ESS?

1. Whenever you change your ESS password, you will be prompted to complete the MFA process, as illustrated in the screenshot below. Your options include receiving an email, text or phone call to a specific phone number. If selecting one of the displayed phone numbers, the user also specifies if the verification code should be delivered via text or a phone call to that number.

2. After selecting the verification method, click **NEXT.**

3. The MFA verification code is sent via the method you selected.

4. Enter the code, then click DONE. If copying and pasting the code, please be sure there are no extra spaces.
   a. If you do not enter the code and click 'Done' by the time limit (15 minutes), the text within the above screen changes to read, "Your verification code has expired. You can click 'Resend Code' to receive a new code." At that time, the 'Done' button is grayed out. You can either click 'Resend Code' or 'Cancel'.
   b. If you do not receive a code, or if the code expires, you can click 'Resend Code' to send a new code via the selected verification method. The 15-minute countdown restarts when this new code is sent. If you wish to choose another verification method while on this screen, you'll want to click 'Cancel' and restart the login process.