



# The HR Connection

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We work better, when we work together....

## July 2014

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### **Secure Member Access**

In last month's edition, we gave an overview of our website. This month we'd like to take some time to show you what's available for members under their Secure Member Access. This is a feature we are constantly updating and improving. Attached are two brochures with instructions & screen shots from Secure Member Access, one for actives and one for retirees. Some screens are only accessible to the group for which they pertain.

### ***Correspondence (Everyone)\****

Did you know that almost every piece of correspondence we send to our members can be viewed electronically via Secure Member Access? This includes benefit statements, pay stubs, letters, etc. The only exception is 1099-Rs\*....but they are coming soon! If a member has correspondence from MPERS they have not yet viewed, they will automatically be directed to the "Correspondence" screen when logging in. After viewing, members can either delete their correspondence or save it to another location. We are currently reviewing how long these documents will remain available for viewing, so please encourage members to check their secure mailboxes, as this is a feature that is being severely underutilized at this time. Members also have the ability to change their correspondence preference to "email" under "Communication Preferences".

### ***Account Summary (Active Employees)***

If an employee has no "unviewed" correspondence, this is the initial screen they will see when logging into Secure Member Access. The account summary lists the member's current status, their Date of Birth, Plan, Employer, years of creditable service and Account Balance (Employee Contributions & Service Purchases).

### ***Benefit Summary (Payees)***

If a payee has no "unviewed" correspondence, this is the initial screen they will see when logging into Secure Member Access. The benefit summary lists the member's Benefit Type, Payment Status, Benefit Effective Date & Payment Option. It also shows the gross amount, total deductions, and net amount of their most recent benefit payment. This screen allows members to toggle between benefit types if they are receiving benefits under multiple statuses (i.e. retiree & survivor).

### ***Demographics (Everyone)***

This screen allows members to view the address, phone numbers and email addresses we have on file at MPERS. For active members, the address can only be viewed, not updated, as we receive this information via SAMII twice a month. Retired members do however have the option of updating their address via this screen.

### ***Estimate a Benefit (Active, Disabled & Deferred Members)***

Members can run their own benefit estimates at any time. This includes the flexibility to enter a specific date of termination, additional service (they may be considering to purchase or transfer), a specific date of retirement, or the option to select when they are first eligible for regular, or early, retirement benefits. A history of any estimates run within the last 30 days is also available.

### ***Gross-to-Net Benefit (Everyone)\****

This screen allows members to calculate their net retirement benefit. For active members, every field must be manually keyed in. However, for people who are already receiving a benefit, the calculator will fill in any available information, such as gross amount, current tax withholdings, deductions, etc. This screen also directs benefit recipients to the "Tax Withholding" screen to make actual updates. In the near future we are hoping to have the option for members to update their tax withholdings directly from the "Gross-to-Net" screen.\*

### ***Electronic Updates (Payees)***

Payees are currently able to update their address, tax withholdings\* and Direct Deposit information electronically via Secure Member Access....no paperwork involved! When these changes are keyed by the member, the information is automatically updated in our system and generates a notification for our staff. This notification is also saved into the member's file to show how/when the changes were made.

Active members are also able to electronically submit their "Notice of Retirement" via Secure Member Access.

### ***Beneficiaries (Everyone)***

This screen allows members to view both their primary and contingent beneficiaries for the \$5,000 Death Benefit, Survivor Benefits, Final Benefit Payment and Employee Contribution Death Refund.

### ***Online Forms (Everyone)***

The section allows members to view/print forms to update their beneficiaries, Designation of Agent, Direct Deposit, or change of address. Members can also access electronic forms for Pop-up, Tax Withholdings and "Notice of Retirement" from this screen.

### ***Pre-Retirement Seminar Registration (Active & Deferred Members)***

All employees wishing to attend a Pre-Retirement Seminar must register on-line via Secure Member Access. Under the "Seminar" section, a full listing of seminar dates available will be displayed. If the member meets eligibility requirements, they will then be allowed to register. If they do not meet the requirements, they will need to contact a benefit specialist to find out what options are available to them.

Secure Member Access is loaded with beneficial information for our members! Our staff at MPERS is always happy to answer any questions our members have, but we're only here Monday – Friday, 7:30am – 4:30pm....Secure Member Access is available 24 hours a day, seven days a week!

We're happy to say that most of you who receive *The HR Connection* have already signed up for Secure Member Access....there's only seven (7) of you that have not! If you have not already signed up, please take the time to do so! Our goal is to do all we can to help our members. By viewing and using the site yourself, you can help us find ways to improve the system and help our members have the best experience possible.

\* Updates in progress

### **Upcoming Seminars**

Below is a listing of Pre-Retirement Seminars scheduled for July:

- July 17, 2014     Salem
- July 24, 2014     West Plains

Please let us know of anyone that needs to be added to/removed from this distribution listing. If you have topics you would like for us to address, please send them to us and we will do our best to incorporate them in future connections. As always, please feel free to contact us with any questions or concerns you may have!