

2023 W-2 Questions and Answers: For Agency Payroll Offices

1) Are there employee-level instructions regarding how to view W-2's, update W-2 consent status's, add/update email addresses and home/mail addresses?

Yes, the employee-level instructions are posted under the following URL:

<http://www.core-ct.state.ct.us/selfservice/payroll/Default.htm>

2) If an employee has security questions regarding how to access Core-CT, who do they call?

The employee should contact the agency's security liaison for questions about this. Here is a link to a list of security liaisons for each state agency:

http://www.core-ct.state.ct.us/security/hrms_liaison_list.asp

3) What is the last day an employee can update his/her W-2 consent status or change his/her home/mailling address for purposes of year-end?

December 20th is the last day for calendar year 2023.

4) An employee is asking why our department id and employee id is listed on the second address line in the envelope window of the W-2. Why is this information listed here?

This information is for employees who received a printed W-2 in the mail from OSC. The Department/employee id info allows OSC to forward any returned W-2's to agencies due to an outdated employee-level mailing address.

5) If an employee requires a W-2 correction (W-2c), will the W-2c be available via the self-service page?

Yes, the W-2c will be available to both the agency and the employee via the self-service page (assuming the employee has Core-CT self-service access)

6) Why can't I log-on to Core-CT on my Apple device?

For a list of all supported browsers, you can visit the following URL:

[SupportedBrowser-May-2022.pdf \(state.ct.us\) Newest information is here](#)

7) An employee revoked his/her consent to have electronic W-2 forms via W-2 consent page in Core-CT. When attempting to save the Core-CT consent page change, the employee is receiving a message that says he/she does not have a preferred email address and will not receive email confirmations. How can the employee correct this to ensure they will receive electronic messages?

As long as the agency has the electronic update of address and email address as an accessible option to their employees, the employee may follow this job aid to add an email address:

https://www.core-ct.state.ct.us/selfservice/payroll/pdf/Self_Service_Add_Email_Address_Job_Aid.pdf

8) The social security number listed on the employee's W-2 is not correct. What should the agency do to have this corrected?

The agency should send an email to osc.payroll@ct.gov to have this corrected.

9) An employee is questioning why his/her Box 1 Federal wages do not match the Box 3 Social Security wages, or Box 5 Medicare wages? What is the reason for this?

Certain deduction codes are subject to Federal tax but not Social Security or Medicare taxes: (example: Nontaxable medical deduction codes). Agencies may look at the employee's year to date deductions and look for the 'nontaxable deduction codes'. The difference between the Federal wage and Social Security wage or Medicare wage should match the nontaxable deduction YTD total(s).

10) If we have an employee who is teaching part time but has retired from state service will their W-2 be available on-line? Does the state create one W-2 which includes their pension and part time earnings?

The employee will receive a 1099-R for his/her retirement wages, and a W-2 for his/her teaching wages. The W-2 is available to agencies online and available to the employee if he/she has self-service access to Core-CT. SERS retirees can now view their 1099-R's via the Retiree Portal <https://retirees.ct.gov>.

11) What should I do if an employee's W-2 pension box is checked, and I do not believe it should be?

The agency payroll office should contact osc.payroll@ct.gov and request a correction. If the correction is approved, PSD will issue a W-2c.

12) How far back can W-2's have corrections issued (W-2c's)?

The IRS Statute of Limitations rule is three years, three months, and fifteen days (for FICA/Medicare corrections per section 205(c)(1) of the Social Security Act (also called 42 U.S.C. 405)). Adjustments cannot be made to correct Federal or State wages and taxes on any prior year corrections.

13) Why are the employee amounts on the W-2 more than the employee was expecting here at my agency?

Most likely answer: The employee worked more than one job during the W-2 calendar year (example: full time employee at one agency, part time lecturer at one of the state colleges/universities). Employees receive one W-2 at the end of the year regardless of how many active jobs the employee has worked. Core-CT is configured to print multiple checks for multiple jobs (record #'s) but maintains a single set of wage/tax balances (a single W-2 is issued).

14) What is the amount listed in Box 14Y (414H)?

Annual employee level combined before-tax retirement contribution totals.

15) What is the oldest year the agency can request an employee W-2 re-print from OSC?

Calendar year 1990. Agency payroll offices may view and reprint W-2's for calendar years 2011 through the current year. W-2's prior to 2011 must be requested by agencies via the following link: <http://www.core-ct.state.ct.us/hr/w2/request.htm>

16) Can the Comptrollers' Office (APPSD) refund prior year state or federal taxes for employees?

No, once the calendar year is closed, only FICA/Medicare can be refunded and/or adjusted for employees via the W-2c process (generally, 3 years is the farthest we can go back and refund/adjust for SS/Medicare per section 205(c)(1) of the Social Security Act (also called 42 U.S.C. 405)). Additional information regarding repayment of prior year taxes and/or the Statute of Limitations can be found in IRS Publication 525. [Publication 525 \(irs.gov updated 2022 no new 2023\)](#)

See below from Page 12 of [2023 General Instructions for Forms W-2 and W-3 \(irs.gov\)](#)

If the repayment was for a prior year, you must file Form W-2c with the SSA to correct only social security and Medicare wages and taxes and furnish a copy to the employee. Do not correct "Wages, tips, other compensation" in box 1, or "Federal income tax withheld" in box 2, on Form W-2c. Also do not correct any Additional Medicare Tax withheld on the repaid wages (reported with Medicare tax withheld in box 6) on Form W-2c.

17) Why is the "Total Gross YTD" column on the employee's pay/advice stub not equal to my Federal Wage (Box 1) on the employee's W-2?

Box 1 (Federal Wage) on the W-2 is total wages minus pre-tax deductions (year to date). Employee's pre-tax deduction year to date totals is also listed on employees check/advice stubs. In addition, if employees have been paid non-taxable earnings during the calendar year, these earnings **are** included in their total gross on their check/advice stub but **are not** included on their W-2 (as these earnings are non-taxable).

18) One of my employees received two W-2's from the Comptroller Office, what should I do?

If an employee has more than the allowable number of items listed on their W-2, two W-2's will be produced, to allow for ALL items to be used for filing. (Be sure to tell employees to use BOTH W-2's when filing their taxes.

19) What does Box 12 DD "Cost of Employer Sponsored Health Coverage" represent and why is it on the W-2?

The total amount in Box 12 DD represents the aggregate employee and employer share medical costs as well as the aggregate employer prescription cost (for Core-CT users, the eligible plan types are: 10, 15, 1A, 1B). This amount is not inclusive of dental costs. The reason(s) this amount is included on the W2 can be found under the following IRS URL:

<https://www.irs.gov/newsroom/employer-provided-health-coverage-informational-reporting-requirements-questions-and-answers>

or **Section 6051(a)(14)** provides generally that the aggregate cost of applicable employer-sponsored coverage (as defined in § 4980I(d)(1)) must be reported on Form W-2.

20) I have a part-time professor/instructor/rehired retiree working for our agency and I cannot view their W-2 consent page or their W-2 electronically. How will I produce a W-2 reprint if the employee calls our agency payroll office?

Retirees who are re-employed or working as a part-time professor/instructor should receive their W-2 in the mail directly from OSC. Please make sure to communicate the importance of keeping their Core-CT address current to ensure the employees receive their W-2 in the mail. If agencies do not have access to an employee's electronic W-2 record, they should send an email to osc.payroll@ct.gov and request a reissue (indicating the reissue request is due to a re-employed retiree).

21) What happens to employees who retire after the W-2 process is run by OSC? How will the e-W-2 employees who can no longer access Core-CT receive their W-2's if they are not printed by OSC?

Before these employees officially retire, agencies should ask the employees to log-in to Core-CT and change their e-W-2 consent status from "electronic W-2" to a "printed W-2". Agencies should include the job aid link in the communication:

<http://www.core-ct.state.ct.us/selfservice/payroll/Default.htm>

If for some reason it is not possible to communicate this information to the employee and the agency cannot access the employee's e-W-2 record, the agency may send an email to osc.payroll@ct.gov and request a reissue (indicating the reissue request is due to a retired employee who can no longer access Core-CT and the agency is not able to view the employee's Core-CT e-W-2).

22) When an employee clicks on their e-W-2 in Core-CT, they are receiving an "Error 404 –Not Found" error. They are using Internet Explorer version 11 (IE 11) browser to sign-on to Core-CT. How do they fix this?

They will need to add https://*.ct.gov to their trusted sites within IE 11. There is a Core-CT document that will guide them through this process:

http://www.core-ct.state.ct.us/support/pdf/trusted_sites.pdf

23) Employees are calling questioning why their W-2 earnings are lower this year compared to last year when their pay was not reduced. What is the reason for the lower W-2 earnings this year?

The reason for the lower W-2 earnings is most likely due to the increase Retiree Health Fund (OPEB, OPE2) and/or Benefit Deductions for the current calendar year. Agencies should review the employee's pre-tax deductions year-to-date and calculate the difference between the current calendar year and last year.

24) The full first name for an employee is not displaying on the W-2 (only the first letter of the first name is printing on the W-2). Is it possible to request a W-2 correction to include the full first name of the employee on the W-2?

Yes, the agency may request a name correction W-2c on behalf of the employee; however, the IRS will still process the W-2 if the social security number is correct. The first name truncation is a 'known issue' that is related to employees who have hyphenated last names. This issue will be corrected in a future release of our W-2 process.

25) Why is Box 9 highlighted on the employee W-2?

This is an IRS defined specialty box that will not be populated for the current W-2 and W-2c filing year.

26) Why does the employee Social Security Number on their W-2 form only show the last four digits?

Per IRS, employers may now mask the employee's SSN and only provide the last four digits on employee copies of the W-2 form. The masked SSN is an important change to help protect any potential identity theft related issues. If requested by an employee, agencies may access the full SSN view of the W2 by unchecking the "Mask SSN" check box within the View W-2/W-2c Forms path in CORE for the specific emplid. After unchecking the "Mask SSN" box, then click on the Year End Form link to view the W2 with full SSN for the employee.

27) What does Coding CTPL in Box 14 on the employee W-2 represent?

Coding CTPL in Box 14 on the employee W-2 represents funding to support the CT Paid Leave program. Employee payroll deductions beginning January 1, 2023 are capped at 0.5% of the employee's wages up to the 2023 Social Security contribution base of \$160,200.00, or \$801.00 CTPL taxes paid. For more information see link here: <https://ctpaidleave.org/>

Example: If you earn \$500 per week, your contribution to the CTPL program will likely be \$2.50 per week.

28) I received Pandemic pay for 2023, where can I find answers regarding this payment?

You can find answers to your Pandemic payments via the link here. [Pandemic Pay Lookup - Connecticut Office of the State Comptroller](#)

The Pandemic payment was paid out and taxed as supplemental income. It is included in Box 1, 3, 5, and 16, and was taxed according to your filing status at the time of the payment.

Any additional questions from agencies may be sent to osc.payroll@ct.gov