

# COMPLETE ACA SUPPORT SERVICES WITH PERSONALIZED ASSISTANCE START-TO-FINISH.

## LEADING THROUGH CHANGE

*Add a first-class experience to our best-in-class technology with Health e(fx) Managed Services.*

Enhance your automated ACA solution with the personalized support of Health e(fx) Managed Services. Available as an additional option to your Health e(fx) solution, our Managed Services expand ACA automation into a full service solution that keeps your company in compliance.

With Managed Services, your company is assigned an Account Manager who is trained on all aspects of your benefits plan and up-to-date on all ACA requirements. With Health e(fx) Employee Call Support, your employees have access to an Account Manager who can answer questions and help employees understand their Forms 1095. More importantly, your Account Manager is a valuable point of contact for your organization, helping you manage your ACA compliance and reporting requirements to help reduce penalty risk.

### Health e(fx) Delivers Cloud-Based Solutions for ACA Compliance.



Eligibility and Affordability



Reporting and IRS Submission



Auditing and Alerts



Analytics and Forecasting



Ongoing Data Management

[healthefx.us](http://healthefx.us)

888-963-9174

[sales@healthefx.us](mailto:sales@healthefx.us)

# EXPERIENCE CONCIERGE-LEVEL SUPPORT. HEALTH E(FX) MANAGED SERVICES.

## Employee Call Support

All participating employees who receive a Form 1095 are given an 800 number that connects them with a Health e(fx) Account Manager.

A Health e(fx) Account Manager is trained on all aspects of your benefits plans and is prepared to answer any questions your employees may have, such as:

- What is the Form 1095 and New Hire Marketplace Notice?
- Is my coverage listed correctly?
- Can you resend my Form 1095 and/or New Hire Marketplace Notice?

## Marketplace Subsidy Notice Reconciliation

Your Account Manager will deal directly with the appropriate healthcare exchange to defend your company within the timelines/deadlines imposed by the exchange should you receive a subsidy notice.

## New Hire Marketplace Notice Or Form 1095 Replacement

An employee needing a New Hire Marketplace Notice or a Form 1095 replacement should call the 800 number assigned to your account. Your Account Manager will resend the notice or form as requested.

## Form 1094/1095 Correction

Have a Form 1094 B/C or Form 1095 B/C that needs correcting? Your Account Manager is able to make the necessary corrections and resend the corrected Form 1094 to the IRS or the Form 1095 to your employees.

## IRS Penalty Defense/Appeal Support

With Managed Services, your Health e(fx) Account Manager will be there to assist you if you are notified of an ACA penalty. Upon contact by the IRS, Health e(fx) will promptly undertake research and resolution of the issue, involve the employer on all decision making and assist the employer during the appeal process.

## Compliance Support

What if you have questions regarding ACA compliance, your compliance solution or your Forms 1094/1095? What about questions related to codes or data? Your Account Manager is able to review the details, files and data to get you answers. Consider your Account Manager a subject matter expert on the ACA and your account; they are there to answer your questions as they arise.

## File Management Support

Your Account Manager will actively manage your data loads and help you solve your ACA compliance and reporting requirements monthly. Your Account Manager helps you monitor the 95% rule and fix any critical alerts that show up on your dashboard. Once an alert has been resolved, your Account Manager will ensure your data files are uploaded successfully.

---

[healthefx.us](https://healthefx.us)

[888-963-9174](tel:888-963-9174)

[sales@healthefx.us](mailto:sales@healthefx.us)