ACA Maintenance Notifications

The ACA Module can be set up to send email notifications when specific scenarios occur. Depending on the notification type, different actions may need to be taken to resolve.

ACA Calculation Issues

ACA calculation encountered a problem with # employee. To review the issues, open the most recent ACA Engine ticket.

Ongoing Payroll Hours Missing

ACA ongoing payroll is late. The last payroll we received covered through [date]. It has been # days since we received payroll. Your daily notification starts # days without payroll. There are currently # periods that have finished measurement but can't be completed/locked without this payroll data.

Benefit Eligibility via ACA Measurement

Event Name: ACA Enrollment

An employee has been identified as gaining eligibility due to ACA measurement. Log into PlanSource to review the employee record and take the necessary action.

Benefit Ineligibility via ACA Measurement

Event Name: ACA Termination Warning

An employee has been identified as losing eligibility due to ACA measurement. Log into PlanSource to review the employee record and take the necessary action.

ACA Calculation Issues

Each night, the ACA engine will run in order to identify any changes made to an employee and calculate each employee's ACA measurement status. This process will generate a report of errors for specific scenarios which need to be reviewed in order to ensure that the ACA engine can run accurately.

To View the ACA Calculation Ticket:

- Access the "**Ticket Center"** in PlanSource.
- Look for the ticket that states "**ACA Calculation is Complete"** in the summary column.
- Select "**Details"** and then **"Open"** the spreadsheet attached to the ticket.

Once you have the Spreadsheet Opened:

- Scroll to the right of the opened spreadsheet to view the description of the error.

The most common error messages are listed below with additional detail on any necessary correction steps:

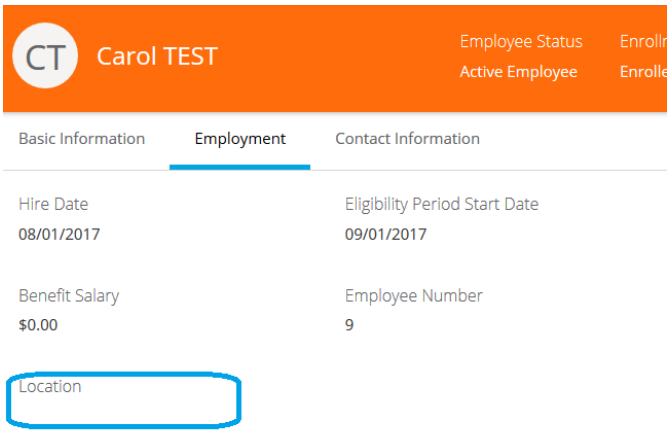
- Subscriber did not map to an FEIN
- Subscriber Reclassified
- Hire date is after Termination Date

Subscriber did not map into an FEIN

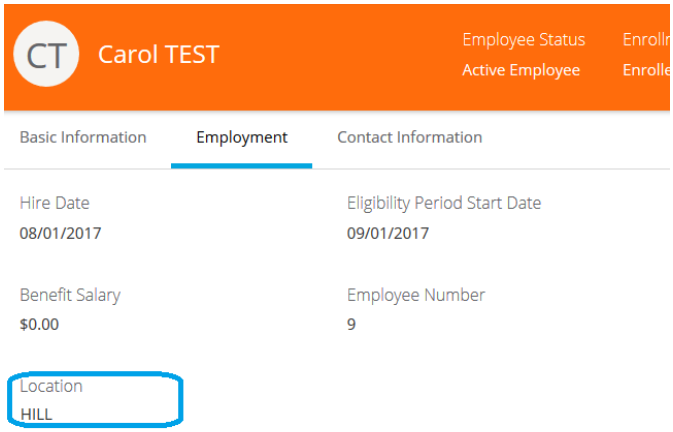
This error occurs when an employee's demographic record is missing or has invalid data for the field(s) which determine FEIN assignment.

- Navigate to the employee's record, and review their census data.
- Update the employee's record to reflect the correct information.

In the below example, the employee's FEIN was determined by their Location. However, the field had mistakenly been left blank.



The employee's census data was updated to reflect their correct Location, which corrected the error.



It is important to understand how your FEIN was setup during implementation. Location, Departments, Employee Type, as well as other fields may have been used to identify which employees belong to each FEIN.

Please contact your Administration team if clarification is needed regarding which demographic data determines FEIN, or if a new FEIN has been added to your company.

Subscriber Reclassified

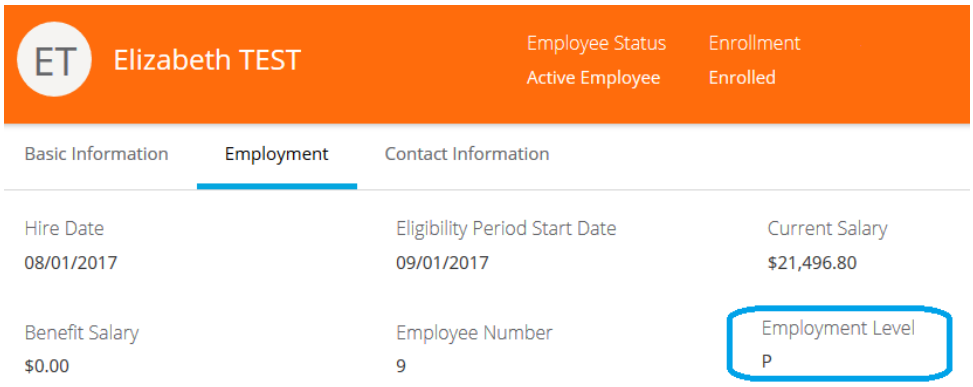
Reclassifications will appear on the ACA Calculation reports if an employee has experienced a change in status. For example, if an employee moves from Full Time to Part Time, they will appear as a reclassification.

- If the change to the employee's record was accurate; no further action is needed.

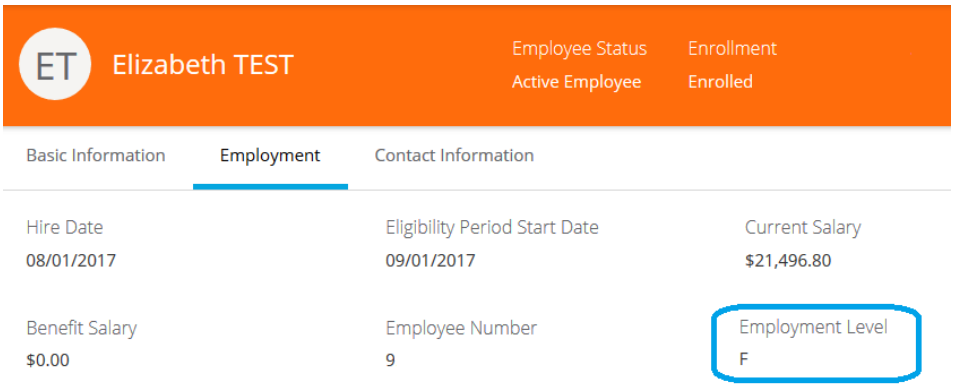
If the employee change was not accurate, then the employee's demographic record will need to be updated.

- Navigate to the employee's record, and review their census data.
- Update the employee's record to reflect the correct information.

In the below example, the employee's record was incorrectly updated to part time.



The employee's census data was updated to reflect their correct full time status, which will cause the employee to be correctly classified as Expected Full Time.

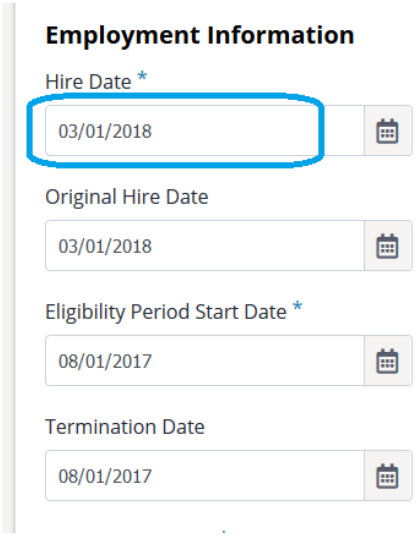


Hire Date is After Termination Date

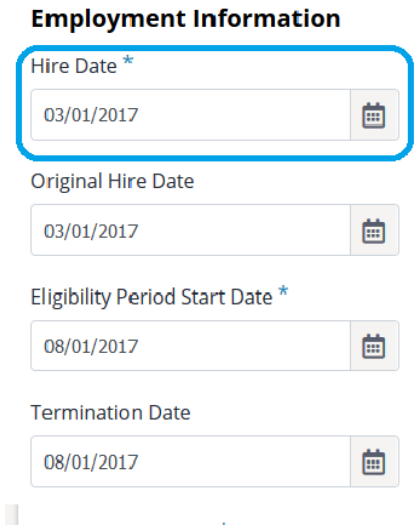
This error occurs when the record in PlanSource shows an employee's Hire Date as occurring after the employee was terminated.

- Navigate to the employee's record, and review their census data.
- Verify the employee's hire and termination dates in PlanSource to ensure that they are accurate. Be sure to correct the employee's record to reflect the correct information.

In the below example, the employee's hire date was entered as 3/1/2018, which caused the hire date to be later than their termination date. However, the employee was actually hired on 3/1/2017.



The employee's census data was updated to reflect their correct hire date, which corrected the error.



Ongoing Payroll Hours Missing

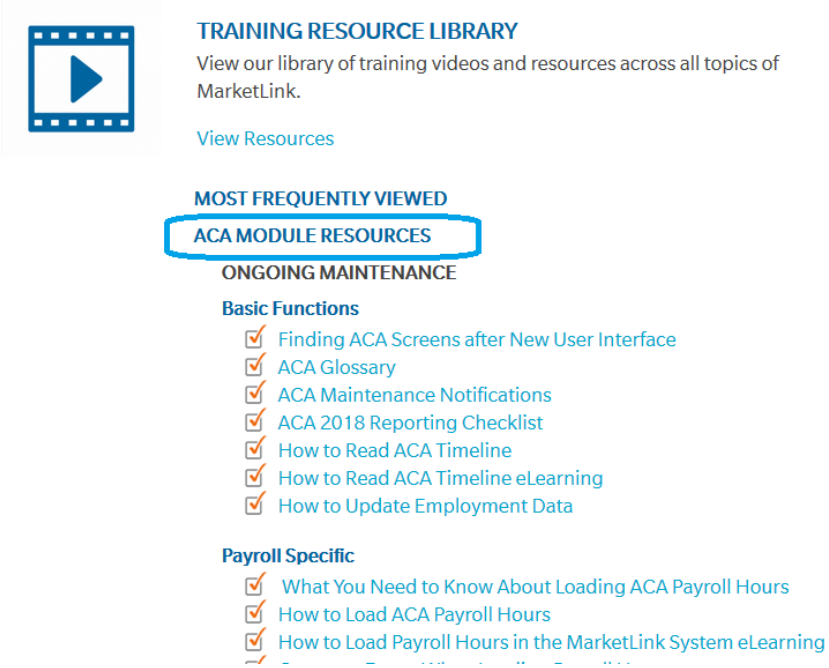
If you have received this notification, you have employees that require loading of the hours worked into PlanSource. The expectation is that the hours are loaded timely in order to accurately measure an employee's average hours worked for ACA.

- You will need to use the How to Load Retro Payroll Hours instructions located on the System Training & Resources website in order to update the missing hours.

If you need assistance on how to load hours ongoing, use the How to Load Payroll Hours instruction sheet, also located on the System Training & Resources website.

- Navigate to the **System Training & Resources** website, and scroll to the **Training Resource Library** heading.
- Select **View Resources.**

- Select **ACA Module Resources**. Select the appropriate training instructions.

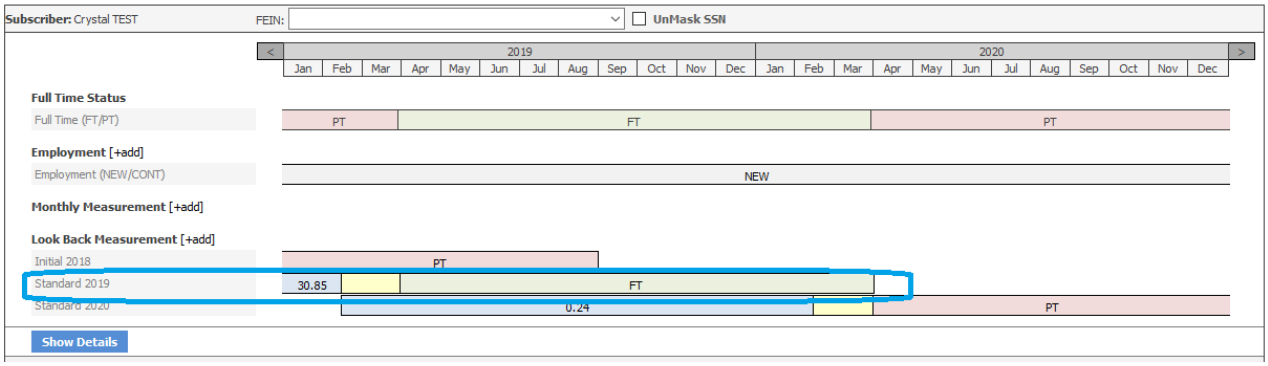


Please contact your Administration team for any additional questions.

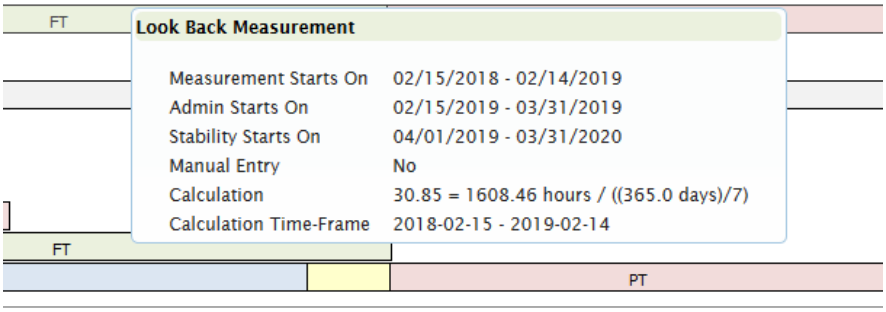
Benefit Eligibility via ACA Measurement

If you received this notification, there is an employee who is showing as averaging 30 or more hours within an ACA measurement. This employee is now considered benefit eligible due to ACA measurement, and action will need to be taken within PlanSource in order to open an enrollment window for the employee to enroll.

- Navigate to the employee's record, and review their **ACA Timeline** page.



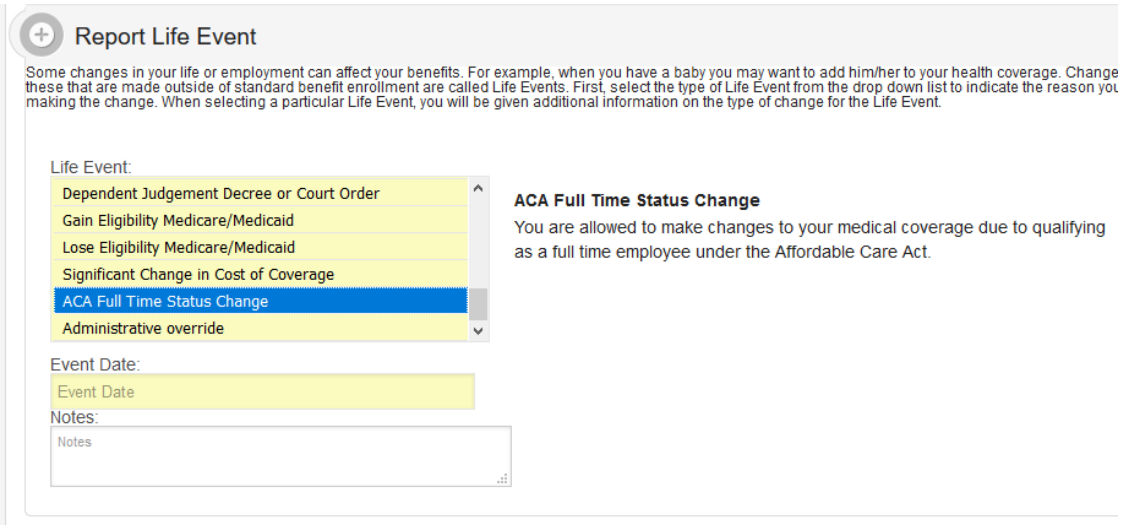
- Use your cursor to hover over the Look Back Measurement.



In this example, the employee has averaged over 30 hours in their measurement period, and is considered eligible for medical based on ACA starting 04/01/2019.

- In order to allow the employee to enroll into medical, a Life Event will need to be opened. From the employee's profile, open a new **Life Event**.

- Select the **ACA Full Time Status Change** life event option from the list.



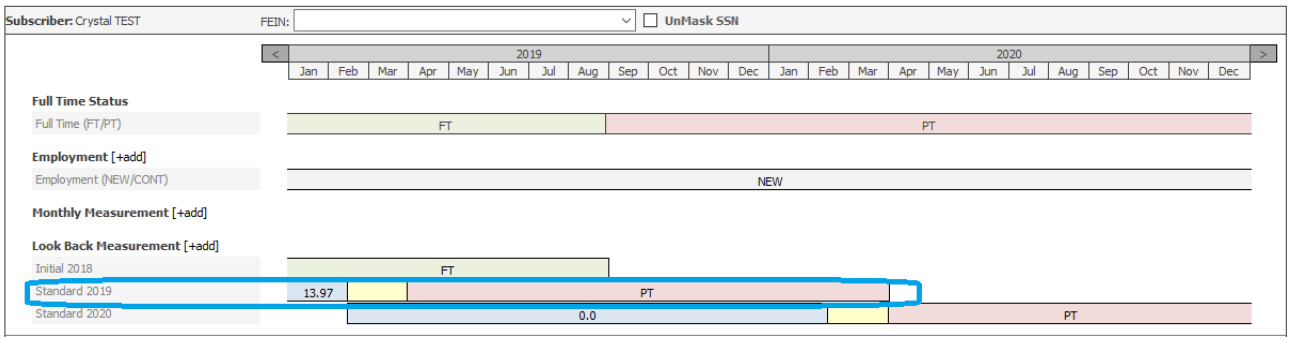
- The **Event Date** is the effective date determined by the Stability period. In this case, 04/01/2019. Select **Continue.**

The enrollment period is now open and the employee can enroll into medical and can be notified of their eligibility. Remember to approve Life Events per your standard approval process.

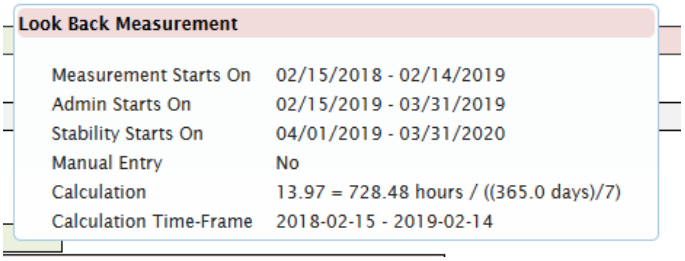
Benefit Ineligibility via ACA Measurement

If you received this notification, there is an employee who is showing as averaging less than 30 hours within an ACA measurement and their stability period is ending. This employee is no longer considered benefit eligible due to ACA measurement, and action will need to be taken within PlanSource in order to remove medical coverage.

- Navigate to the employee's record, and review their **ACA Timeline** page.



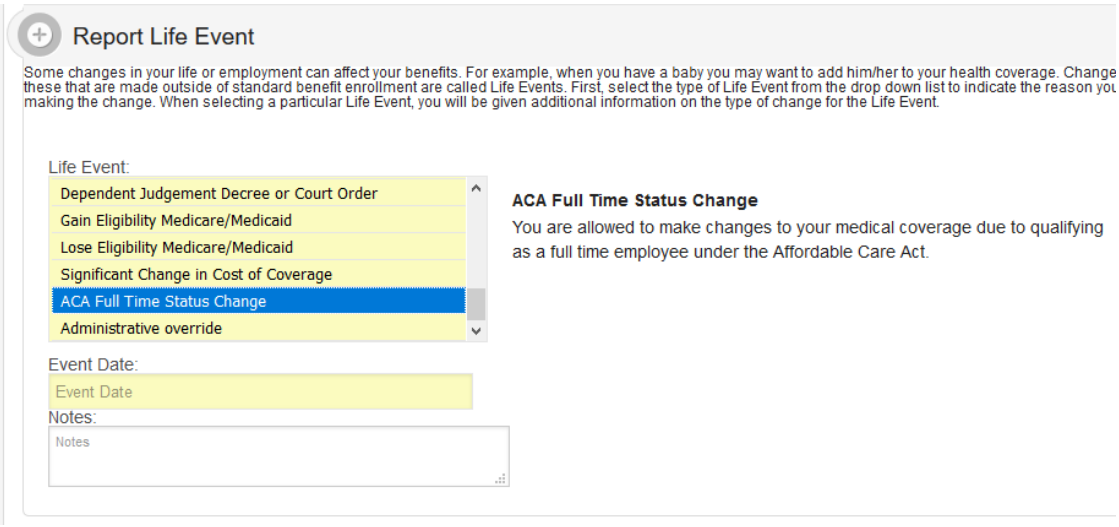
- Use your cursor to hover over the Look Back Measurement.



In this example, the employee has averaged less than 30 hours in their measurement period, and is considered ineligible for medical based on ACA starting 04/01/2019.

- In order to terminate an employee's coverage, a Life Event will need to be opened. From the employee's profile, open a new **Life Event**.

- Select the **ACA Full Time Status Change** life event option from the list.



- The **Event Date** is the effective date determined by the Stability period. In this case, the employee is losing eligibility for medical April 1st, so the coverage will be terminated 03/31/2019. Select **Continue.**

- Navigate to the medical plan and terminate the medical coverage.

The employee can now be notified of their ineligibility. Remember to approve Life Events per your standard approval process.