LEA Subsidy

Frequently Asked Questions

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Login Information

Q: When will we receive our username, password, and PIN?
A: If you contact your ESS Administrator, he/she can issue your credentials by using the Maintain User function in ESS. If you contact Financial Services, please allow up to one business day for the credential emails.

Q: If I already have a username and password for ESS, can I use the same one to maintain my LEA Subsidy?
A: If you are an ESS Administrator, you will be able to view the LEA Subsidy screen. However, if you are set up with the Employer Reporting role, your ESS Administrator will need to update your access to the LEA Subsidy role.

ESS Functionality

Q: Is this website with the LEA Subsidy screen the same website where we pay the retiree invoice in concord?
A: Yes; all functionality for employers is accomplished through Employer Self-Service via www.mytcrs.com.

Q: Can we set up the LEA Subsidies in advance?
A: The retiree must be set up on TCRS payroll and be processed by Benefits Administration before you can set up a Subsidy. If the retiree has gone through the process and displays on the LEA Subsidy screen, you can future date the begin date.

Q: Why should I key the Begin Date as today's date or later? Why not the first of the month?
A: We included a field-level validation that won't allow a begin date prior to today's date to prevent accidental mis-keys. You can choose today's date for the Subsidy to be effective in the current month or any future date.

Q: Why should I key the End Date as the first of the month?
A: By recording an end date with the first of the month, Concord recognizes not to process the LEA Subsidy after that month's payroll. Note: if the member's date of birth is the first day of the month, he/she becomes eligible for Medicare the month prior; for example, if the retiree turns 65 on December 1, you will need to key an end date of October 1.

Q: Is there a way to navigate to one specific member without scrolling through the pages?
A: Yes; you can use the Search function to input a retiree's partial name or the last 4 digits of his/her SSN.

Q: When will we have access to the LEA Subsidy screen?
A: We are estimating that the LEA Subsidy screen will be live for either January or February's payroll. Financial Services will contact you once the date is finalized.

Retiree Insurance Process

Q: Are we going to have to keep up with retirees turning 65 and to cancel their LEA Subsidy?
A: No; by keying the end date that corresponds with the retiree's 65th birthday, the Subsidy will automatically stop. When keying an end date, keep in mind that Benefits Administration bills TCRS one month in advance.

Q: How will we know when a retiree changes coverage or cancels their insurance through Benefits Administration?
A: The retiree will populate on the LEA Subsidy screen with a type of "2 – New".

Q: Do you keep a record of the end dates we submitted per the LEA Subsidy form, or do we need to go in and key the end dates?
A: In most cases, the end dates will be recorded. However, we strongly encourage each LEA to verify the end dates are populated for each retiree.

Q: Does Benefits Administration generate the list of retiree names on the LEA Subsidy screen each month?
A: Yes; the list of retirees is based upon those with an active Benefits Administration deduction. The retirees appear on the list once the insurance is processed by Benefits Administration.

Q: Do I need to continue to send the health insurance enrollment form for my retirees to Benefits Administration?
A: Yes; you will continue to send the enrollment form to Benefits Administration. You will no longer send the LEA support form to TCRS Financial Services.

Q: Can we add a subsidy today with a future date, even though Benefits Administration has not processed their paperwork?
A: No; the retiree must be on TCRS payroll and processed by Benefits Administration to be maintained on the LEA Subsidy screen.

Q: How would the LEA know when to add the Subsidy if TCRS has not processed the retiree?
A: The retiree will populate on the LEA Subsidy screen as "2 – New".

Q: If an employee retires and we do not want to pay a Subsidy, do we just leave those alone?
A: Yes; you do not need to take any action on the records of retirees for which you do not want to pay a Subsidy.

Q: If a retiree changes insurance coverage (e.g., the retiree had retiree + spouse coverage and his/her spouse turned 65 and now has single coverage), how will I know the Benefits Administration deduction changed?
A: The retiree will populate on the LEA Subsidy screen as "2 – New" or "1 – Warning" if the Subsidy amount is now greater than the insurance premium.

Q: How will we know when to add the Subsidy?
A: The retiree will populate on the LEA Subsidy screen as "2 – New" or "3 – Retro".

Q: If Benefits Administration bills a retro premium, and I need to add a retro Subsidy, how do I add it?
A: Please refer to section 3.2. Adding a Retroactive Subsidy via the User Guide located at http://treasury.tn.gov/tcrs/PDFs/LEASubsidyUserGuide.pdf.

Reports & Invoices

Q: When is the total of my Subsidies due?
A: Payroll typically processes around the 20th of each month; we ask that you pay your invoice shortly thereafter.

Q: Will the invoice amount always equal our Detail Report?
A: Yes; the amount billed by the invoice and on the report should match. If you notice any discrepancies on either, please contact TCRS Financial Services.

Q: When will the Detail Deduction Extended report be available?
A: The report will generate once payroll processes, which is typically around the 20th of the month.

Q: How will I know my report and invoice for the Subsidy bill are available?
A: The ESS Administrator will receive an email notifying him/her that the invoice is now available. The invoice and report will be available simultaneously.

Q: When the end date has passed for an LEA Subsidy, will the retiree be removed from our bill?
A: Yes; once the end date passes, the LEA Subsidy will no longer be included.