



Ops Forum | Members

Questions & Answers

- If you have an employee who wishes to opt out indefinitely is that an option? Or every State law requires the program to use what is referred to as “open enrollment,” but what might be better referred to as a “renudge.” Once every two years, there will be an open enrollment period during which employees that previously opted out are sent the employee information packet with the opt out form and, if they do not opt out within another 30 day window, are enrolled.
 - Employees that opted out within one year of an open enrollment period will **not** be “renudged” until the next open enrollment period.
- Will there be an opt-out form to provide to employees? Do opted out employees need to be reported to the state?
 - Yes, the program will deliver the opt-out form to employees along with an employee information packet that includes information about the program, disclosures, and directions on how to opt out if the employee doesn’t wish to participate.

All of this will be done directly between the program and an employee, so employers won’t have to report opt outs – the program will already know who opted out. If an employee does ask their employer about how to opt out, the employer should direct the employee to the program website or employee assistance phone line (855-650-6918).

- If a group begins the process now, even if there is a deadline in 2022, will they all need to start together?
 - Employers are not required to participate in the program until their respective deadlines. Once an employer registers, they are required to upload their employee roster within 30 days and, after their employees’ opt out period has elapsed, will be required to begin facilitating payroll contributions.
- Who follows up with the employee after the 30-day enrollment period? In other words, is the employer responsible for “bugging” the employee to turn paperwork in?
 - Employers are not responsible for this duty. Employee enrollment or opt outs are all handled directly between the program and the employee. Employees can opt out online, by phone, or by mailing in their completed opt out form.

If an employee does ask their employer about how to opt out, the employer should direct the employee to the program website or employee assistance phone line (855-650-6918).

- Should new hires be reported monthly or some other schedule?
 - New hires should be added to the employee roster within 30 days of their hire date. After that, the program will reach out directly and begin the enrollment/opt out process. If the employee enrolls, they'll simply be added to the existing list of participating employees by the program.
- If an employee does not respond to you and is automatically opted in, what level of deductions will be deducted from the employee payroll?
 - The program has a default contribution rate of 5% of gross pay and an automatic contribution increase feature, where an employee's contribution rate increases 1% each year—up to a maximum of 8%. The program will notify employees multiple times prior to an automatic increase to ensure they have sufficient time to opt out if they choose.

Employees can change their contribution rate or opt out of automatic contribution increase at any time, including prior to their enrollment. If an employee is enrolled, but wishes to withdraw their funds, they can do so at any time.

- When we upload our employee to your program and they speak only Spanish, will CalSavers need to know that?
 - There's not currently a method available for employers to pre-select Spanish materials for an employee. Although all initial communications are delivered in English, each email includes a clickable button at the top for someone to convert the email to Spanish. Additionally, the employee portal—the site through which someone manages their account—is available in Spanish as well.
- What are the limitations of opting in and out?
 - After they receive the employee information packet, they will have 30 days to opt out. If they do not, they will be enrolled into the program.

While employers should begin payroll contributions as soon as possible after an employee enrolls, employers are not required to begin payroll contributions until the first payroll period following 30 days after an employee has enrolled (the program will notify employers upon each employee's enrollment).

- Will out of state employees be eligible?
 - Out of state employees can only participate as what is referred to as "individual participation," e.g. outside of their employer. So, they can only enroll in the program directly through the program's website, phone line, or by mail.

If an employer wishes to help these individuals save through payroll deduction—similar to California employees—they can choose to do so.