

Important Member Information: Form 1095-B Updates and Solutions

We have learned from our vendor that this was an internal, electronic sorting issue that impacted a select number of files which resulted in the printing and mailing of approximately 650 incorrect or incomplete 1095-B forms. Specifically, less than 800 dependents were not linked to the correct policyholder and, after final analysis, our vendor expects this number to further decrease.

These incorrect or incomplete forms either do not display a policyholder's dependents at all, or they have incorrect dependents listed. No medical information was included and this information is not publically available; specifically, one policyholder may have the information on the dependents of another policyholder.

Following an initial assessment and report by our vendor, we alerted all members and appointed brokers of the issue on April 5 and asked that they contact our Compliance Department if they received an incorrect 1095-B form. We are also encouraging members to destroy or return any incorrect forms they may have received.

Identity Protection Services are currently being established for each impacted dependent and our policyholders will receive instructions on how to activate these services with their corrected 1095-B forms soon.

Additionally, our Customer Care team is providing our members with proper guidance and assistance.

Customer Care can be reached from 8:00 a.m. – 6:00 p.m. Monday through Friday Toll Free at 1-800-580-8502.

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