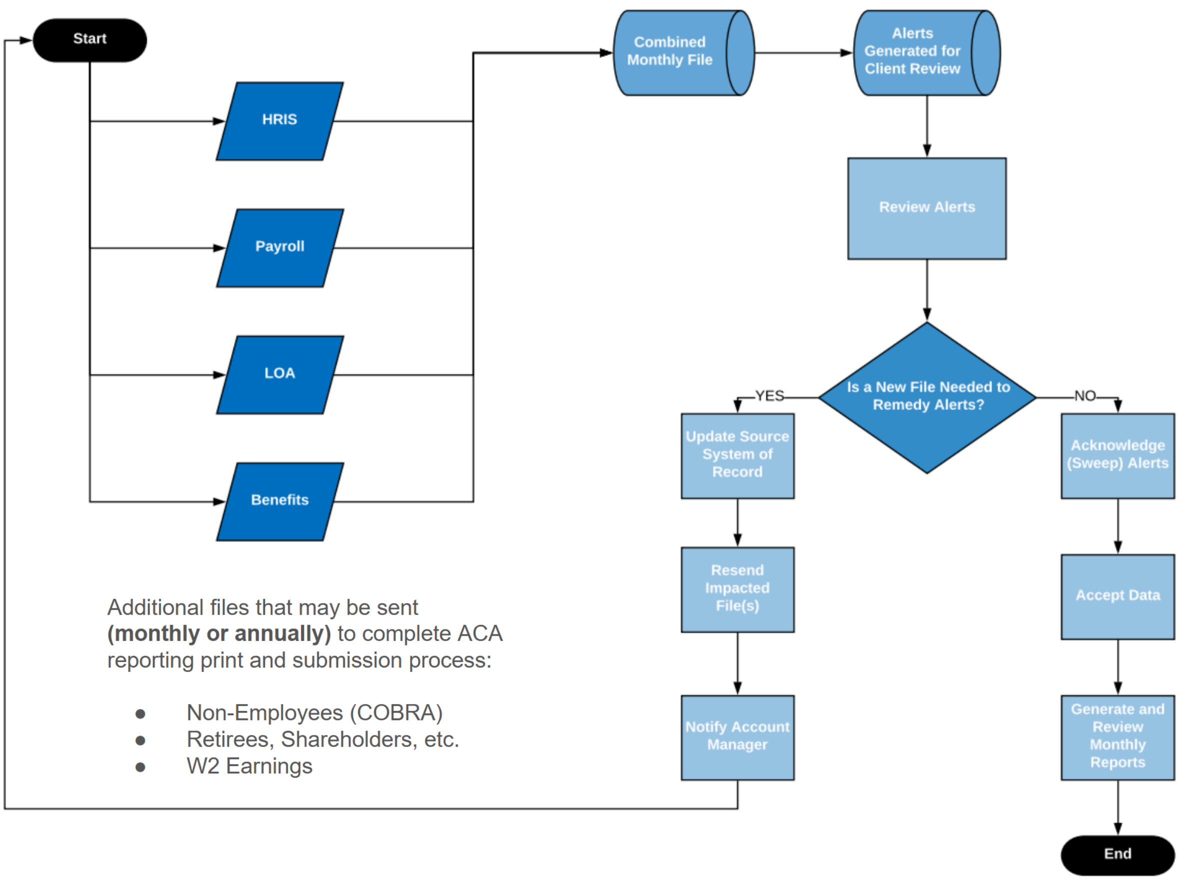
Client Training HQ

Managing Monthly Responsibilities

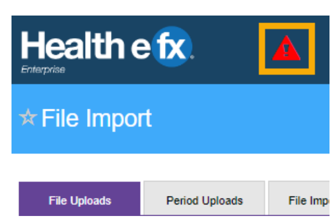
Loading Monthly Data

Monthly Data Load Process



Monitoring Data Load

Every month, your Health e(fx) system expects to receive a set of employee files including, but not limited to: Human Resource Info System (HRIS/Employee demographics), Payroll, Benefits, and Leave of Absence (LOA). The red triangle will appear when all expected files for a given month are loaded in the system.

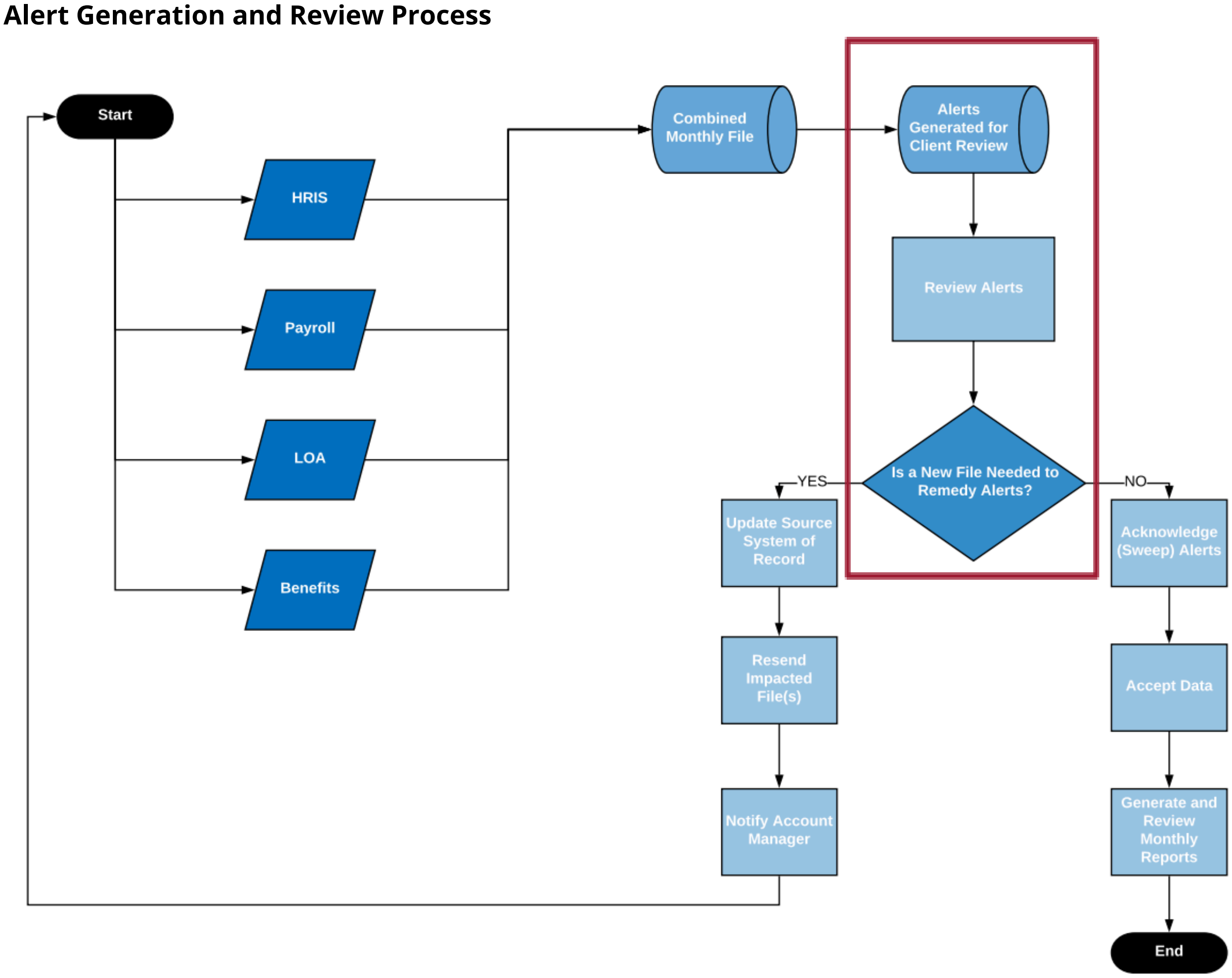


Images are examples and for information purposes only. They may vary across platforms and are subject to change.

Monthly Responsibilities	Rationale
Check to see which employee files have been loaded: **File Import > File Uploads > Employee File Uploads.**	All employee files must be loaded (with expected row counts) to complete the monthly data set. Once all files are received, data combines to create aggregate employee records. Contact Support, support@healthefx.us, for assistance in resolving Critical Source File Alerts.
If applicable, verify whether dependent and/or non-employee files have been loaded: **File Import > File Uploads > Dependent File Uploads and Non-Employee File Uploads.**	Missing dependent and non-employee files do not prevent employee files from combining, but they do affect Forms 1095-C and Forms 1095-B.

Reviewing Alerts and Accepting Data

Alert Generation and Review Process



Understanding Alerts
Once all monthly employee files are received, alerts generate when your Health e(fx) system identifies data that does not conform to configured or regulatory tolerance levels.

Monthly Responsibilities	Rationale
Review alerts in order of severity. Start with Critical Alerts: **File Import > File Alerts**	Critical alerts require immediate action, because they prevent employee data from combining. Contact Support at support@healthefx.us to determine the most appropriate action to resolve Critical Alerts.
Review and sweep non-critical alerts: **File Import > Alert Detail**	After reviewing alerts, sweeping them acknowledges that you are comfortable with the alert itself and/or the steps you've taken to resolve the alert going forward.

Alert Level Definitions

- **Critical:** Critical alerts trigger due to source data validation issues that have impending penalties under ACA regulations or due to data integrity issues that will compromise the data being loaded. Critical alerts prevent monthly data from combining and must be remedied in source systems.

- **Action Required:** Action required alerts generate due to data issues that need to be resolved prior to reporting. Monthly data can be accepted without impacting other functions within the system.

- **Action Recommended:** Action recommended alerts require mitigating action, but do not prevent the system from functioning as expected.

- **Informational:** Informational alerts generate for data a company may wish to monitor over time.

Alert Management Steps

- **Alert Identification:** Who is affected by the data issue?

- **Alert Investigation:** Why did the alert trigger?

- **Alert Action:** What steps are needed to prevent the alert from triggering in the future?

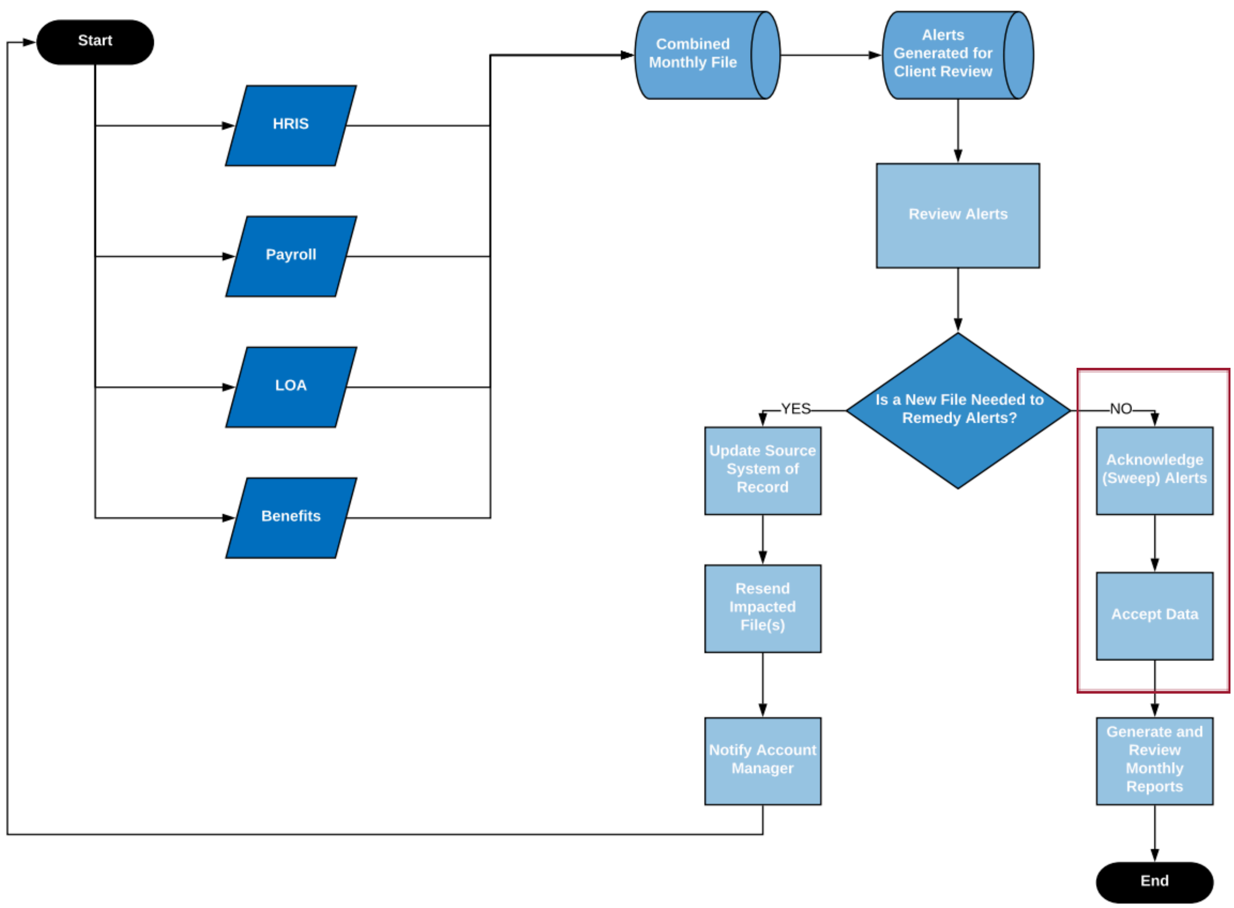
  If critical alerts are present, contact Support at support@healthefx.us for the most appropriate action to resolve.

- **Alert Acknowledgment:** Am I comfortable with this alert?

Note: Click the **broom** icon next to the alert to clear the alert. Clearing an alert acknowledges the alert has been reviewed.

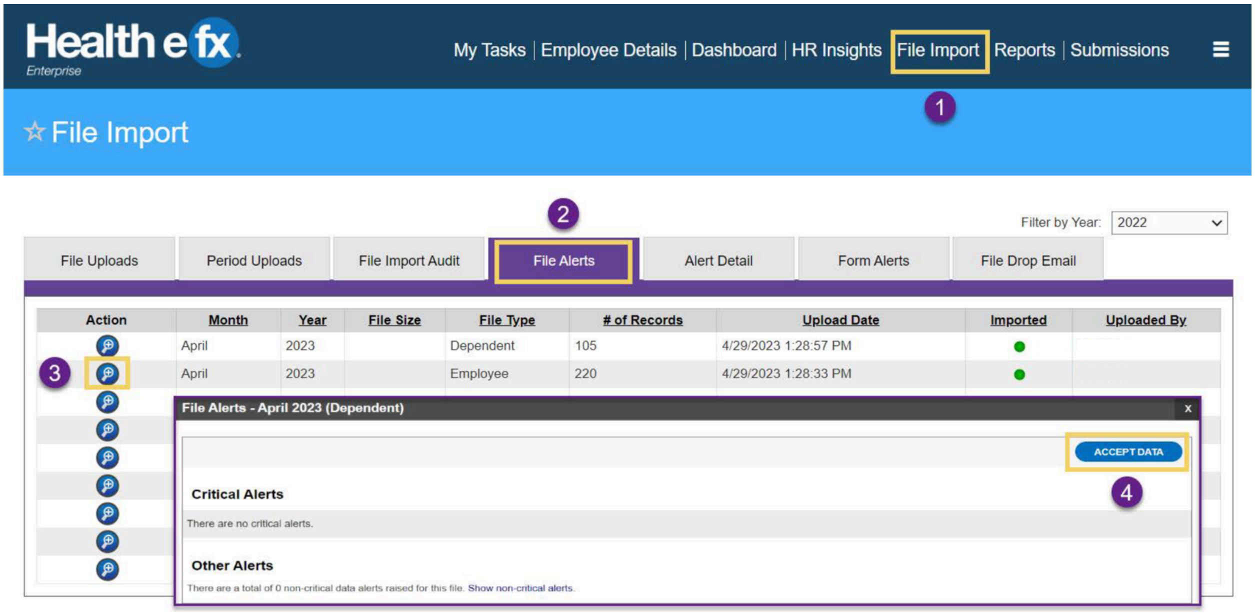
*If critical alerts are present, contact Support at support@healthefx.us

Alert Generation and Review Process



Accepting Monthly Data
After you've addressed any critical alerts, reviewed, and swept your alerts, accept the data into your Health e(fx) system.

Monthly Responsibilities	Rationale
Accept monthly data into your Health e(fx) system: **File Import > File Alerts > Accept Data**	Monthly data must be accepted to view updated employee information, including Forms 1095 in **Employee Details** and to run monthly reports. The best practice is to accept files in the following order: **Employee > Dependent > COBRA (if applicable)**



Reviewing Penalty A and Penalty B Risk

After you've accepted data and processing is complete, proceed with additional reviews of data integrity and impact to Penalty A and Penalty B. It is beneficial to allow overnight processing to occur after you have accepted data, before reviewing, updating, or modifying data.

- **File Import Audit Totals:** Are totals expected and consistent with prior months?

- **Dashboard:** What are the specific details of current Penalty A and Penalty B risk based on the most recent month of accepted data?

- **Manual Offer of Coverage Corrections (MOCC) Page:** Are there employees who can be resolved now through updates via the source data files and/or on the MOCC page to ease reporting season efforts?

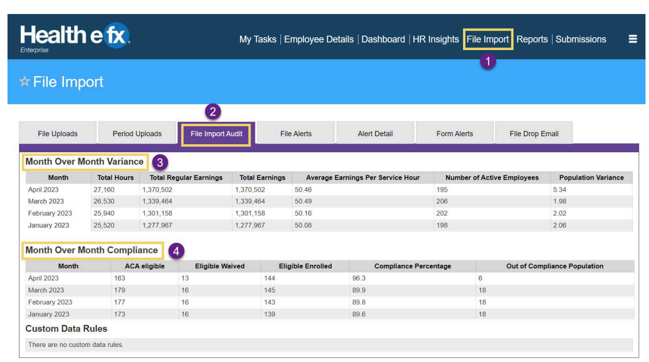
  Note: If results on any of the above mentioned pages are unexpected, please contact Support for additional assistance in reviewing and investigating potential data issues.

File Import Audit

The **File Import Audit** tab, on the File Import page, allows users to review imported employee data for any unexplained discrepancies. File import details display in the following tables:

- Month Over Month Variance

- Month Over Month Compliance

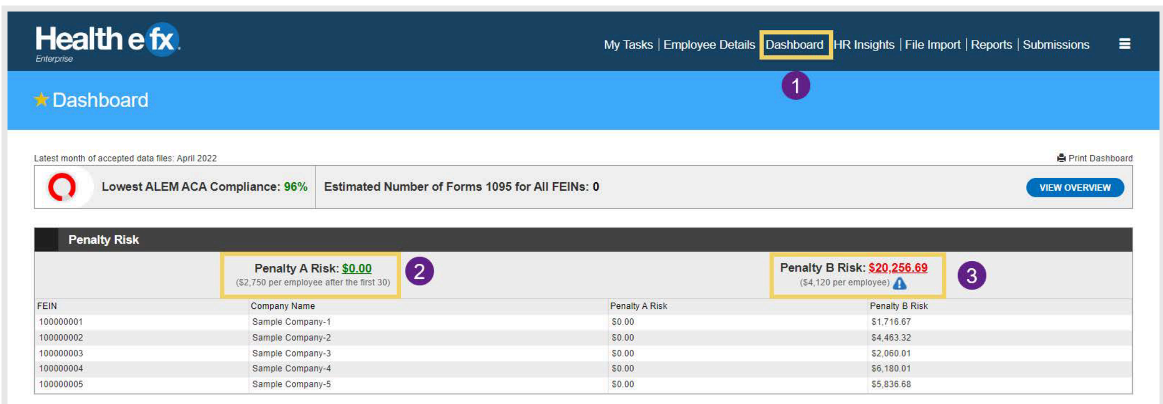


Dashboard

The dashboard provides a current overview of risk for Penalty A and Penalty B based on the latest month of accepted data. Access reports via the hyperlinks to review the current risk for:

- **Penalty A Fines**
    - FEINs not offering coverage to 95% or more of their eligible population.
- **Penalty B Fines**
    - Employees posting potential risk for Penalty B due to accessing the Individual Marketplace and receiving a Premium Tax Credit (PTC).

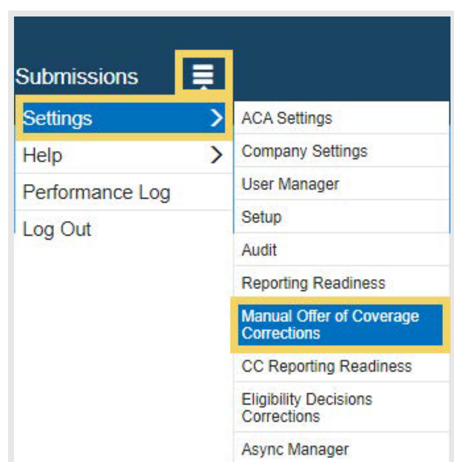
Note: A and B Fine Penalties are assessed each month per FEIN.

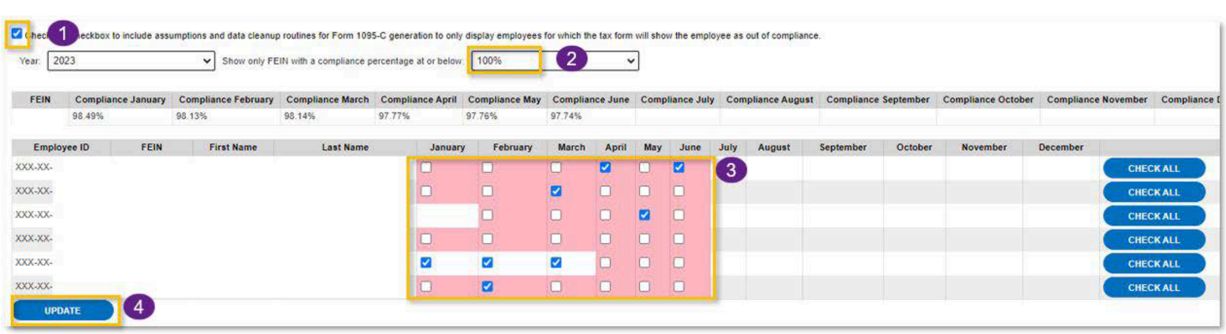


Accessing the Manual Offer of Coverage Corrections Page

The Manual Offer of Coverage Corrections page allows for review and update of employees posing a risk for Penalty B.

- Check the check box to include assumptions and data clean-up routines. Adjust the compliance percentage to 100%.
- Check the appropriate months for which documentation can show that an employee was offered coverage and waived.
- Click **Update** at the bottom of the page to allow changes to be reflected in the system (may require overnight processing).





Accessing the Manual Offer of Coverage Corrections Page
While the Manual Offer of Coverage Corrections page allows corrections to historical "waive" records, additional action may be required to resolve impacted employees on an ongoing basis.

- Correct or update the source data file to ensure ongoing updates are not required for the same employee.
- If manual corrections are required to any portion of the Employee Form 1095, they can be completed in Employee Details.
    - Manual form corrections should be made in the most current version of Federal Form 1095.
    - Data reloads can erase manual corrections from the system. Confirm no reloads required before making manual corrections to employee forms.

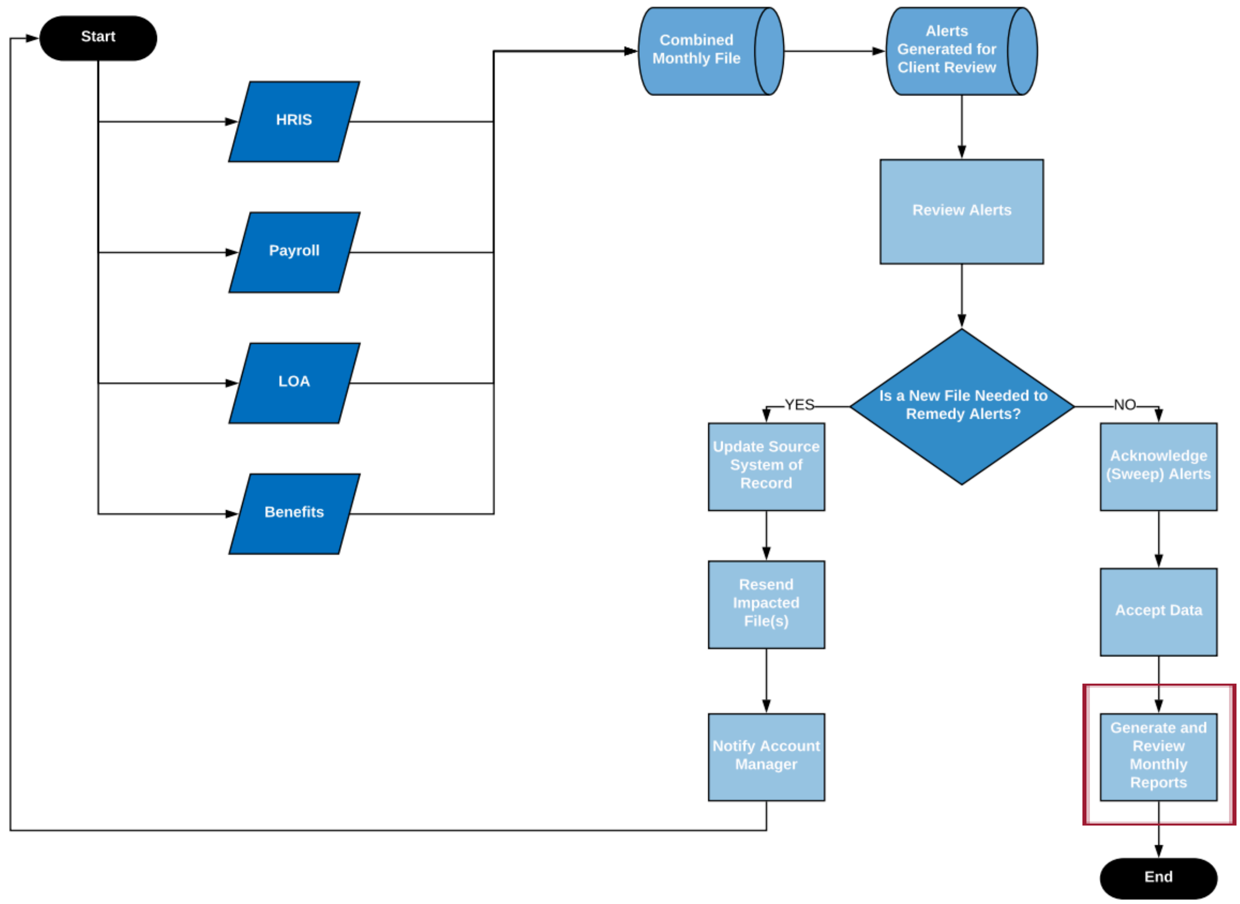
Navigating Employee Records

Employee Details contains aggregated records, which includes all active and inactive employees who have been sent in your HRIS files.

Item	Header Name
Measurement graphs	Measurement Status
Benefits information	Benefits
LOA information	Employment
Dependents information	Medically Covered Dependents
Payroll data	Source Data
An updated Form 1095-C	1095-C Most Recent Tax Year Form
ACA eligibility calculations	Measurement Status Eligibility Decisions

Running Monthly Reports

Report Generation Process



Note: Reports that use the SSN as the employee identifier will automatically have the SSN masked by the system. Individual users may be set up to unmask the SSN by turning on the Multi-Factor Authentication (MFA) within the system (See User Guide, pg 86-87 for setup).

Newly Eligible Employees this Period
Who is on the report? New hire groups who have worked 130 hours or more per month, and require an offer of coverage:

- Full-time, newly-hired employees measured each month using lookback measurement.
- New variable employees who completed their initial measurement period in the current month.

About the Report	Benefits
The current month's report shows employees who require an offer of coverage because they are ACA eligible.	This report makes offers of benefits coverage.
You should be offering benefits to all employees on this report.	This report to check against any offers you made for the month.

Newly Ineligible Employees this Period
Who is on the report? Employees exiting an eligible stability period and are entering a new stability period for which they have been deemed part-time (non-ACA eligible).

About the Report	Benefits
Includes employees who completed a measurement period and measured part-time by ACA standards – less than 130 hours per month – and can be dropped from benefits coverage without penalty.	Used to help manage benefits costs to the employer.
Does not include employees who transitioned from full-time to part-time status and began monthly measurement as a result.	

Eligible Employees with No Plan Offer
Who is on the report? Following groups of employees who do not have an ACA offer of health coverage in Health e(fx):

- Employees classified as full-time new hires and working ACA full-time hours for the month
- New hires who are company eligible
- Employees measured eligible and in a standard stability period
- Employees measured eligible and in an initial stability period
- Employees in a wait period after having been determined ACA eligible
- Employees measured eligible under the Monthly Measurement Method

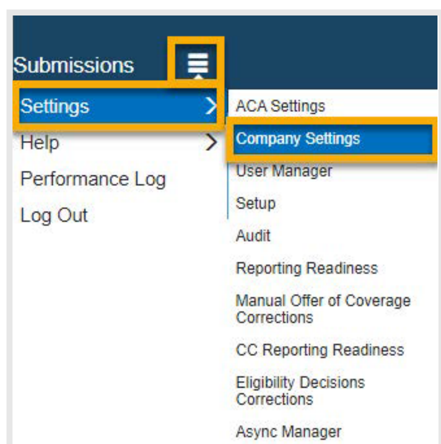
About the Report	Benefits
To work with the report reactively, filter the **In Wait** column to "no."	Any employee who is no longer in a wait period and has a planned start date in the past is negatively affecting compliance. Work with this list to take corrective measures.
To work with the report proactively, filter the **In Wait** column to "yes."	Any employee who is still in a wait period and has a planned start date in the future is anticipating an offer of coverage. Work with this list proactively to make offers of coverage.

New Hires in Measurement - Not Offered Coverage - Trending Eligible
Who is on the report? Newly hired, non-terminated variable employees currently in their initial measurement period and currently trending ACA eligible, have not been offered health coverage.

About the Report	Benefits
To run the report, set the **Work Hour Percentage** to less than 100% (i.e. set to 90%).	This report is used proactively to capture employees who are or are trending to be ACA eligible; therefore, they will need to be offered coverage.
Export the report to Excel and sort by the **Measurement Pd. Remaining as of** column.	By monitoring variable employees by the number of months remaining in their initial measurement period, you can anticipate offers of coverage.

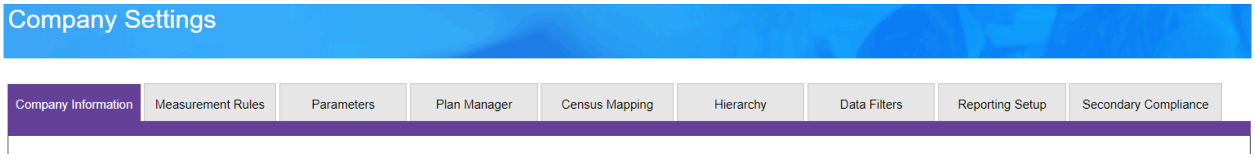
Additional Features and Resources

Company Settings
Company Settings are configured during implementation. Changes are not recommended, but can be completed by the Support team at support@healthefx.us if there are updates to:



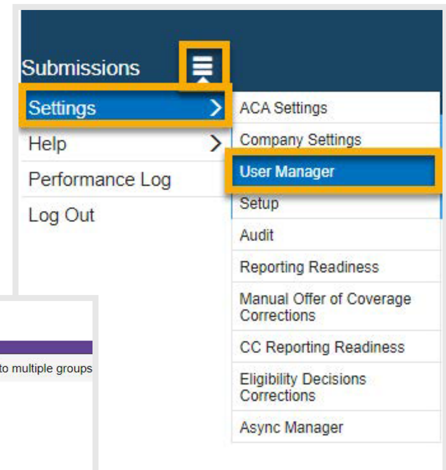
- Measurement rule set up
- Plan Manager updated each plan year with employee and employer monthly health benefit contributions
- Company eligibility requirements
- ALE makeup (i.e. acquisition, divestiture, EIN changes)

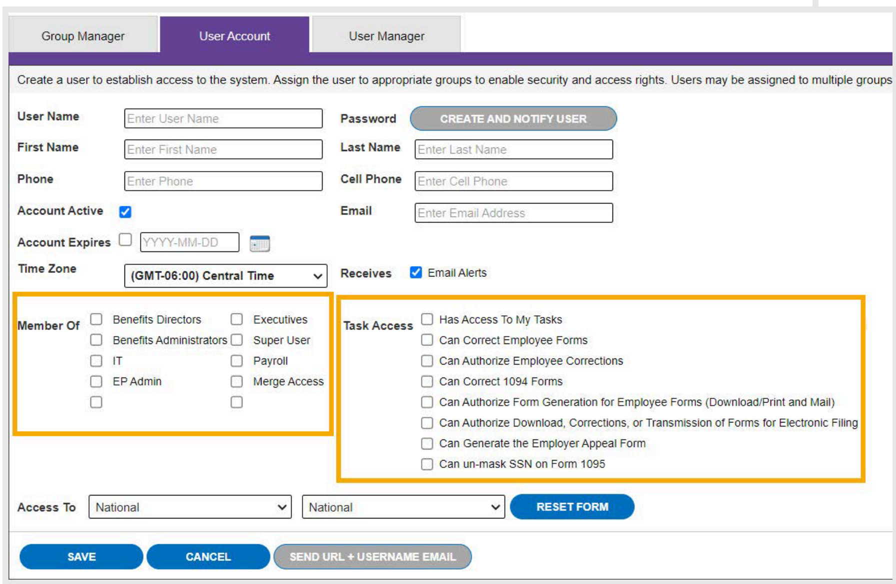
  Note: Review the company information on all FEINs that are scheduled for ACA reporting. Update settings when an orange **Edit FEIN Settings** button notes a new FEIN introduced in the monthly data files.



User Manager

- Delete/edit Permissions on the User Manager page.
- Add/organize your team by viewing Permissions on the User Account page.

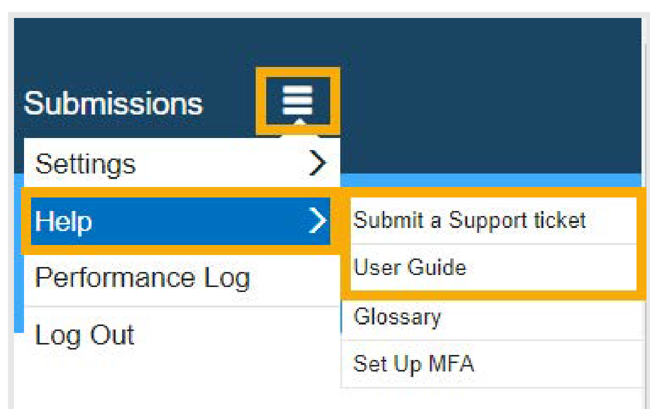




Help Menu and User Guide

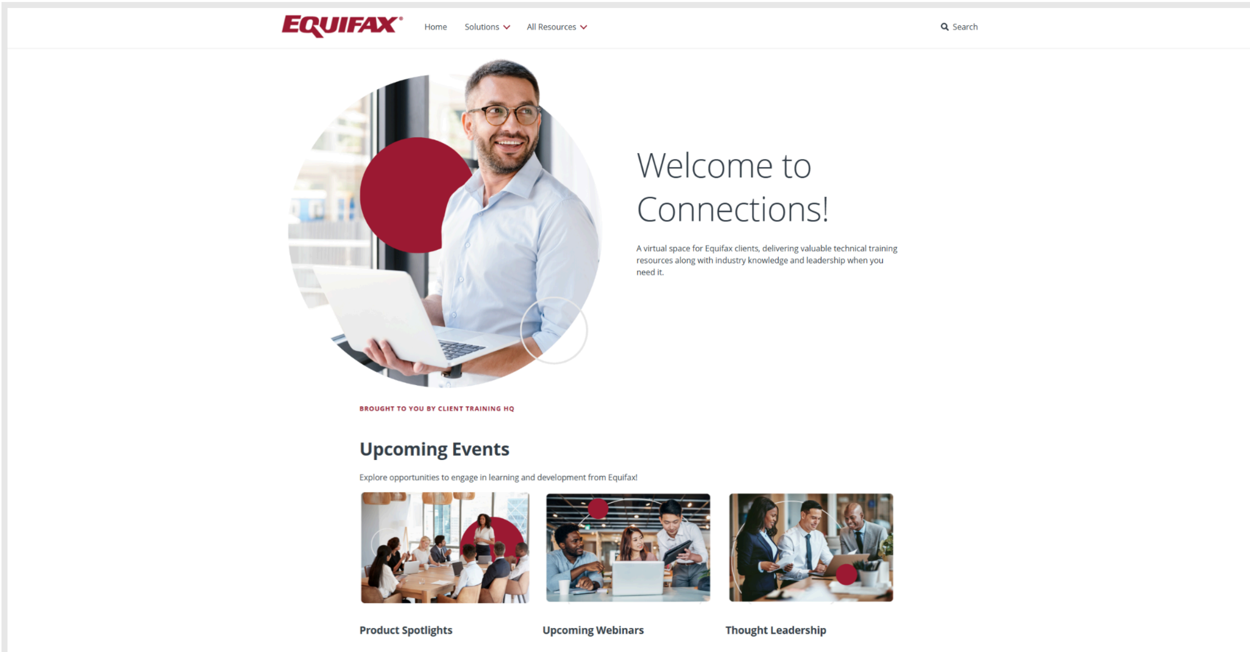
Access the Health e(fx) Help menu by clicking the **main menu** icon in the upper-right corner of the screen. Help menu resources:

- The ability to submit a support case on the “Submit a Support” ticket page.
- User Guide



Training Resources

Our Connections site contains our live and on demand resources available for you to use.



Note: If this is your first time logging in, you will be asked to provide registration details.

Technical Support

You can email Technical Support at support@healthefx.us for technical assistance. In some cases, clients are contracted for a Product Success Manager, who they can reach out to as well. Support can offer assistance with:

- Logging in to the system.
- Investigating eligibility and data quality issues for your employees.
- Running reports.
- Confirmating file and data processing.

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.