



Toolkit for Issuer Outreach to Consumers About Forms 1095-A



Overview for Issuers

*Presented by: Center for Consumer Information
and Insurance Oversight (CCIIO)*

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The information provided in this presentation is not intended to take the place of the statutes, regulations, and formal policy guidance that it is based upon. This material summarizes current policy and operations as of the date it was uploaded to REGTAP. Links to certain source documents may have been provided for your reference. We encourage persons taking the course to refer to the applicable statutes, regulations, and other interpretive materials for complete and current information

<https://www.regtap.info/FFENR.php>

Agenda

- What is Form 1095-A?
 - Types of Forms 1095-A
- Impact on consumers
- How issuers can help
- How the *Toolkit for Issuer Outreach to Consumers about Forms 1095-A* can help
- Benefits to issuers
- Additional CMS support for issuer outreach to consumers
- Resources
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What is Form 1095-A?

- Form 1095-A is tax form (like a W-2) that the Marketplace sends to consumers
- Form 1095-A provides consumers with information about their health coverage costs, including pediatric dental coverage, so they can:
 - File their taxes
 - Reconcile advance payments of the premium tax credit (APTC)
 - Claim the premium tax credit (PTC)
- Consumers need the information on Form 1095-A to complete Form 8962
 - Consumers must complete Form 8962 and file it with their tax return if they want to claim the PTC or if they received premium assistance through APTC (consumers are required to file a tax return)
- Form 1095-A will not be generated for Marketplace consumers who were enrolled in catastrophic plans, dental-only coverage, or received an exemption and did not enroll in QHP coverage

Types of Forms 1095-A

- Every January, CMS generates initial Forms 1095-A for the prior plan year and sends them to consumers.
- Enrollment data corrections submitted by issuers after initial Forms 1095-A are generated, particularly delayed corrections, could trigger a corrected or voided Form 1095-A, and thus may warrant communications to consumers.

Initial Forms 1095-A

The initial/ original version of Form 1095-A created for that plan year, which precede all subsequent versions of the form

Corrected Forms 1095-A

Updated versions of Form 1095-A, which are sent to consumers if there is an error on the initial Form 1095-A

Void Forms 1095-A

Updated versions of Form 1095-A, which are sent to consumers if the policy associated with the Form 1095-A is cancelled

Types of Forms 1095-A, continued.

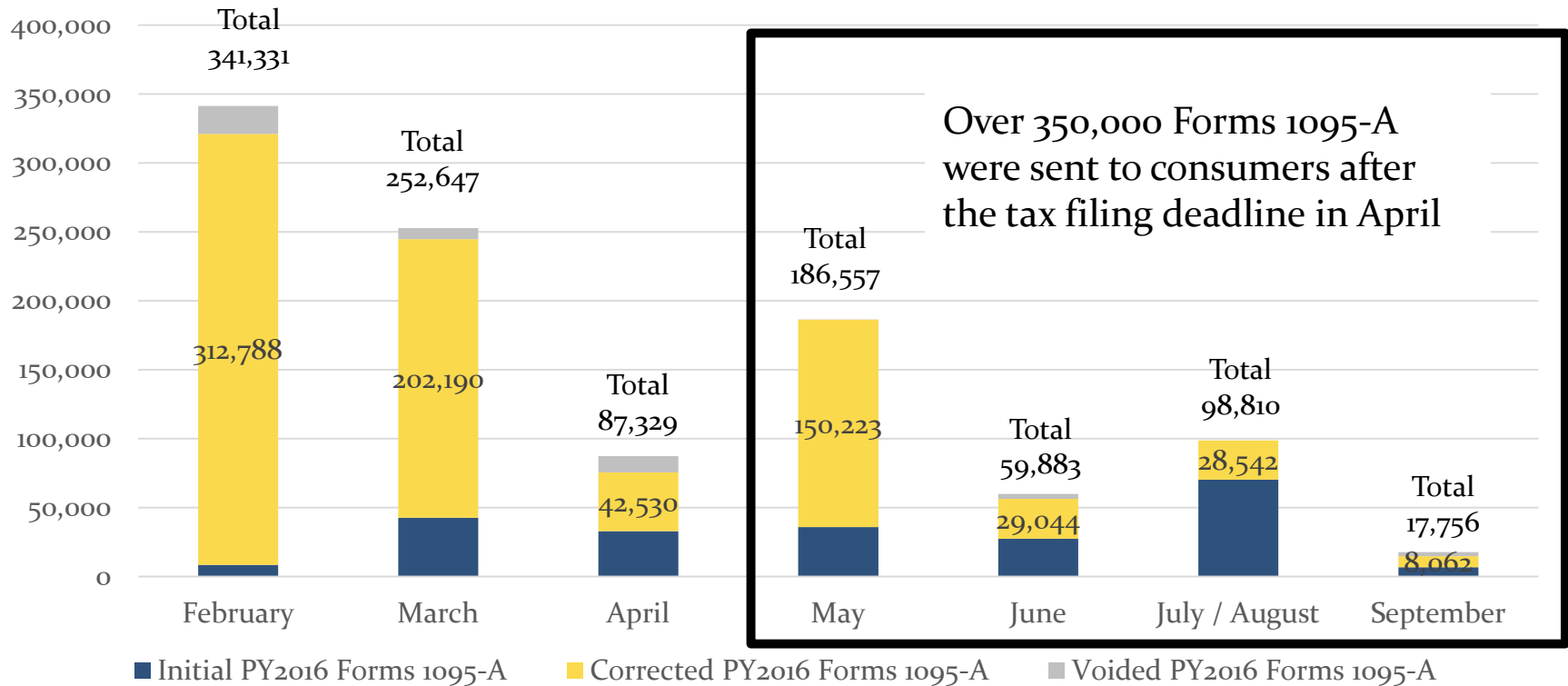
Impact on Consumers

- In most instances, consumers do not know:
 - To expect a corrected or voided Form 1095-A.
 - That receiving a corrected or voided Form 1095-A requires them to amend their Federal income tax filings for the year affected if they receive the corrected or voided Form 1095-A after they have already filed their Federal income tax return.
- ▶ If individuals receive corrected Forms 1095-A, they may:
 - Need to request an extension for filing their Federal income tax return.
 - Be required to file an amended Federal income tax return.
 - Be delayed in receiving their Federal income tax refund (which many individuals rely upon each year).
 - Need to pay back money received for their Federal income tax refund that was based on their initial Form 1095-A. For example, if an individual is required to file an amended Federal income tax return, and their corrected Form 1095-A changes their Federal income tax liability, they may owe money to the Internal Revenue Services (IRS).

It is important to remember that **Forms 1095-A impact individuals' Federal income tax liability**, and thus individuals may be very eager to know if they should expect a corrected Form 1095-A.

Over 750,000 PY2016 Forms 1095-A Have Been Sent to Consumers Due to Issuer Initiated Updates

PY2016 Forms 1095-A Generated Due to Issuer Initiated Updates



How Issuers Can Help

Issuers can Mitigate Impacts on Consumers by Submitting Accurate Data Before the Creation of Initial Forms 1095-A in January

- If an issuer submits an update to enrollment data for a prior year via IC834, RCNI files, or ER&R disputes, the updated enrollment data will be processed and applied to the FFM database. If the update is submitted and applied to the FFM database before initial Form 1095-A generation in January, then the data will be reflected accurately on individuals' initial Forms 1095-A and no outreach to individuals is needed.
- However, if the update is submitted and applied to the FFM database after initial Form 1095-A generation in January, then CMS encourages issuers to conduct outreach to individuals as the FFM will automatically generate corrected Forms 1095-A during the next FFM Form 1095-A correction cycle.

To ensure accurate data is reflected on initial Forms 1095-A in January and prevent the triggering of corrected and voided Forms 1095-A, issuers should submit all appropriate updates by the following dates:

- **IC834 transactions by December 31.**
- **Reconciliation updates on the November RCNI file.**
- **ER&R disputes by December 20.**

How the Toolkit for Issuer Outreach to Consumers About Forms 1095-A can Help

- CMS has developed the *Toolkit for Issuer Outreach to Consumers about Forms 1095-A* to help Federally-facilitated Marketplace (FFM) issuers better communicate to their customers the link between enrollment data updates and Forms 1095-A.
- This toolkit provides resources to support issuers with communications to individuals who will receive corrected or voided Forms 1095-A as a result of certain enrollment data updates that issuers submit to the FFM.

Toolkit resources include:

- A background section with details about when an issuer update will trigger a corrected or voided Form 1095-A and how individuals are impacted.
- Sample issuer call scripts which issuers can use when calling individuals.
- Sample issuer outreach letters which issuers can use as a template for written communications to individuals.
- Frequently asked questions (FAQs) on issuer outreach to individuals.

Outreach to Consumers Benefits Issuers

- If issuers conduct outreach to consumers, it will:
 - Mitigate the potential of increased call volume on issuers' Customer Services Call Centers.
 - Reduce issuers' Health Insurance Casework Systems (HICS)-related workload and case complexity.
 - Improve customer relations by helping to alleviate concerns and confusion and preparing individuals to take action when they receive a corrected or voided Forms 1095-A.

Additional CMS Support for Issuer Outreach to Consumers

- To help issuers fully realize the impacts on consumers and why its so important to conduct outreach about corrected Forms 1095-A, CMS plans to:
 - Share metrics with issuers on a monthly basis regarding the number of Forms 1095-A that are generated as a result of all issuers' updates.
 - This will be shared on monthly technical calls and reflect metrics at the all-issuer level.
 - Additionally, issuer-specific data will be shared directly with AMs.
 - These metric may be included in standing check in calls with issuers.

Resources

- The *Form 1095-A Toolkit for Issuer Outreach to Individuals* is available on Zone here:
https://zone.cms.gov/system/files/documents/toolkit_for_issuers_form_1095-a_final_clean.pdf
- Issuers are encouraged to review the *Form 1095-A Toolkit for Issuer Outreach to Individuals* and reach out to their Account Managers if they'd like additional support with consumer outreach. This support might include:
 - Help refining or creating new template scripts and letters;
 - Help with enrollment data submission processes; and/or
 - Technical support calls.