



TSHBP Exceptions/Appeal Questionnaire

Please complete the form in its entirety and email form directly to tshbpligibilityexceptions@fbsbenefits.com along with any supporting documentation, if applicable. If approved, TSHBP Eligibility Exceptions will notify submitter and the transaction will be processed within 10 business days from notification.

1. District Name: _____

2. Name of Person Submitting Exception: _____

Contact Number: _____

Email Address: _____

3. Please select one of the following:

I am the Benefits Administrator

I am the Broker/TPA submitting on behalf of the district

Other: _____

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

5. Select the current Medical Plan:

TSHBP HD Plan

TSHBP Copay Plan

Aetna HD Plan

Aetna Signature Plan

6. Select the current employee tier:

Employee Only

Employee + Spouse

Employee + Child(ren)

Employee + Family

7. If approved, the employee has been advised he or she will be responsible for retro premiums, if applicable:

Yes

No

8. Does the exception meet the definition of "good cause" as described on page 31 of the TSHBP 2022-2023 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