



Tribal Insurance Processing System

Date of Notice: November 1, 2013

Subject: Enrollee Corrective Actions on *Information Only* SF2809 and
NFC Internal Collection Adjustments

Customer(s) Affected: TIPS

The National Finance Center (NFC) is pleased to announce implementation of two new functionalities to the Tribal Insurance Processing System (TIPS) – internal NFC collection adjustments process to correct erroneous billing errors; and **Enrollee** corrective actions on *Information Only* SF2809s.

- The Collection Adjustment functionality allows NFC to make manual collection adjustments to correct current billing cycles. Tribal Employers that may experience a billing discrepancy are asked to report the discrepancy to NFC's Contact Center (NCC) at the contact information listed below. When the manual billing adjustment has been processed by NFC, the Tribal Benefits Officer will receive an email advising the adjustment has been processed.
- The Corrective Actions functionality allows TIPS users to make corrective actions to Enrollee Information in Part A of the SF2809 form. With this enhancement, selection of the *Information Only* checkbox will allow corrective actions to the enrollee information as well as to dependent information.

Please see the attached Job Aid that provides step-by-step guidance for Tribal Employer use in processing *Information Only* SF2809 corrective actions to enrollee and/or dependent information.

Additional information regarding *Information Only* SF2809s includes:

- Corrective actions will not be considered as fully processed until the weekly reporting cycle completes each Wednesday.
- *Information Only* SF2809s are not transmitted electronically to the FEHB carriers.
- *Information Only* SF2809s are produced in hard copy and mailed to the FEHB carriers Thursday of each week.
- *Information Only* SF2809s can be saved, and completed at a later time.
- A saved SF2809 can not be distributed to the FEHB Carriers until it has been submitted for processing in TIPS and picked up on the weekly Wednesday reporting cycle.
- One SF2809 per week, per enrollee can be submitted in TIPS for processing.
- If an *Information Only* SF2809 is submitted and additional corrective action is needed prior to the weekly Wednesday reporting cycle, the SF2809 can be placed in a "Hold" status; corrections made and the form resubmitted. (Note: A SF2809 is only available to be held for edits if the weekly reporting cycle has not generated.)



Tribal Insurance Processing System

- The SF2809 must be in a “Processed” status before an additional SF2809 form can be created.

Authorized Tribal Employers should submit billing discrepancies and other TIPS inquiries to NCC by one of the following methods:

- By calling 1-855-632-4468 (Option 7; Option 1), 6:00 a.m. to 6:00 p.m. CST, Monday through Friday (excluding Federal holidays), or
- By email to NFCcontactcenter@nfc.usda.gov, or
- By submitting an incident request via the Remedy Requester Console located on the TIPS Home Page.

attachment



Tribal Employer Job Aid Information Only 2809

Corrective Actions on Information Only 2809

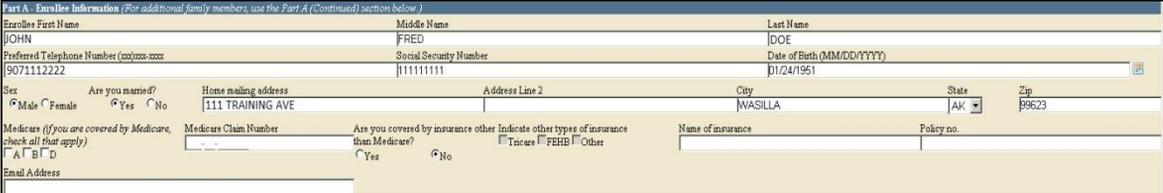
The Information Only 2809 function will be used by Tribal Employers to:

- Edit enrollee information including name, social security number, address, date of birth, POI*, phone number and email address
- Edit Other Insurance information
- Edit or remove a dependent †

By selecting the Information Only option of the 2809, the corrections will be made but the status of the enrollment will not change.

* POI can only be corrected if the enrollment has never been billed. If billed, the POI field will be grayed out.

† When enrolling a dependent of an active enrollee, the user will receive an error message stating that the Social Security Number of the enrollee has been found on the dependent record of an active enrollee. To continue the enrollment, an Information Only 2809 must be processed on the active enrollee to remove the dependent, prior to the completion of the 2809 enrollment of the dependent.

Step	Action
1	Login to the TIPS web portal with username and password.
2	Select the Enrollee option on the Inquiry Tab. Input enrollee's information in all listed fields and click search.
3	In the Inquiry results displayed, click the Create 2809 button for the applicable enrollee. The 2809 form is displayed.
4	<p>Check the Information Only checkbox.</p> 
5	<p>Make any desired changes to the Enrollee Information and Other Insurance.</p> 



Tribal Employer Job Aid Information Only 2809

Click the Edit or Delete button, next to the applicable dependent to edit or delete the Dependent information in the Family member section. Make the desired change. For edits, click the Add Member button to ensure changes are saved to the record.

6

Part A - Enrollee Information Continued: Family Members
Add/Edit Family Member Information

First Name Middle Name Last Name Social Security Number Date of Birth (MM/DD/YYYY)

Sex Male Female Home mailing address Address Line 2 City State Zip

Email Address Preferred Telephone Number (xxx)xxx-xxxx

Medicare (If you are covered by Medicare, check all that apply) Medicare Claim Number Are you covered by insurance other than Medicare? Indicate other types of insurance Name of insurance Policy no.

A B D Yes No Tricare FEHB Other

Relationship Type Add Member

Family Members Entered

JANE E DOE	111 TRAINING AVE WASILLA, AK 99623 Phone #:	Medicare A: N Medicare B: N Medicare D: N Medicare Claim Number:	Cover by insurance other than Medicare?: N Tricare: N FEHB: N Other: N	Other Insurance Name: Other Insurance Policy No.:	Edit Delete
EMILY DOE	111 TRAINING AVE WASILLA, AK 99623 Relationship: Child under age 26 Phone #:	Medicare A: N Medicare B: N Medicare D: N Medicare Claim Number:	Cover by insurance other than Medicare?: N Tricare: N FEHB: N Other: N	Other Insurance Name: Other Insurance Policy No.:	Edit Delete

Mark for Deletion Cancel Save Submit

7

Click the Submit button.