

## CTA/NEA - Retired Frequently Asked Questions?



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

CTA/NEA-Retired members are eligible for one (1) hour of legal consultation paid by CTA on matters concerning retirement benefits, health and welfare benefits, or substitute employment. This program has recently been expanded to include a 30-minute free legal consultation (no more often 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 and/or CTA/NEA-Retired, including the time the incident given rise to the need for legal assistance occurred and the time of the request for legal services. In addition, the individual must maintain membership while legal assistance is being provided.

Please contact Michi Higashi, CTA Legal, at (562) 478-1349.

### 2. Membership Card Information -

- Sent to the address in the CTA Falcon database
- Members receive one (1) card and may request replacements on an “as needed” basis by calling the Membership Department at (650) 552-5278
- Membership cards for annual members run one (1) time yearly in October
- Pre-retired members do not receive a card until CTA is notified that the member has retired and membership has switched to CTA/NEA-Retired

### 3. Switching from Pre-Retired to active CTA/NEA-Retired -

To ensure a smooth transition after retirement, you must call CTA Membership at (650) 552-5278 to change your active status to CTA/NEA-Retired:

- If your retirement date occurs during the school year, your CTA/NEA-Retired status changes immediately upon calling CTA Membership.
- If your retirement date occurs at the end of the school year, you will remain as an active CTA/NEA member until August 31. Your CTA/NEA-Retired membership becomes effective September 1.

### 4. Membership pertaining to CalSTRS Dues Deduction -

- Enrollment forms received in the Membership Department by the first day of the month will be enrolled for the following month’s deductions and for the member to not have any break in their membership status
- Annual members will receive a reminder letter (usually in July) to renew their membership for the subsequent year

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- Fax enrollment form(s) to (650) 552-5061 or send via email to [membership@cta.org](mailto:membership@cta.org)
- 5. How to make credit card payments?**
- Credit card payments are only processed by Lisa Nardi at (650) 552-5232
- 6. 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>
- 7. 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 at (800) 228-5453, press 4 to speak with an agent
  - Call Michi Higashi, CTA Legal, at (562) 478-1349
- 8. I have questions about my retirement? How do I go about cashing in my retirement?**
- Please contact the California State Teachers Retirement System (CalSTRS) at (800) 228-5453 or via online @ [www.calstrs.com](http://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](http://www.calstrs.com/local-counseling-offices)
- 9. I would like a printout or statement from my retirement account?**
- Please contact the California State Teachers Retirement System (CalSTRS) at (800) 228-5453 or via online @ [www.calstrs.com](http://www.calstrs.com)
- 10. I would like more information on the NEA life insurance policy I have been paying into?**
- Please call the NEA Members Insurance Trust at (800) 637-4636

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### 11. Where do I submit the Disaster Relief Fund application?

- Please send the CTA/NEA-Retired President, Alen Ritchie, via email @ [alenritchie@verizon.net](mailto:alenritchie@verizon.net)

### 12. How do I contact CalPERS?

- Visit either [www.calpers.ca.gov](http://www.calpers.ca.gov)
- Visit <http://www.calpers.ca.gov/index.jsp?bc=/utilities/contact/regional-offices/home.xml> for a list of their regional offices
- Call (888) 225-7377

### 13. If you have questions regarding Member Benefits, please call the following:

- CTA Member Benefits, (650) 552-5200, [www.ctamemberbenefits.org](http://www.ctamemberbenefits.org)
- NEA Member benefits, (800) 637-4636, [www.neamb.com](http://www.neamb.com)