Tribal Employer
Quick Reference Guide

Capabilities of TIPS

TIPS allows Tribal Employers to:

- Submit new Enrollments and Enrollment Changes
- View existing Enrollments
- View Billing Statements
- Generate and download TIPS Reports

Navigating TIPS

The TIPS Main Page is broken up into five sections with the following functionality:

- **Home**
  - Takes you back to the Home Page
- **Inquiry**
  - Manage Court Orders
  - Search for an employee enrolled in TIPS
  - View submitted Standard Form (SF) 2809s and SF 2810s
  - Edit un-submitted SF 2809s and SF 2810s
  - Create SF 2810s and new SF 2809s
- **Forms**
  - Create SF 2809s
  - Add SF 2809s through the Electronic Upload Process
- **Information**
  - Find TIPS help
  - View account information
  - **Reports**
  - Prepare TIPS Reports
  - View Billing Statements

Individual Forms vs. Electronic Upload Process

Definition	**Individual Forms** • Enter all enrollee information into TIPS, one record at a time **Electronic Upload** • Upload multiple records at the same time
Pros	**Individual Forms** • Simpler when performing a few transactions • Easier to identify and correct errors **Electronic Upload** • Saves time when performing multiple transactions • Decreases the risk of manual error in TIPS
Cons	**Individual Forms** • Time consuming when performing more than a few transactions • Increases risk of manual error in TIPS **Electronic Upload** • Errors in Electronic Uploads must be resolved individually • Must adhere to a strict Electronic Upload format

Key Billing Dates

TIPS prepares a bill every month for each of a Tribal Employer's billing units:

- Account information changes must be submitted at least three business days before account closes
- The Billing Statement closes for the month on the **last calendar day of the month** at 11:59 PM Mountain Standard Time (MST)
- PADS processes billing information over the **first two business days of the month**
- PADS debits Tribal Employers' bank accounts on the **third business day of the month**

Frequently Asked Questions

Who do I need to contact to get access to TIPS? Please reach out to your Tribal Security Officer in order to get TIPS access. He or she will work with NFC to process your request for a user account.

Who should I contact if I forget my password or get locked out of TIPS? Please reach out to your Tribal Security Officer in order to get your password reset. He or she will work with the National Finance Center (NFC) to submit a request to unlock your account and provide you with a new password.

Where can I find help completing a SF 2809 or SF 2810? The Office of Personnel Management (OPM) provides training and informational materials for completing these forms. These materials are available at: http://www.opm.gov/tribalprograms.

After I submit a SF 2809 or SF 2810 in TIPS is there anything I need to do? You need to distribute a copy of the SF 2809 to your tribal employees. TIPS will process your SF and send it to the Federal Employees Health Benefits (FEHB) Plan Carrier for action.

How do I access my Billing Statement each month? In order to view a Billing Statement, Tribal Employers must log in to the TIPS main page and generate a Billing Report.

Where can I find additional TIPS help? Additional help is available from the TIPS Contact Center (855-NFC- 4GOV) or at https://www.nfc.usda.gov/ClientServices/Insurance/services/tips/index.php. In addition, Authorized Contacts may submit an inquiry online using the ServiceNow.

Key Terminology	
Billing Unit / POI	A specific group of tribal employees who are under the same Personnel Office Identifier (POI). Individuals in the same Billing Unit will be recognized on the same Billing Statement.
SF 2809	Tribal employees use this form to: change enrollment, cancel enrollment, elect to not reenroll, elect not to enroll, and correct enrollee/dependent information.
SF 2810	Tribal Employees use this form to indicate a change in health benefits enrollment. These changes include: terminate, transfer in, reinstate, and change of name and/or address of enrollee.

Tribal Employer TIPS Roles	
Authorized Contact	Any Tribal Employer representative authorized to call NFC's Contact Center with a TIPS inquiry.
Authorized Maintenance Contact	Designated Tribal Employer contact who is responsible for updating contact information for all other authorized contacts in TIPS.
Tribal Benefits Officer (TBO)	The official Tribal Employer contact for tribal employees, OPM, NFC, and FEHB health plans. The Tribal Benefits Officer is the first point of contact for any issues regarding the FEHB Program, such as questions about FEHB enrollment or eligibility, questions from Tribal employees and FEHB health plans, non-payment of premiums, and training opportunities.
Tribal Security Officer (TSO)	The individual designated to submit TIPS user IDs for their Tribal Employer and reset passwords. A minimum of two TSOs are required per Tribal Employer, one primary TSO and one backup TSO.

Online Resources	
TIPS Website	https://www.nfc.usda.gov/ClientServices/Insurance/services/tips/index.php
OPM's FEHB Website	http://www.opm.gov/tribalprograms

Resolving Inquiries (for Tribal Employer Authorized Contacts)		
Inquiry Type	*Contact*	*Contact Information*
Implementation Inquiries	NFC Tips Operations	Tipsoperations@usda.gov
Technical and Billing Inquiries	NFC Contact Center	**855-NFC-4GOV** (855-632-4468) or Tipsoperations@usda.gov
TIPS Access Inquiries	NFC Security	*For User IDs:* **888-245-4060** (fax) or nfc.securityofc@nfc.usda.gov *For Technical Access Inquiries:* **800-767-9641** or osc.etix@nfc.usda.gov *For General TSO Inquiries:* nfc.aso@nfc.usda.gov
Carrier Specific Inquiries	Respective Carrier	http://www.opm.gov/insure/health/search/plansearch.aspx
Program and Policy Inquiries	OPM	**202-606-2530** or tribalprograms@opm.gov
TIPS Training Inquiries	NFC Training and Communications Branch	nfc.training@usda.gov