

TIPS DOS AND DON'TS

TIPS is an amazing system that can be complex when you first start using it. We want you to have as much information as possible to make working in TIPS as easy as 1, 2, 3! Here are some helpful dos and don'ts for successfully processing FEHB enrollments in the TIPS system!

- **DO enter all enrollments into TIPS.**
 - If you sent an enrollment to the carrier specifically to expedite the enrollment, it still needs to be entered into TIPS. TIPS uses the enrollee information to bill specific POIs they are attached to and distributes that money to the appropriate carriers. Sending the form straight to the carrier without entering it into TIPS also creates a CLER discrepancy. Please note, OPM must preapprove any paper enrollments to the carriers.

- **DON'T go months in between log ins for TIPS.**
 - Logging into the system once every 30 days will prevent you from having to request access multiple times.

- **DO regularly update your contacts in TIPS.**
 - Under the ADMIN tab, your Authorized Maintenance Contact is able to select Manage Contacts. On that page you can add, edit, or delete contacts for your Tribe/POI. Maintaining an accurate list of contacts assists TIPS Operations when they need to contact you regarding enrollee or billing issues.

- **DON'T enter Temporary Continuation of Coverage (TCC) enrollments into TIPS.**
 - TIPS handles insurance for employed enrollees for participating tribal organizations and entities. Temporary Continuation of Coverage (TCC) is utilized when a person is no longer employed by the tribal organization but wishes to still have FEHB coverage. TCC enrollments are to be entered into the Direct Premium Remittance Web Portal (DPRW). For DPRW, you will have to request access and will receive a separate User ID and password.

- **DO double check the information entered for an enrollee.**
 - The enrollee's information should always be double checked before submitting the form. This should be done on both 2809's and 2810's to ensure that the carrier receives the most accurate information. From typographic errors to incorrect effective dates, all of these mistakes require development intervention or multiple transactions to correct. Also, check to be sure that the form has been actually submitted and is not in "Saved" status.

- **DON'T use the "Create 2809" option under FORMS to do secondary actions on an enrollment.**
 - Any secondary actions that need to be done on an enrollee should be done on the Enrollee Inquiry page. From there you can search for an enrollee then select the appropriate form button to do your secondary action.

- **DO delete any Saved/Held forms for an enrollee that you do not plan on using any longer.**
 - When viewing a Saved/Held form, on the bottom of the page there is a button that says "Mark for Deletion." Selecting that button will remove that form from the enrollee's inquiry screen and move it into a database of deleted forms. Deleting these forms frees up the Create 2809 and/or Create 2810 buttons and allows other actions on the enrollment.

- **DON'T enter a form with an effective date that is before the tribe or enrollee's original effective date.**
 - Entering in a form with a date that is prior to the original effective date can cause billing issues and confusion with the carriers. The carriers will have a hard time trying to figure out which action comes first.

- **DO use the Remarks section of a 2809/2810 form.**
 - Entering in any clarifying information in the Remarks section of the form is ideal. Doing so assists TIPS Operations when researching enrollee information and communicating with the FEHB Carrier.

- **DON'T use a 2810 Termination for an enrollee that "elects" to end their enrollment.**
 - Terminations should only be used when the enrollee has been terminated, resigned, or their eligibility has ended. When a termination is sent to the carrier, the enrollee will receive 31 days of coverage at no cost after the effective date. If the enrollee electively cancels their coverage then they will not receive the 31 days of coverage because they have elected to end their enrollment on their own accord. The 2809 is used for cancellations.

- **DO make sure to use an Information Only 2809 to correct a Social Security Number.**
 - Errors happen and for that we have the corrective action function through the Information Only 2809. This can be utilized by selecting the Information Only 2809 radio box and doing this will allow the enrollee and dependent information to be edited and then submitted.

- **DON'T use an Information Only 2809 to do a Name/Address Change.**
 - All Name/Address Changes should be done on the 2810 form. This is different from Name/Address Corrections which would be done on the Information Only 2809. The difference is that change is likely a result of a marriage or move, whereas the correction implies that information has been wrong in the system and needs to be corrected.

- **DO use an Information Only 2809 to add new dependents to an existing family plan.**
 - Information Only 2809's are to be used to add dependent to an existing plan because using a regular 2809 will force you to change your enrollment code as well. Simply select the radio box in the top left corner of the 2809 form and that should lock down all of the

enrollee's information. At the bottom of the form is the dependent box and there you can add the new dependents.

- But note, DO NOT use to change or add a dependent under a Self Plus One enrollment. You will use a regular 2809 for this action.

- **DON'T select the "Cancel" box on an original enrollment.**
 - When entering a new enrollment, the box that says, "I elect to CANCEL my coverage," should never be selected. If the original enrollment is submitted with that selected, TIPS won't be able to process it. If an employee does not want to participate in TIPS then they should not be entered into the system at all.

- **DO check your bills the last week before final billing for each month.**
 - This allows you to look over any enrollees that you entered new actions for and to make sure that they have billed as expected.

- **DON'T enter large retroactive actions that could cause your bill to go negative.**
 - If you do have to enter a large retroactive action that makes your total POI bill go into a negative amount, please contact NFC immediately.

- **DO contact the NFC if you find any irregularities in your bill.**
 - Contacting NFC as soon as you find an issue in the bill allows for a quicker resolution. Also, before contacting NFC, check the enrollee's forms to see if you can determine where the billing irregularity came from. If you still cannot identify how it occurred, then just having that enrollee's information ready helps assist TIPS Operations in their resolution.