

IPERS Employer Bulletin 2020-1

DATE: March 13, 2020
TO: Reporting Officials
FROM: Donna M. Mueller, CEO
SUBJECT: COVID-19: IPERS service changes effective March 16

As the incidence of COVID-19 cases in Iowa and around the country increases, IPERS is modifying procedures to ensure the health and safety of our staff and our members. These changes are effective March 16 and until further notice. Thank you for your understanding. Please visit our website for more information or contact IPERS by phone or email.

1. IPERS will no longer offer in-person retirement counseling. Instead, members who have existing appointments or who make future appointments will receive counseling by phone or internet. **PLEASE HELP US COMMUNICATE THIS CHANGE TO YOUR EMPLOYEES, AS MANY SCHOOL PERSONNEL ARE SCHEDULED TO VISIT IPERS NEXT WEEK DURING SPRING BREAK.** IPERS has sent an email to everyone who is scheduled to receive in-person counseling next week alerting them that their appointment will be held by phone or online. Please consider allowing your staff to use their school-issued phone or computer to receive counseling from IPERS.
2. IPERS has or will reschedule travel for compliance reviews. Staff will utilize secure online record access with employers to continue to audit payrolls.

INQUIRIES

For further information, contact the Employer Relations Bureau at 877-473-7799. Please reference IPERS Employer Bulletin 2020-1.