Enrollment FAQs

Frequently Asked Questions (FAQs) - 1095-A
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Q1: From where does the Federally-facilitated Marketplace (FFM) pull data to populate Form 1095-As for 2015 Unaffiliated Issuer Enrollments (UIEs)?

A1: The FFM uses data on the issuer's reconciliation files to populate Form 1095-As for 2015 UIEs. When the FFM receives a reconciliation file, it compares the records within the reconciliation file to the current data available in the FFM. If a record within the reconciliation file does not match any current data available in the FFM, the record is considered a UIE, and is flagged with an "I." Then, a Form 1095-A is automatically generated based on data in the reconciliation file and sent to the consumer.

Q2: How should the Federally-facilitated Marketplace/Marketplace Qualified Health Plan (QHP) issuers direct Unaffiliated Issuer Enrollments (UIE) consumers who are missing their Form 1095-A?

A2: If a consumer is missing his or her Form 1095-A, QHP issuers should direct the consumer to call the Marketplace Call Center to request their form. When consumer call the Marketplace Call Center, the Call Center Representative (CCR) will open a Health Insurance Casework System (HICS) case, and triage it to Cognasante for research. When Cognasante has concluded research, the FFM will:

1. Update incorrect information, when appropriate
2. Print and mail a Form 1095-A to the consumer with a special UIE cover letter