

## TRS operations continue during coronavirus



The operations of the Teachers' Retirement System continue as they normally would during this time despite the Frankfort office remaining closed to visitors and most staff working remotely. So, yes, Kentucky teachers can retire during the coronavirus outbreak. If you'd always planned to retire in July 2020, you still can.

TRS continues to issue retirees' annuity and medical insurance payments as usual, and staff are available to address any concerns. Practically any business with TRS can be conducted – or any question can be answered – remotely using the guidelines outlined below. These guidelines have new information based on questions being asked, as of March 27, 2020.

Follow TRS's Twitter and Facebook accounts, in addition to the website, for further announcements, including when in-person visits will resume.

### Questions and answers about contacting TRS and conducting business during this time

*NEW: Can I still retire if my employer is unable to complete its portion of the retirement application?*

Yes. Most employers do have staff working, but if they aren't in the office, your retirement will be processed with the information reported by your employer to TRS. If the employer is unable to provide the information by the time needed, your retirement will be processed based on what has been reported. Once TRS receives the employer portion of the application, your benefit will be adjusted based on that information, retroactive to the retirement date.

*NEW: Have retirement application deadlines changed?*

No. Retirement application deadlines (the first of the month preceding the intended retirement) are set by regulation and are unchanged. For example, the application for a May 1 retirement is due April 1, and the application for a June 1 retirement is due May 1. All TRS retirements are effective on the first day of the retirement month.

*NEW: I am a substitute teacher seeking unemployment insurance. Do I file a claim with TRS?*

No. Claims can be filed through: <https://kcc.ky.gov/Pages/default.aspx>

*NEW: Will the election for the Board of Trustees seat continue?*

Yes. Electronic voting through Pathway ([mss.trs.ky.gov](https://mss.trs.ky.gov)) is available April 1-19. Anyone who doesn't vote electronically will receive a paper ballot in May, which must be mailed to the Kentucky Department of Education for counting and postmarked by May 30.

*Will my TRS retiree insurance cover coronavirus testing, and will I have to pay the copay for it?*

For people covered through TRS retiree health insurance on either the Kentucky Employees' Health Plan (KEHP) or the Medicare Eligible Health Plan (MEHP), all member cost sharing – including copays, coinsurance and deductibles – for approved diagnostic testing for COVID-19 has been waived. For more information, see the TRS website's coronavirus response page (<https://trs.ky.gov/news/coronavirus-response-updates/>).

*How do I ask general questions from home?*

Call the Information Center at 800-618-1687 or email [info@trs.ky.gov](mailto:info@trs.ky.gov).

*How do I meet with a counselor from home?*

Remote counseling with a TRS counselor can be arranged by calling the Information Center at 800-618-1687. A counselor can speak with you over the phone, by videoconference or email.

*How can I obtain information about my account without coming to Frankfort?*

TRS member retirement account information is available 24-7 using Pathway ([mss.trs.ky.gov](https://mss.trs.ky.gov)).

*How to use Pathway*

Use your TRS ID and password to log in to Pathway. If you are a first-time user, click “Register” and follow the steps to complete registration. If you have forgotten your password, or your TRS ID, you may call the Information Center number above and staff will be able to assist you.

*Will my TRS annuity and medical benefits payments continue?*

Yes.

*How does this impact TRS investing?*

The spread of COVID-19 has impacted global markets over the short term. TRS is a long-term investor, focusing on returns in terms of decades — not days, weeks or months. The TRS investment portfolio is well diversified in order to respond to periods of market volatility like this. Retirement benefits of TRS members continue to be secure.