

GESD TIPS Escalation Process

Tribal Benefit Officer Escalation

- NFC offers a Level 2 Help Desk for the Office of Personnel Management (OPM), and Tribal Benefit Officers. The Government Insurance Services Branch, (GISB) Help Desk staff will assist with TIPS technical processing issues, TIPS system issues, and reconciliation of CLER discrepancies for the Tribal Benefit Officers.
- Any OPM representative, or TBO may contact the (GISB) Unit Supervisor, or Section Head at any point to elevate his/her issue if they believe their experience is unsatisfactory. In order to escalate an issue, a TBO must first have logged an incident and received a tracking number from the TIPS Help Desk Personnel, which has not been timely and accurately resolved.
- Any OPM representative, or TBO may also elevate the issue to the Government Insurance Services Branch Chief, if they have not received satisfactory customer service. Escalations must be presented to Unit and Section Supervisors, with a logged incident tracking number, prior to escalation to the GISB Branch Chief.

TIPS Help Desk Staff Escalation

- When a Level 2 staff member believes that he/she cannot resolve the issue or answer the question within prescribed timeframes, he/she elevates the issue or question to his/her supervisor or the Section Head. The Section Head may assign an Analyst to address the issue or may handle the issue him/herself.
- After the Level 2 staff member has elevated the issue internally, the GISB Section Head may also contact the Branch Chief at any point in time.
- GISB Section Head and /or Branch Chief may elevate the issue to the Associate Director over the Functional area.

Last Resort

If, after these steps have been followed, and the customer is still dissatisfied, the issue is moved up the line by the Government Insurance and Collections Directorate (GICD), Associate Director to the Director of GESD. Escalations must be presented in the order stated in this procedure to be addressed by the appropriate levels of management.

Government Insurance Services Branch
Escalation Process

<i>GISB Help Desks</i>		
<i>Government Insurance Services Branch</i>		
<p><i>TIPS</i> <i>Tribal Insurance Processing System</i></p> <p>Unit Supervisor: Vacant</p> <p>Section Head: Carlos Metaxas</p>	<p>504-426-1346 Fax: 303-274-3840</p>	<p>Carlos.Metaxas@nfc.usda.gov</p>
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