



Policy: Tribal Member Benefits Request Completion Timeline	Approval Date: 5/10/23 Date Revised: 12/7/22
Section:	Responsible Official: Revenue Allocation Plan Administrator or his/her designee
References:	Policy Type: Departmental

Purpose: To establish reasonable, attainable, and consistent goals for the timeline of request completion by Tribal Member Benefit Staff. To provide a standard of accountability for the completion of staff and citizen requests

I. POLICY

A. It is the policy of the Tribal Member Benefit Department to make every effort to complete tasks in a timely, and accurate manner, in the order in which requests are submitted. Additionally, Tribal Member Benefit staff will prioritize those requests that stem from an emergent/exigent situation.

II. SCOPE

A. This policy applies to the Tribal Member Benefits Department

III. AUTHORITY

Under the direction of the Senior Director of Operations and the General Welfare Ordinance, the Revenue Allocation Plan Administrator or his/her designee is responsible for the management and enforcement of this policy.

IV. DEFINITIONS

- A. Tribe – Match E Be Nash She Wish Band of Pottawatomi Indians (Gun Lake Tribe).
- B. Tribal Citizen – An enrolled Citizen of Gun Lake Tribe, which may also be referred to as Citizen.
- C. Business Day- Business hours are considered 8:00am-5:00 pm Monday – Friday not including Tribally approved office closure hours or holidays.
- D. Emergent/exigent situation- Immediate needs stemming from (not limited to) fire, natural disaster, homelessness, domestic violence, and or abuse. This term is used for those needs that are pressing/demanding to the health, safety and wellbeing of Tribal Citizens stemming from a situation outside of their control.
- E. Substantiating Documentation – Proof of payment, Itemized billing statement, legal documents, or release of information.

V. PROCEDURE

- A. Following the submission of a request by email, phone call or fax
 - i. Tribal Member Benefits Department will ensure the request has been made by the Tribal Citizen, the Tribal Citizen’s designee documented on the Authorization for Specific Confidential Communication form or the Tribal Citizen’s legal guardian.
 - ii. In order to protect the privacy and information of Tribal Citizens, email requests must be received: a) From the email address listed on file with the Tribal Member Benefits Department

housed in the enrollment software b) Verified Gun Lake Tribal Government or Gun Lake Casino Employee email address c) If emailed request is received by Tribal Citizens' designee, either the request must be verified with the Tribal Citizen or the email address will be cross-referenced with historically approved submissions.

- iii. If applicable, actions taken by the Tribal Member Benefits Staff on any requests will be documented in the Tribal Member Benefits email address (TMB@glt-nsn.gov) and in the Tribal Citizen's electronic file on the shared drive.
- iv. Upon task completion, documents will be saved in the Citizen's electronic file and the task will be closed.

VI. Timelines to Completion

A. Information Requests

- i. Initial communication to citizens and staff in regard to requests for blank forms, or information will be processed within 2 business days

B. General Welfare Request

- i. Tribal Member Benefits will process third-party vendor requests within 2 business days. The time period begins upon receipt of full and complete request including, completed form, and substantiating documentation. TMB cannot control the processing time once the request is sent to a third party.

C. Proof of Income requests must come from the Tribal Citizen or be accompanied by a signed release of information.

- i. Tribal Member Benefits staff will complete these requests within 2 business days, while prioritizing deadlines set by loan/mortgage underwriters.

D. Per-Capita Requests

- i. These include changes to direct deposit, and tax withholding on file requested by the Tribal Citizen or their legal Power of Attorney.
- ii. Tribal Member Benefits staff will complete these requests within 2 business days from the receipt of completed forms to update tax withholding and direct deposit updates. Requests received in the 4 business days prior to a per-capita distribution will not be applied until the following distribution due to the deadlines set by the banking institutions to process the per-capita files and ensure timely delivery of per-capita distributions.

E. Enrollment Requests

- i. Tribal Member Benefits staff will complete requests regarding demographic updates, vehicle window clings, membership lists, mailing labels, remote Tribal Id printing, Tuition Waiver Certifications, and Blood Quantum Certifications within 2 business days from receipt of a complete request. When requesting enrollment information, a written request must be made. Label and lists requests must be requested through the Communications Department with the label and list request electronic form.

F. Life Insurance requests

- i. Tribal Member Benefits staff will process insurance claims within 2 business days of receiving the completed request from the deceased Tribal Citizen's Beneficiary, which must be accompanied by the deceased citizen's death certificate.

G. Burial Fund Program

- i. Tribal Member Benefits staff will process invoices within 2 business days of receiving the invoices from the deceased Tribal Citizen's Beneficiary or other entity that was retained to provide decedents final expenses. The Burial Fund Policy governs which documents must be submitted with the application.

*Timelines above are used when communication is sent through the proper channels (Example – A request through either TMB email addresses (TribalMemberBenefits@glt-nsn.gov or tmb@glt-nsn.gov). Timelines begin after staff confirm receipt of the communication. If a message is left on an individual TMB Team Members voicemail or email who is on leave, there may be a delay in receipt of the request.