



IMPORTANT ANNOUNCEMENT

Implementation of Electronic Payment of Workers' Compensation Disability & Claim-Related Expenses

Human Resources Director Micki Callahan is proud to announce the successful launch of the Workers' Compensation Electronic Payment Initiative. The DHR Workers' Compensation Division, in collaboration with the Controller and Treasurer's offices, has developed a new way of paying eligible employees for workers' compensation disability payments and related reimbursement expenses. Effective August 1, 2019, the Workers' Compensation Division began paying benefits in the same manner as the employee receives their paycheck.

Electronic payments reduce delays in workers' compensation benefits to eligible employees by eliminating the lag time caused by sending paper checks via the US Mail. It is also a huge step forward towards ensuring continuity of payments for employees in the event of a disaster while eliminating waste and reducing the City's carbon footprint consistent with the City's environmental goals. The Workers' Compensation Division estimates that this initiative will replace over 30,000 paper checks in the 2019/20 fiscal year.

In anticipation of this change, employees who have been hired within the last two years have already agreed to receive workers' compensation payments through electronic deposit when they signed up for electronic deposit forms through the Controller's Payroll Division. For employees who receive their regular pay through a US Bank Focus Pay Card, the existing card will be credited with the employee's Workers' Compensation benefit.

Opting Out of Electronic Payments

All employees who would prefer to receive paper checks for workers' compensation benefits may continue to do so. Opt-out forms are available on DHR's website at <https://sfdhr.org/claim-information-and-forms>. The employee must complete the form indicating a payment preference of "paper check" and sign with a black or blue ink pen. The employee may return the completed form as follows:

By Mail: Department of Human Resources
Division of Workers' Compensation
Attn: Finance
One South Van Ness Avenue, 4th Floor
San Francisco, CA 94103-5413

By Fax: (415) 701-5884
By E-mail: DHR.WCFinance@sfgov.org

Employees may later change their payment preference by completing a payment preference form and submitting it to their assigned claims examiner. Updates to payment preference may require up to 30 calendar days to be processed and go into effect.

Updating Bank Account Information

The Workers' Compensation Division cannot view, make any changes to an employee's bank account information or provide information on any payroll-related matter. All bank account updates must be processed through the SF Employee Portal, or through your department's payroll division. Employees must notify their department's payroll division in advance of closing a bank account to avoid interruption of payments. When an employee changes their primary bank account, there is a processing time period of up to fourteen days (one pay period) before Workers' Compensation receives the updated information. Changes to a bank account may result in the employee's next scheduled benefit payment to be paid to their most recent bank account. Should this arise, the employee may contact their assigned claims examiner for more information or to temporarily set their payment preference to a paper check to avoid disruption in payments.

Retirement & Separation

If the employee is eligible to receive electronic payments, and later retires or separates from employment with the City & County of San Francisco, they will continue to receive benefit payments to the bank account that was on file at the time of retirement or separation. Changes to their bank account upon retirement or separation cannot be processed, which may require transition from electronic payments to paper checks.