

# TIPS Monthly Timeline

- TBO's should review bills and report any billing discrepancies to NFC beginning on the 25<sup>th</sup> day of each month.
  - Note: Discrepancies should be reported via our help desk line at 1-855-NFC-4GOV or email to [tipsoperations@nfc.usda.gov](mailto:tipsoperations@nfc.usda.gov)
- TIPS final billing runs on the last day of each month at 11:59pm.
  - Note: Any discrepancies reported after the final billing is complete will be debited/credited on the next billing cycle.
- Pre-Authorized Debits are drawn from Tribal bank accounts on the 3<sup>rd</sup> business day of each month.
- Collections are posted to the monthly bills by the 6<sup>th</sup> day of each month.
- Each week on Wednesday at 2:59 MT, processed actions are submitted to the OPM Macon Hub for transmission to the appropriate FEHB Carrier.
  - Note: TBOs can hold and delete forms submitted in error any time from the date submitted, until the action is sent to the OPM Macon Hub.
- Each week by close of business on Friday, all information only 2809's are mailed to the appropriate FEHB Carriers.
- Each week on Monday, FEHB Carriers receive and process enrollment data received from the OPM Macon Hub.
  - Note: New enrollees should have their cards in hand within 15 days following the FEHB Carriers processing of the enrollment or change.