

# UPDATE

## NEW ERROR RESOLUTION GUIDE TO HELP WITH COMMON ERRORS

To provide additional support to our Reporting Employers (REs), we have put together an [Error Resolution Guide](#). This guide provides step-by-step instructions on how to resolve common errors that you may receive while working your monthly reports. When working your reports, review the guide to find the error with which you need assistance and follow the steps included in the “remedy”. If, after following the remedy, you are still unable to clear the error, please reach out to your coach for assistance.

Below is an example from the guide for an ED90 record:

### ED 90

Final report month more than 2 months after termination

**Error Message:** *Final Report Month for TRS Contributions cannot be more than 2 months after the termination date unless the position end date was in May. If the reported Final Report Month for TRS Contribution is correct, please provide an explanation to your coach and request an override. (Error message: 781)*

**Remedy:** Confirm the Final Report Month for TRS Contributions. Please contact your RE Coach for assistance with late paid compensation. If the employee moved from an eligible to ineligible position, please update the FRM to the last month an employee was paid for his TRS eligible position.

The Error Resolution Guide can be located on the TRS website at [www.trs.texas.gov](http://www.trs.texas.gov) under Reporting Employers, then RE Portal Resources.

## HOW TO FIND YOUR ASSIGNED RE COACH INFORMATION

TRS often receives questions from REs about the name and contact information of their assigned RE coach. This information can be located on the organization homepage in the RE Portal. In the example below, you can see the RE coach information under the RE Coach fields (outlined in red) as [reporting@trs.texas.gov](mailto:reporting@trs.texas.gov). In the RE Portal, this will list your coach’s actual name, which is also a hyperlink to their email address.

If you prefer to reach your coach via phone, you can call the 800 number listed on the organization homepage under RE Coach Phone field (outlined in orange). When you enter your four-digit TRS RE Number in the phone system, it will route you to your assigned RE coach if they are in the office that day. If your coach is out of the office, the phone system will route you to the first available RE coach who can provide the name of the assigned RE coach and assist you with your reporting questions.

Organization Name	TRS RE Number	Organization Type	Reporting Entity
RE Coach	<a href="mailto:Reporting@trs.texas.gov">Reporting@trs.texas.gov</a>	RE Type	Public School
Status	Active		

  

<p>RP Report and TEXNET Deposit Due Date</p> <p>01/06/2022</p>	<p>ER Report and TEXNET Deposit Due Date</p> <p>01/10/2022</p>	<p>RE Coach</p> <p><a href="mailto:Reporting@trs.te...">Reporting@trs.te...</a></p>	<p>RE Coach Phone</p> <p>(800) 433-5734</p>	<p>TRS-ActiveCare</p> <p>Yes</p>
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If you are not able to access the RE Portal, please call 800-433-5734 or email [reporting@trs.texas.gov](mailto:reporting@trs.texas.gov). Include your four digit RE number each time you contact TRS.

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## VALIDATION UPDATE – FEDERAL HOLIDAYS

One of the most common errors that our REs experience each month is the error code 573: “Please verify TRS membership eligibility for this employee. Based on prior reporting, the hours reported are less than half of the full-time equivalent. If you feel the reported information related to this error is correct, please contact TRS.”

After receiving feedback from different REs, we have worked with our developers to update the validation to include the federal holidays below when determining if that employee has worked less than half-time hours in the report month:

Holiday	Report Month
New Year's Day	January
Birthday of Martin Luther King, Jr.	January
Washington's Birthday	February
Memorial Day	May
Juneteenth National Independence Day	June
Independence Day	July
Labor Day	September
Columbus Day	October
Veterans Day	November
Thanksgiving Day*	November
Christmas Day**	December

While this enhancement won't eliminate the need for overrides, we do hope that it will reduce the number of overrides for these errors. We appreciate the feedback we have received and will continue to review validations and update them as needed. Each validation has been built to help identify reporting errors and though some validations cannot be changed, we do want to make sure each error is working as intended.

\* Two working days will be included in the update of the validation for this holiday

\*\* Three working days will be included in the update of the validation for this holiday

## THE DEFINITION OF SUBSTITUTE EMPLOYMENT FOR TRS REPORTING

For TRS purposes, the definition of a substitute is a person who serves on a temporary basis in the place of a current employee and is paid at the daily rate of pay as set by the employer. We understand that your employer may use the title of “substitute” for individuals in positions that may not meet the TRS definition; however, please keep in mind that when reporting substitute employment to TRS, the position **must** meet this definition.

Any other employment that does not meet this definition cannot be reported as substitute employment type. Some examples of other employment types that may need to be reported include:

- Active (non-retired) employees, who would need to be evaluated for TRS eligibility.
- Retired employees, who would need to be reported as one-half time or less, combined, **or** full-time employment depending on the work they performed during that calendar month.

If you have questions or would like assistance in determining whether an employee can be reported as a substitute, please reach out to your coach.

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## REGIONAL RATES WILL TRANSFORM TRS-ACTIVECARE

For the 2022-23 plan year, 90% of participating employers chose TRS-ActiveCare's comprehensive health benefits. The plan continues to remain unmatched in size and stability. This coming plan year, it will begin a new era as it moves to a regional rating system.

With this transition, TRS is seeking feedback from Texas education leaders about TRS-ActiveCare. Employer feedback is critical for ensuring our plan continues to meet the unique needs of public school employees.

If your employer's leadership has not given feedback yet and would like to do so, we encourage them to reach out to their District Ambassador (DA). The ambassadors are a specialized strategic partner for your TRS-ActiveCare needs and decisions. You can find the DA assigned to your employer using this [directory on the BCBSTX website](#).

Regional rates will be announced at the [April board meeting](#). If your employer wants to know more about how regional rating works, resources are available on the [Your Future, Your Way online hub](#). We encourage you to share the online hub with any district leaders and stakeholders who have questions about regional rating.

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## WATCH AND LEARN: TRS MEMBER EDUCATION VIDEO SERIES

Learn all about your TRS pension benefits by watching our [Member Education Videos](#)! Help us spread the word about the series by downloading a [poster](#) from our website and displaying it at your school.