



TSHBP Exceptions/Appeal Questionnaire

Please complete the form in its entirety and email form directly to tshbpeeligibilityexceptions@fbsbenefits.com along with any supporting documentation, if applicable. If approved, TSHBP Eligibility Exceptions will notify submitter and the transaction will be processed within 3 business days from notification.

1. District Name _____

2. Name of Person Submitting Exception _____ Contact Number _____
Email Address _____

3. Please select one of the following:
 - a. I am the Benefits Administrator
 - b. I am the broker/TPA submitting on behalf of the district
 - c. Other

4. Employee Name and Dependent(s), if applicable, associated with this request

5. Select the current Medical Benefit plan:
 - a. TSHBP HD Plan
 - b. TSHBP CoPay Plan

6. Select the current Employee contract tier
 - a. Employee Only
 - b. Employee Spouse
 - c. Employee Child
 - d. Employee Family

7. If approved, the employee has been advised he or she will be responsible for retro premiums, if applicable.
 - a. Yes
 - b. No

8. Does the exception meet the definition of "good cause" as described on page 31 of the TSHBP 2020-2021 Administrative Guide?
 - a. Yes
 - b. No

9. Have you reviewed your invoice and confirmed an adjustment has not been issued?
 - a. Yes
 - b. No

10. What is the date of the TSHBP Medical Invoice reviewed?

11. Request Type:
 - a. Enroll/Add
 - b. Cancel/Drop
 - c. Plan Change
 - d. Premium Credit
 - e. Reinstatement
 - f. Change Effective Date

12. Reason:
 - a. Initial Enrollment
 - b. Special Enrollment Event
 - c. Annual Enrollment
 - d. Other

13. Justification:
 - a. Eligibility is correct in THEbenefitsHUB but premium credit was never issued on the TSHBP Medical Invoice
 - b. Eligibility was reported timely to the TPA and included on the EDI file.
 - c. Eligibility was submitted within the 45-day processing guidelines, but the premium credit was never issued on the TSHBP Medical Invoice
 - d. Other

14. The above information has been confirmed with the district and is accurate to the best of my knowledge.
 - a. Yes
 - b. No