



Teachers
Retirement
System of
Georgia

TRS Employer FAQ

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Member Services & New Retirements

Is the TRS-8 form the same in the employer inbox?

Yes, it is the same form.

Will public charter school employees be eligible for the health insurance at retirement?

If you are a charter school operating under the control of the county's board of education, then generally your system is eligible for State health Benefit Plan (SHBP) coverage. However, there are some charter schools that have arrangements with other health plans that are not contracted through SHBP. In this event, these employees may not have health insurance they can carry into retirement. Please contact the Department of Community Health for confirmation.

A 12-month employee does not earn any additional service credit for months worked over 9 months each fiscal year correct?

Correct, 9 months equals a year of TRS Creditable Service, regardless of contract type. Once a member has attained 9 months of creditable service the total allowable service credit is earned for the fiscal year.

My district pays monthly and therefore sick leave is processed in the arrears, if the employee retirement date is January 1, December absences are processed in their final January check at the end of the month. When should the employer submit the final sick leave certification?

Submit final unused sick leave by the end of the month the Member retires to ensure timely payment by TRS.



Is there a limit of days of unused sick leave credit that an individual can accumulate and get creditable service at the time of retirement?

No, as long as the sick leave accrual rate is not greater than $1 \frac{1}{4}$ days per month of actual service.

How do you know that a member has brought up to 45 days from their previous employer to their current employer for sick leave? Doesn't the previous employer send you their balance too which could then duplicate 45 days of the sick leave?

Each employer will verify sick leave independently. We will verify days that are transferred when we reconcile all days from all employers.

I have an employee that put the wrong retirement date while filling out their retirement application.

How do they change the retirement date?

The member must submit a written and signed statement indicating the correct retirement date to TRS.

I have notifications in my employer inbox that need to be deleted. How can this be done?

Contact your Employer Services representative and provide the information that needs to be deleted. The Employer Services representative will submit an internal request to the TRS Information Technology (IT) Division to process the deletion.

How can new hires find their TRS ID if the welcome letter is lost or never received?

New members can contact our Call Center for assistance with obtaining their TRS ID number.

Can we retrieve TRS refund docs if we miss printing it out from our employer inbox?

The refund application is not available after completion because they are electronically submitted to TRS. Our suggestion is to make a screen shot of the application prior to completion. In the event a refund application is submitted and requires modification, please contact our Call Center and asked to speak to a Refund and Services Specialist for assistance.

I have a couple of names in the employer inbox from years ago who had initially requested a refund of contributions but ended up retiring. How can these names be removed?

Please contact our Call Center and ask to speak to a Refund and Services Specialist. Provide the information that needs to be deleted. The Refund and Services representative will submit an internal request to our IT Division to process the deletion.

What form does someone use if they are over 60 upon hiring and wants to opt out of TRS?

The member will need to complete and submit an election to decline TRS membership form (TR-43).

Employer Services

How do we add others to give access to the Employer Inbox?

Please contact your Employer Services representative to initiate this process.

Is there a way, we the employers, would get a notification email when we have a TRS-8 or Sick Leave Certification in our inbox to complete?

When an employer is sent any form of notification, there is an update as to the number of any unopened notices. This number gets larger as more notices are added to your inbox. As they are opened the number declines. Having a number showing by your inbox serves as notice to open your in-box.



Should we report sick leave in hours?

Yes, sick leave should be documented in days not hours and each day is 8 hours.

Can we get a notice whenever there's anything waiting on our approval in the inbox?

We have looked into and are investigating ways to update the experience for our employers with notifications.

What is the process for getting a new employee's login credentials to the Employer's site?

The employer will contact their Employer Services representative contact to have the new employee's Employer Inbox credentials set up.

Can we have the names of our employees who do not have beneficiaries on file?

We understand your need for names. TRS has investigated providing you with names; however, our legal counsel has instructed us that this would violate privacy laws. Therefore, we are unable to provide you with names.

Can we have access to annual membership statements for our employees?

Due to privacy laws, TRS does not provide this information. Annual member statements are available to members within their individual accounts. Members are then free to share this information with their employers if desired. TRS uploads annual member statement registers (includes member names, TRS IDs, and years of service) for employers after member statements are posted. Please check your file locker in the employer portal.

Are maintenance employees not eligible for TRS at Technical Colleges?

An employee must be offered one of the three retirement plans offered with the TCSG, so either, TRS or ERS; PSERS for non-managerial cafeteria, maintenance, warehouse, and transportation employees. Full-time supervisors or managers in the cafeteria, maintenance, warehouse, and transportation departments may choose either TRS or PSERS membership. Please see membership eligibility and the related topics on our website: <https://www.trsga.com/employer/membership-eligibility/>. For TCSG employees other than those in the cafeteria, maintenance, warehouse and transportation departments, Georgia law allows for TRS or ERS membership.

Would you point us to where the 1st category is defined; which SN, Maintenance, etc., position is optional?

Full-time cafeteria, maintenance, warehouse, and transportation supervisors or managers may choose TRS or PSERS membership. The information is available on our website: <https://www.trsga.com/employer/elective-membership-employer-requirements/>.

Could TRS unlock all cells in the Summarization Report?

TRS contribution rates are adopted by the Board of Trustees each year in the annual meeting. The rates cannot be changed. To ensure no changes occur in the monthly reporting process, the summarization report cannot be opened for editing. We apologize for any inconvenience this may cause.

Can we get TRS to update employee address changes when the employee updates the SAO's version of TeamWorks? Doesn't TRS receive a daily file from SAO for updates?

TRS does not receive member data from SAO.

Does the address update base on our monthly upload?

Yes, member addresses are updated when employers submit their detailed data for each month.

Could employees have access to update addresses?

Monthly detailed data contains member addresses; therefore, any address change a member makes via a request to TRS will be overwritten when the next monthly file is posted. Members should report address changes to employers, who would then need to update the detailed data sent to TRS.

I have an employee who joined our agency at the end of the year, and we are working to get their TRS payments in for January. Where can we get the information needed to submit their TRS payment, as the system has different terminology than what our payroll unit is used to?

If you already report TRS contributions each month, please contact your assigned Employer Services Representative for assistance adding a new member. If you need to report to us for the first time, we welcome you as a newly reporting employer. Please contact us at 404-352-6500 and request to speak with the Manager of the Employer Services division.

Regarding Velocity Payments, is there a way for us to future date our payment?

The Velocity payment system is operated and maintained by Bank of America. TRS will need to contact the bank regarding a future-dated payment feature.

I didn't think we had to report one-time bonuses?

For active members who have not yet retired, bonuses are not considered earnable compensation. To discuss specific types of additional earnings, please contact your assigned Employer Services Representative. Please see additional details on earnable compensation on our website:

<https://www.trsga.com/employer/earnable-compensation/>.



Retirement Services

Unfortunately, I am not aware of a retiree being hired until after they start. I then report upon discovery.

You may want to implement a process in your system where all new hires are reviewed for return to work status. Beyond that, you are doing the appropriate thing by immediately reporting retiree hires that you were not aware of initially.

Do you have to report Retirees to TRS if they are hired as contractors and not employees?

Yes, retirees returning to work as contractors need to be reported as well. TRS will want a copy of their contract too.

Can a retiree that is employed at a 49% rate work for our system with our after-school program as well?

The retiree is bound to no more than 49% of work time and pay so the combination of work during the day and after school could not exceed this limit. There is an exception of temporary full-time work which allows up to 3 months within each fiscal year. Also, a retiree can work 49% each at 2 different employers.

What are the limitations for a retiree who returns to work at 49%?

These limits can be found at <https://www.trsga.com/employer/hiring-trs-retirees/>.

How do we know if a sub working through a third party is a retiree or not?

Request verification from the 3rd party and report any TRS retirees working-after-retirement via the Employer Inbox Retiree Verification portal.

For the 30-day break in service after retirement to return to work, is it 30 days from the effective date of retirement or 30 days from their last day of work?

30 days from the retirement date.

Should salaries of Contracted employees be reported annually to TRS?

Yes, TRS holds the TRS Employer directly responsible.

Can a retiree come back as 25% at the beginning of the year then increase to 49% at a later date?

Yes.

If an overpayment has been determined, should they stop working immediately?

Yes, and please reach out to a representative in the Working After Retirement (WAR) department.

Do you offer training on how to report for our Agency?

Yes, please reach out to your Employer Services representative.

If someone is retiring as a TRS retiree, and wants to come back full-time under PSERS, ERS, or ORP, do they have to stay out the full 30 days?

Yes, All TRS retirees returning to work with a TRS-Covered Employer must have 30-day break.

We report their salary at the time retirees are hired. If bonuses or other pay is given to them, do we report that also? Also, is it the employee's responsibility to keep up with what they are allowed to earn each year?

The employer should report bonuses and increases for rehired retirees. The employer is responsible for managing retirees' employment.

Is a one-time special payment (non-contractual) required to be reported for Employment Verifications for retirees working 49% or less?

Yes, please report any compensation increases to TRS. Please contact a Working-After-Retirement representative regarding your specific circumstances for instructions.

I didn't think we had to report the one-time bonuses?

Yes, please report any compensation increases to TRS. Please contact a Working-After-Retirement representative regarding your specific circumstances for instructions.

All employees including retirees received a pay increase in January. Do we have to re-report each retiree increase or can we submit documentation stating that an increase has occurred.

Please report any compensation increases to TRS. Please contact a Working-After-Retirement representative regarding your specific circumstances for instructions.

If a retiree used sick leave to reach 30 years of service, can they come back to work under the HB 385 rules?

Yes, 30 years of creditable service is the minimum and it can be reached with a combination of earned service credit and sick leave.

Who determines health insurance premiums for retirees?

Insurance premiums are determined by Board of Regents and the Department of Community Health (SHBP). TRS only deducts the premium from monthly benefits.

Communications & Outreach

Are you having face-to-face counseling sessions yet? Or are they virtual sessions?

Yes, TRS is now conducting both virtual and in-person counseling sessions. Employers may select the platform of their choice when scheduling TRS outreach services.

Who do you call to make an appointment with the Macon office?

For members who want a counseling appointment at the TRS office, they need to do so online, and sign up for open time slots at the Macon location.

How soon in advance can we book an event for the upcoming fiscal year?

We do not have any sort of restriction on how early you can book an event for the upcoming fiscal year.

How early do the flyers get sent out from TRS to an employer for an outreach event?

We obtain meeting logistics at the time you book the event with the Outreach unit. At that time, you may request a marketing flyer, which you can edit to distribute to your staff.

How much in advance does the marketing go out prior to the event?

Marketing is initiated by the employer hosting the event. As for a recommendation, we find that 6 to 8 weeks in advance of the event is the optimal window for advance marketing.

In your experience, when do you feel is the best time of year to hold a pre-retirement event?

The peak season for pre-retirement events is from December to April, which is when most members near retirement are submitting applications and have questions. However, we have active participation in those events regardless of when they occur during the school year.

Is there a way for employers to see who signs up for an event? I often get calls about whether or not their registration for an event went through.

Due to privacy, we do not publish that information, but please inform your employees to reach out to us or log into their TRS account to verify the registration.

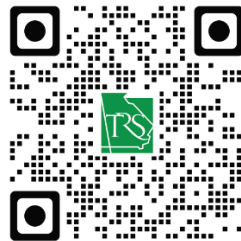
How can we find out when the employer training events are happening?

We will advertise events in advance through our events calendar and through direct email communications to the employer contacts we have on file.

Other Resources

TRS Multimedia Page – Videos and Podcast Episodes

www.trsga.com/multimedia/



TRS Beneficiary Updates Page

www.trsga.com/beneficiaryupdates/

