CTA/NEA - Retired … Frequently Asked Questions?

1. **What types of legal services are offered to retired members?**

   Retired members are eligible for one (1) hour free legal consultation paid by CTA on matters concerning retirement benefits, health & welfare benefits or substitute employment. This program has recently been expanded to include a 30-minute free legal consultation (no more than once a year) with a participating CTA Group Legal Services attorney on other matters. These other matters do not include income taxes, intellectual property or immigration law.

   To be eligible for these limited legal consultation benefits, the individual must be a continuous member of CTA &/or CTA-R; this would include being a continuous member at the time the incident occurred. In addition, the individual must maintain membership while legal assistance is being provided.

2. **Membership Card Information -**
   - Sent to the address in the CTA Falcon database
   - Members receive one card & may request replacements on an "as needed" basis by calling the Membership Department @ 650.552.5278
   - Membership cards for annual members run one time yearly in October
   - Pre-retired members do not receive a card until CTA is notified that the member has retired & membership has switched to CTA/NEA Retired

3. **Membership pertaining to CalSTRS Dues Deduction -**
   - Enrollment forms need to be received in the Membership Department before August 6 (this may possibly change to August 2) in order to make the September deduction and have no break in membership
   - Annual members will receive a reminder letter (usually in July) to renew their membership for the following year
   - CalSTRS deduction as follows: $4.50/mo beginning September 1, 2013 and $5/mo beginning September 1, 2014
   - Fax enrollment form(s) to 650.552.5061 or send via email to membership@cta.org

4. **Who do I contact about getting more specific information regarding the Long-Term Care Insurance?**
   - For general questions regarding your policy, please call 800.982.1775, Monday through Friday from 8:00 am to 5:00 pm PST
   - For questions related to premium increases, please call 888.877.4934, Monday through Friday from 8:00 am to 5:00 pm PST
   - Visit http://www.calpers.ca.gov/index.jsp?bc=/member/ltc/home.xml

5. **If you have received a letter from CalSTRS stating there was an error in the calculations when you retired & you owe money, please follow ALL of these steps:**
   - Contact your Local Chapter President
   - Download the CalSTRS Ombudsman @ http://www.calstrs.com/post/calstrs-ombudsman-0 or call CalSTRS @ 800.228.5453, press 4 to speak with an agent
   - Call Christine Jessup @ 650.552.5420

6. **How do I go about cashing in my retirement?**
   - Please contact the California State Teachers Retirement System (CalSTRS) @ 800.228.5453 or via online @ www.calstrs.com
     - Speak with your local STRS Counselor by calling 800.228.5453, select option 3 or via online @ www.calstrs.com/local-counseling-offices
7. **I would like a printout or statement from my retirement account?**
   - Please contact the California State Teachers Retirement System (CalSTRS) @ 800.228.5453 or via online @ www.calstrs.com
8. **I would like more information on the NEA life insurance policy I have been paying into?**
   - Please call the NEA Members Insurance Trust @ 800.637.4636