



May 10, 2019

## Exceptions 101

### Do I need to file an exception?

You'll need to file an exception if you're trying to make a benefits election that falls outside of TRS rules. Generally, this includes changes submitted by the employees more than 31 days after the requested effective date or approved/processed by the district 45 days after the requested effective date.

### How do I file an exception?

If you are unfamiliar with filing an exception, check out the training video available on bswift and at the TRS ActiveCare Benefits Administrator Portal. You can also find these instructions in your BA Manager Guide on the bswift portal.

### Where do I go to file an exception?

You must file exceptions on the bswift platform at [www.tractivecare.bswift.com](http://www.tractivecare.bswift.com). Here, you can create exception requests directly within the employee's bswift record. Once you access the employee profile, click 'Tracker Create Ticket' to begin the exception. Find these instructions in your BA Manager Guide on the bswift portal. If you incorrectly create an exception, you'll receive it back for additional review.

This process allows us to document all correspondence between you, TRS, and bswift, and attach it to the employee's record.

### What information is required?

When filing an exception, you should provide the member's name, the desired outcome, and the reason for the exception. If documentation is unclear or insufficient, you might be contacted for additional information. Exceptions may be granted for extraordinary circumstances constituting "good cause." Exceptions are not a guarantee of coverage reinstatement, billing credit, or enrollment.

A requirement of the exception process **includes completing the TRS Exceptions/Appeal Questionnaire**. If you don't complete the questionnaire, we cannot process the exception.

### How can I check the status of my exception?

You can check the status of your exception at any time by reviewing the member's record. Please note that the status will always default to 'Open'. The ticket is closed when it is considered resolved (approved, denied or withdrawn). By closing the ticket, you signal that you no longer want the exception reviewed. Once the ticket is closed, adding new information to the ticket will not change the status.

## Additional Questions?

**If you have questions on the exception process or TRS-ActiveCare eligibility, contact your Single Point of Contact or email [TRSBAinquiries@aetna.com](mailto:TRSBAinquiries@aetna.com).** Find information in the BA Manager Guide through the bswift portal [www.tractivecare.bswift.com](http://www.tractivecare.bswift.com).