

# Reporting Tips

Courtesy of the New York State  
Teachers' Retirement System



April 2020

## Employer Reporting Amid the COVID-19 Shutdown

NYSTRS staff remains available to help you with employer reporting questions and issues during the ongoing COVID-19 crisis. We continue to process reports as usual and request that you continue your reporting routine. Employers should continue to report all staff who are continuing to be paid through the school payroll.

Most of our staff are currently telecommuting and can be reached at their usual work email or phone number. However, we have some staff members who may not have remote access yet. If you are unable to reach your editor, please contact us at (800) 348-7298, Ext. 6220 or [employer@nystrs.org](mailto:employer@nystrs.org).

Please also check out the [COVID-19 Update & FAQs](#) at [NYSTRS.org](http://NYSTRS.org). Following are two relevant FAQs from the website:

### **If my school closes for an extended period due to COVID-19, will I receive service credit?**

If a member remains on payroll during the COVID-19 school shutdown, the member should receive service credit, provided the reason is solely related to COVID-19 or other permissible forms of leave pay. The situation is fluid and is evolving, and the System reserves the right to revise its position as warranted.

As always, the System will review service credit for members who may be on payroll but are receiving termination pay or another form of leave that is [not deemed permissible](#) for the granting of service credit.

### **Can I defer my monthly NYSTRS loan payment?**

Although we understand these are challenging times economically, as of this writing, there has been no guidance providing authority for the System to suspend or defer retirement system loans. If you remain on payroll with a NYSTRS participating employer, regular loan deductions will continue as usual. Members with a loan who are not currently employed in a NYSTRS-eligible position receive a monthly loan statement and make payments directly to NYSTRS.

## Sharing Information Containing Personally Identifiable Information (PII)

NYSTRS does not permit the transmittal of correspondence containing PII through unsecure email. Instead, the System uses a secure file transfer system called Biscom to ensure the safe transfer of documents. The Biscom email chain must be initiated by a NYSTRS employee.

Since many of you are also working remotely at this time, we are sending most of our employer correspondence via Biscom – in addition to fax or mail.

The email you receive from us will contain a link to the Biscom server. You will be required to create a username and password in order to retrieve the information from the server. While we understand that this creates an extra step in your process, it is essential to ensure the confidentiality of member information.

## Filing for Disability Protection

Members **cannot** file a disability retirement application due to the COVID-19 virus unless they have been diagnosed with the virus. Filing for Disability Protection is used only when a member has been diagnosed with a life-threatening medical condition or is having surgery or treatment for a medical condition.

Due to the complex nature of retirement plans and available options, employers or third parties should not attempt to advise members on these matters. If a member is no longer able to work because of a serious illness or injury, he/she should contact NYSTRS as soon as possible at (800) 348-7298, Ext. 6010. **If a member is critically ill, he/she should contact NYSTRS immediately.**

## A Message to Share with Your NYSTRS Members

Please encourage your NYSTRS members to stay connected with us via [MyNYSTRS](#), which will allow them to review their information, submit forms and message us securely. Thank you.