

## **Retirement Counseling Transition Frequently Asked Questions (FAQ)**

UCLA Health Sciences Human Resources is transferring responsibility for retirement counseling to the University of California's (UC) Retirement Administration Service Center (RASC) effective December 1, 2016.

The following FAQ is intended to assist UCLA Health employees at Ronald Reagan Medical Center, UCLA Medical Center, Santa Monica, Faculty Practice Group, and Resnick Neuropsychiatric Hospital at UCLA transition to the RASC.

### **1. What is the University of California Retirement Administration Service Center (RASC)?**

The UC Retirement Administration Service Center is located in Oakland, California and supports members of the university prepare for and transition into retirement. RASC provides plan members – employees, retirees and their eligible family members – information they need to understand their options, make informed decisions and effectively manage their benefits. RASC is currently the primary provider of retirement counseling services to almost all UC employees, except UCLA, UC San Diego and UC San Francisco.

### **2. What services are transferring to RASC?**

You should contact RASC for the majority of retirement counseling services, including:

- General questions regarding the UC Retirement Plan (UCRP), such as inquiries regarding vesting, service credit and highest average plan compensation (HAPC)
- Retirement service credit buybacks
- Retirement estimates
- Personal retirement profiles and retirement elections
- Eligibility for retiree health insurance
- Qualified domestic relations orders
- Capital accumulation provision (CAP) inquiries

### **3. What services will remain at the UCLA Health Sciences Benefits Department?**

The UCLA Health Sciences Benefits Department staff will continue to provide assistance with:

- Counseling for survivors of deceased employees
- UCRP Disability counseling
- UCRP payroll deduction questions
- Counseling on rehired retiree election forms
- High-profile retirements (i.e. directors, executives, etc.)
- Administrative questions regarding retirement policy and retirement plan eligibility

### **4. How do I contact RASC?**

You can reach a RASC customer service representative by phone at 1-800-888-8267. RASC representatives are available from 8:30 am to 4:30 pm, Monday through Friday, excluding holidays. You will normally be able to speak with a RASC representative within 90 seconds of your call. Retirement plan inquiries may also be submitted to RASC via their [online form](#). Online form inquiries will receive a response within five business days of submission.

### **5. Is it possible to have an in-person meeting with a RASC customer service representative?**

Yes. While retirement counseling is primarily provided by phone, in-person appointments at RASC offices in Oakland are available upon request to the representative you are working with.

### **6. I'm planning to retire on January 1, 2017 and have already received an estimate and retirement counseling from the UCLA Health Sciences Benefits Department. Should I contact RASC when I am ready to request my Personal Retirement Profile and begin the retirement process?**

If you are retiring January 1, 2017 or earlier and have already received an estimate and initial counseling from a UCLA Health Sciences Benefits Office staff member, you should complete the retirement process with the UCLA Health Sciences Benefits Office.

**7. What if I need an accommodation for a disability?**

You should inform your RASC customer service representative of your need for an accommodation. The representative will coordinate services as needed.

**8. Is assistance available in languages other than English?**

Yes, RASC contracts with a company which provides translation services for numerous languages over the phone in real time. An employee in need of this service should advise the RASC customer service representative of the needed language at the beginning of their call.

**9. Will UCLA Health Sciences Human Resources continue to offer retirement and retirement savings program workshops?**

Yes, UCLA Health Sciences Human Resources will continue to coordinate pre-retirement planning workshops as well as coordinate a full range of retirement savings program workshops through Fidelity.

**10. Should I call RASC if I have a question about my retirement savings program [403(b), 457(b) or DC Plan/Safe Harbor]?**

There is no change to provision of services for these plans. You should continue to contact Fidelity Retirement Services at 866-682-7787 regarding your retirement savings program.

**11. Why is this change being made?**

While we recognize that employees would prefer to receive these services locally, utilizing the specialized and centralized RASC processing center is a best practice. RASC is staffed with pension experts who have a deep understanding of UCRP. Providing employees with a direct connection to RASC enables a smooth transition and efficient processing of all requests. Upon retirement, RASC is the benefits office for all retirees, establishing a relationship early reduces confusion and miscommunication. Your support of the UCLA Health Sciences Benefits Department staff by using the appropriate resource is appreciated.