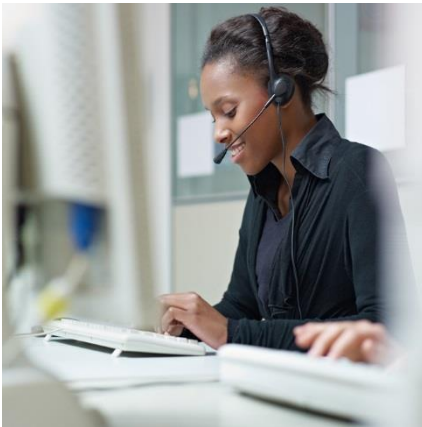


## Form 1095-B Management Solution

Mailing, filing and member support –  
all in one place.



### A Form 1095-B Solution Developed Just for Medicaid

- Single, automated solution for supporting the entire 1095-B process:
  - Information intake and IRS filing
  - Form generation and mailing
  - Dedicated customer support
- Addresses unique Medicaid challenges including varying enrollment times, retroactive eligibility changes, member churn and more
- Self-service option empowers members to view and print their forms online as well as request corrections or reprints
- Web-based software-as-a-service (SaaS) platform reduces risk, simplifies implementation and better prepares you for future updates
- Fully compliant with all ACA and IRS laws, rules and regulations

Dealing with Form 1095-B – the proof of coverage required by the Affordable Care Act – is a headache for Medicaid programs. Many filing and mailing systems aren't built for Medicaid and don't include member support or self-service. A new end-to-end approach can relieve administrative burdens, keep you focused on improving health and keep your members compliant.

The Affordable Care Act has introduced health coverage to millions of people – as well as many new requirements for Medicaid programs. The newest challenge is the Form 1095-B process. Health insurers are now required to file their members' coverage confirmation with the IRS and then provide members with a 1095-B coverage statement form.

The process seems simple on the surface, but it's much more challenging for Medicaid. Program members typically have variable coverage periods and require retroactive eligibility changes. This can be a problem for commercial 1095-B filing systems that can't accommodate this kind of flexibility. It increases the risk of filing errors and places extra administrative burdens on your operational staff.

What's more, these basic solutions often don't include an integrated customer contact center to respond to member questions. Because the tax forms are new, members often don't know what to do with them. Answering their questions also falls to your overworked staff, as does fielding requests for form reprints and corrections.

**If your resources are focused on 1095-B administration, then they aren't focused on serving your citizens. And that can mean less effective care and higher costs.**

Conduent modernizes the 1095-B process by bringing mailing, filing and member support into a single, automated solution. We've combined our decades of Medicaid knowledge and member contact support and the tax system expertise of Thomson Reuters into an end-to-end Form 1095-B management solution. It not only removes your administrative burdens of managing tax forms and filing; it also takes on the responsibility of helping your members get answers to their 1095-B questions.

We also make their lives easier with self-service options that empower them to take control of their forms. You can help them have a seamless, personalized experience with your program and less stress during tax time, something that translates into greater customer satisfaction and higher quality rankings.

### **Integration and Compliance at a Lower Cost**

Our Form 1095-B management solution is a Software-as-a-Service (SaaS) platform hosted in a secure data center and accessed through a standard browser. Because it's web-based, you avoid the need to buy, upgrade or manage any hardware or software. Future updates are delivered online directly, saving your program time and money.

Our approach also makes it easier for you to comply with all IRS as well as ACA regulations. Employer-based health insurance plans – and the solutions made for them – work with fixed, easily measured enrollment periods, coverage amounts and membership numbers. Our solution was developed with Medicaid's rules in mind, giving it the flexibility to accommodate members that move in and out of the program frequently, require retroactive changes to eligibility and are enrolled in other assistance programs. Because system updates can be delivered automatically as regulations evolve, you can adapt quickly to any future healthcare legislation or tax code changes to the 1095-B process.

### **Be More Responsive to Members**

It's one thing to support 1095-B generation and mailing. But what about responding to your members' questions? Few commercial tax reporting solutions include customer service support. When members unfamiliar with this new process need more information about what to do with the form, they'll be coming to you and your staff for answers.

We can ramp up call centers dedicated to 1095-B support quickly, taking the strain off of your program during tax season. Our teams can respond to general questions, process requests for reprints, make corrections to forms and even process return mail. We can provide immediate service in English and Spanish; with our translation services, we can also take questions in over 200 other languages.

Our member support teams are also well-versed and can provide information about the related Form 1095-A required by the State-Based and Federally Facilitated Marketplaces. Many members will also receive a Form 1095-C for information about other members of their household; we can answer their questions, too.

### **A Partnership Focused on End-to-End Form 1095-B Support**

To deliver our Form 1095-B solution, Conduent has teamed with Thomson Reuters, a global leader in automated tax and information reporting solutions since 1964. Their ONESOURCE™ Tax Information Reporting system has been implemented for more than 400 customers. It's used by more Blue Cross and Blue Shield programs and healthcare providers than any other reporting solution.

The ONESOURCE technology is paired with our expertise in meeting Form 1095-B challenges. During 2015, we implemented 1095-B solutions for several states. In one northeastern state, we generated more than 1.3 million tax forms; in other, we produced over 600,000. We have also provided call center support for two states to handle increased 1095-B call volumes during tax season.

### **A Better Experience with Self-Service**

Tax time is stressful for everyone. Why make it worse? Without proof of insurance, your members will be assessed a penalty on their tax returns. And with new quality measures taking member satisfaction into account, it pays to make things easier for them.

With a self-service portal, you can save your members time and provide a more engaging, interactive experience with your program. You can empower them with more control over how they receive their Form 1095-B. Instead of waiting for you to mail a form, they can opt out of hard copies and view their form through your public portal. Members can also use the portal to print, reprint, or request corrections to the form as well as submit questions online – anywhere, anytime they want. That increases customer satisfaction – and increasingly important part of your program's performance rating.

### **Make Better Use of Your Time – and Your Members'**

On average, over 70 million people are enrolled in Medicaid and/or CHIP programs – all of whom must receive a 1095-B form during tax season. Will your program be ready?

Make better use of your time and that of your members. With our complete Form 1095-B management solution, you can stay focused on what really matters: improving the health of the people you serve.

You can learn more about us at [www.conduent.com/govhealthcare](http://www.conduent.com/govhealthcare).

