

COVID-19 Update

Still Here and Ready to Help

Much like your office these days, we're doing what we can to provide the most service possible while limiting the number of staff in the building.

Some KPERS employees are working in the office full-time, others part-time. Many are working remotely as much as we can. Thanks for your patience as we work through modified staffing.

Contacting Us

Both of our customer service phone lines are open.

	 KPERS GENERAL QUESTIONS	 KPERS REPORTING & OGLI	 kpers457 ALL QUESTIONS
Toll-Free	1-888-275-5737	1-844-468-8929	1-800-232-0024 Say "yes" for KS office
Topeka	785-296-6166	785-268-6886	785-414-3583
Email	employers@kpers.org	kpersFS@kpers.org	kpers457@kpers.org

Benefit Applications

We are continuing to process benefit applications. Retirement application counts are beginning their normal creep upward for this time of year. But we are staying on track. Thanks for your help with additional info we might ask for. Together we can stay on top of it.

Pay Reports and Leave Types

Earlier today we sent you a survey invite. We want to hear from you before making any decisions or system changes on how to handle different types of pay statuses and compensation as result of your employer's COVID-19 response.

If you haven't already, take this quick 5-question survey. More info to come after we hear from you.

[Click to take survey on COVID leave types](#)

For Employers With KPERS 457

The KPERS 457 office in Topeka is closed until May 15. Staff are answering calls and emails. While face-to-face meetings are on hold for now, retirement counselors are available for video and phone visits.

We are evaluating the federal [CARES Act](#) provisions for loans and in-service distributions related to COVID-19. More info to follow.

Benefits Are Safe

Retiree benefits will continue to be paid on time and in full.

The Coronavirus may negatively affect Trust Fund assets in the short-term, but KPERS is built to weather market ups and downs. Especially during this time, it's important for members to know their benefits are safe.

Questions?

- Email employers@kpers.org
- Toll-free 1-844-468-8929
- In Topeka 785-268-6886

