



# ACA Maintenance Notifications

## ACA Calculation Issues

*ACA calculation encountered a problem with ## employees. To view the issues open the ticket created by the ACA engine by going to Tickets, then View All Tickets on the Top Toolbar of the HR Admin Portal. Scroll to the appropriate ticket and select Details. Open the Attached Files to view the spreadsheet that lists the error(s).*

By scrolling to the right of the opened spreadsheet, you can view the description of the error occurring.

Examples:

**a)** subscriber did not map into an FEIN. Review the employee record and ensure there is a valid value in the field used to define FEIN populations. If the error persists, contact your MarketLink Team for assistance.

**b)** employee changed from weekly equivalency to actual hours (or vice versa) this is a reminder to either start or stop loading hours as weekly equivalency will populate 30 hours/week. Additional hours should not be loaded if weekly equivalency is on for the subscriber.

**c)** term date is prior to hire date. Confirm accuracy and make appropriate updates.

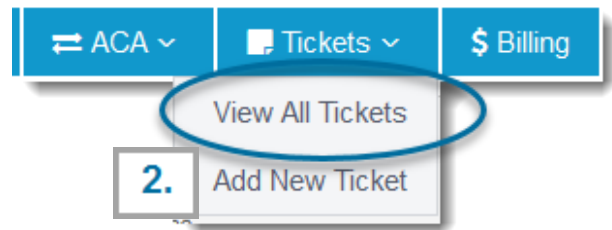
**\*\*If errors are not clear as to what action needs to be taken, please contact your MarketLink team.**





# How to Open a Ticket

In order to view any errors, you must first open the ticket. Below are instructions on how to do so.



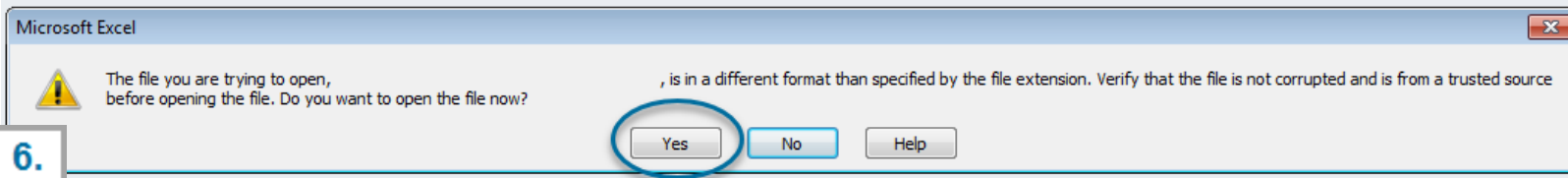
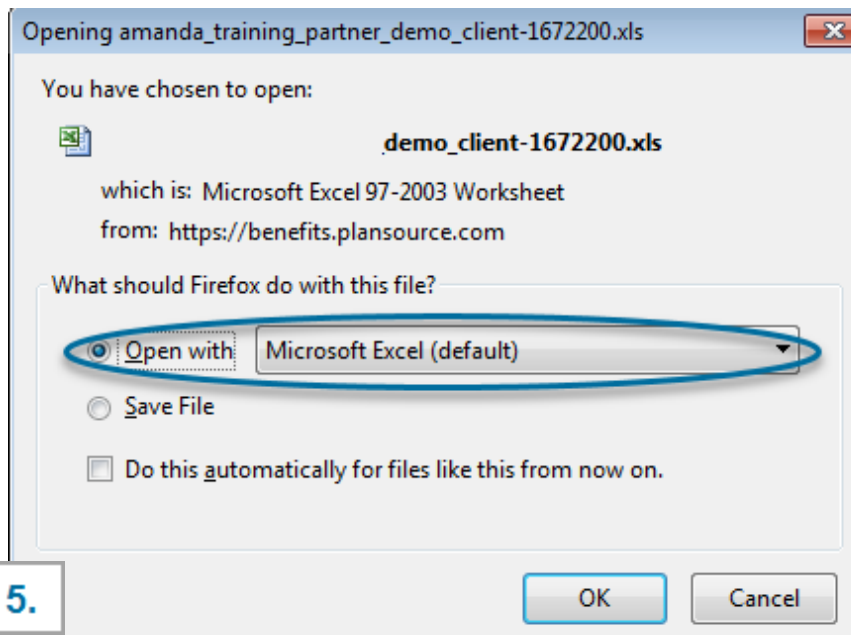
Aca Calculation is complete	Aca Calculation	Aug 03 2017 * 02:37 AM	MarketLink	MarketLink	<a href="#">edit</a>   <a href="#">details</a>   <a href="#">close</a>
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3.

Attached Files		
<a href="#">aca_calc_errors_1648614.xls</a>	ACA Calculation Errors	- 08/03/2017 02:37 AM

4.

Select Open and then click on OK





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### a) ERROR; SUBSCRIBER DID NOT MAP INTO AN FEIN

It's important to understand how your FEIN was setup during implementation. Please work with your MarketLink Team if clarification is needed. Location, Departments, Employee Type, etc. may have been used. In this example displayed, the ACA FEIN is setup as the FEIN identifier.



SEARCH

Sign into TIMS

Last, First, Middle Name

Employee Number

Social Security Number

2.

Enter criteria of the employee and click on Search

- ▶ New Hire Processing
- ▶ ACA Corrections
- ▶ Medical Offers
- ▶ Edit Employee
- ▶ Edit Dependents
- ▶ Employee Status
- ▶ Change Password
- ▶ Unlock Account
- ▶ Recalculate costs

3.

4. ACA\_FEIN 752590292

ACA\_Payrate

\*ACA\_W2\_Box1 18261.76

ACA\_UNION YES

ACA\_SEASONAL NO

### If a 'Test' Employee shows up with this error (or any ACA error) be sure to mark the employee as 'Test Employee' in the Employee Profile

Please Note: In addition to the above, the error will need to be corrected as it would for an actual employee in order for the test employee to be removed from the nightly calculation error report.

- ▶ New Hire Processing
- ▶ ACA Corrections
- ▶ Medical Offers
- ▶ Edit Employee
- ▶ Edit Dependents
- ▶ Employee Status
- ▶ Change Password
- ▶ Unlock Account
- ▶ Recalculate costs

1.

Department

Hours Per Week

\* Hire Date 09/13/2016

\* Eligibility Period Start Date 09/13/2016

\* Birthdate 01/01/1970

Change Effective Date

Expected Status End Date

Termination Date

\*ACA FEIN LEGAL1

\*ACA Pay Rate 20

\*ACA W-2 Box One 1

\*ACA Union YES

\*ACA Seasonal YES

Test Employee

2.

**b) SUBSCRIBER RECLASSIFIED:** Hours used to be created via weekly equivalency, now they are expected to come from payroll. Hours can also show if expected from payroll and not weekly equivalency.

This notification will be sent when an employee's classification has changed.



Enter criteria of the employee and click on Search



SEARCH

[Sign into TIMS](#)

Last, First, Middle Name

Employee Number

Social Security Number

**2.**

Verify the error by going to the ACA Payroll Data section of MarketLink in the employee's profile.

ACA Payroll Data

Starts On	Ends On	Type	Hours	Days	FEIN	Action
07/12/2017	07/25/2017	Weekly Equivalency	80.0			



In this example, it was noticeable in the Employee Profile that the employee had terminated. (Per screen shot to the Right.)

If you need to begin to load ACA Payroll Hours, please refer to the 'How to Load Payroll Hours in the MarketLink System' material located on the Training & Resources website.

If you need to begin Weekly Equivalency, please contact your MarketLink Team.

## Manage Employee

Employee

Name: Alison Test      Username: ctest666614      Job Title Code:

SSN: XXX-XX-6666      Birthdate: 01/01/1970      Division:

Address: 123 Apple Street -      Email:      Location:

King of Prussia, PA 19444      Employee Number:      Department:

United States      Employment Level: F

Phone:      Hire Date: 09/19/2016

Gender: F      Termination Date: 06/29/2016

Status: COBRA (Federal) - Active

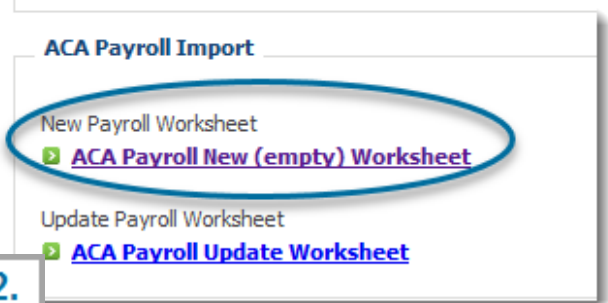
Local Time: 08/16/2017 01:44:54 PM (based on zip code)

Coverage Start Date: 09/19/2016

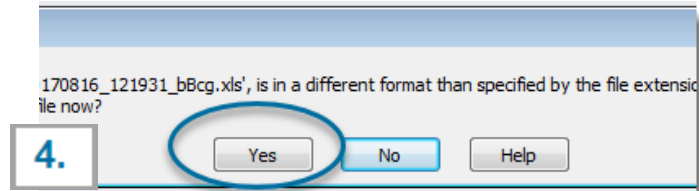
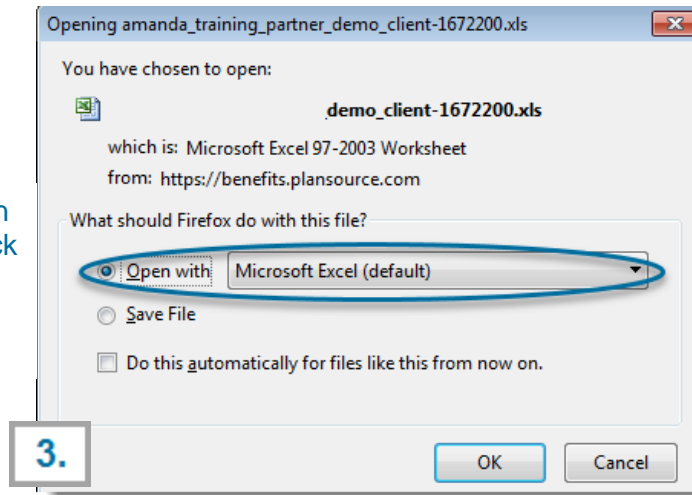
[Visit Employee in TIMS](#)

[Manage Spending Account](#)

If payroll hours now need to be loaded, below are the steps that must be followed on a per pay period basis:



Select Open and then click on OK

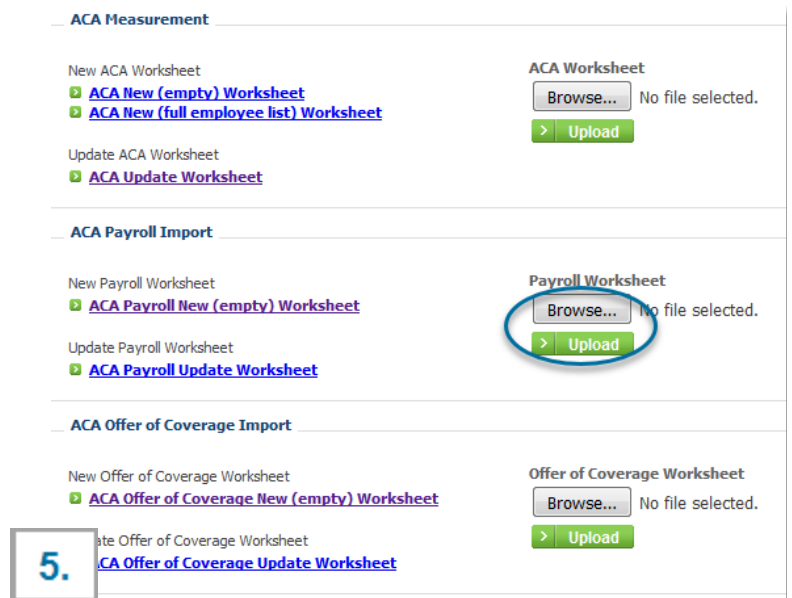


### Populate spreadsheet accurately:

- Each Line Item is Per Pay
- PAID is typically hours type, (Hours Worked, PTO, Paid Leave)
- Special\_Unpaid refers to Jury Duty, FMLA, Military Leave, etc.
- EDU\_Employment\_Break references Educational Facilities
- FEIN is required if Employer has Employee with more than one FEIN

**\*\*\*If vice versa, subscriber went from actual hours to weekly equivalency, then the employer would need to be sure to not load hours for that employee**

Save the populated spreadsheet into a secure location then pull the file using the Browse option and Upload



## c.) ERROR; HIRE DATE IS AFTER TERMINATION DATE

1. **Home** | **Employees**

- ▶ ACA Payroll Data
- ▶ ACA Measurement
- ▶ ACA Timeline
- ▶ Life Events
- ▶ **Audit**
- ▶ Specify Enrollment Restriction
- ▶ Notes

3.

Enter criteria of the employee and click on Search

SEARCH

[Sign into TIMS](#)

Last, First, Middle Name

Employee Number

Social Security Number

2. **Search**

Current Employee Record

	Last Name	First Name	Middle Name	SSN	Su
<b>History</b>	Anderson	Mary		XXX-XX-9999	49%

4.

Verify the employee's hire and termination dates. Troubleshoot using the Audit tool to understand where the issue occurred.

e	Hire Date	Termination Date	Termination Reason	Created At
	2016-09-19	2016-06-29	Termination of Employment (COBRA)	2016-06-29 15:35:04 -0
	2016-09-10	2016-06-29	Termination of Employment (COBRA)	2016-06-29 15:35:04 -0400
	2014-01-01	2016-06-29	Termination of Employment (COBRA)	2016-06-29 15:35:04 -0400
	2014-01-01	2016-06-29	Termination of Employment (COBRA)	2016-06-29 15:35:04 -0400
	2014-01-01	2016-06-29	Termination of Employment (COBRA)	2016-06-29 15:35:04 -0400
	2014-01-01			2016-06-29 15:35:04 -0400

## Manage Employee

You can also utilize the Employee Profile to verify hire and termination dates.

**Employee**

**Name:** Alison Test      **Username:** ctest666614      **Job Title Code:**

**SSN:** XXX-XX-6666      **Birthdate:** 01/01/1970      **Division:**

**Address:** 123 Apple Street -      **Email:**      **Location:**  
King of Prussia, PA 19444      **Employee Number:**      **Department:**  
United States      **Employment Level:** F

**Phone:**      **Hire Date:** 09/19/2016

**Gender:** F      **Termination Date:** 06/29/2016

**Status:** COBRA (Federal) - Active



In this example, the employee is a Rehire, but the original effective date was never loaded into MarketLink

**Other Possible Reasons:** Instead of Rehiring the employee using the Employee Status option on the Employee Profile, a new hire date was added. Hire Dates should not be changed.



Enter criteria of the employee and click on Search

SEARCH

[Sign into TIMS](#)

Last, First, Middle Name

Employee Number

Social Security Number

2.

- ▶ New Hire Processing
- ▶ ACA Corrections
- ▶ Medical Offers
- ▶ **Edit Employee**
- ▶ Edit Dependents
- ▶ Employee Status
- ▶ Change Password
- ▶ Unlock Account
- 3. Recalculate costs

Remove Termination Date

Change Effective Date

Expected Status End Date

4. Termination Date

\*ACA FEIN

\*ACA Pay Rate

\*ACA W-2 Box One

\*ACA Union

\*ACA Seasonal

Employee

Update Hire Date and Eligibility Period Start Date (if applicable)

Hours Per Week

5. \* Hire Date

\* Eligibility Period Start Date

Birthdate

Change Effective Date

Test Employee

6.





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- ▶ Add Enrolled
- ▶ Manage Employee
- ▶ Edit Employee
- ▶ Edit Dependents
- ▶ **Employee Status**
- ▶ Change Password

7. Lock Account  
Calculate costs

**Employee status**

Employee Status : **Employee - Active**  
 Status Changed At : 03/29/2016 11:59:33 AM

Original Hire Date : 10/23/2015  
 Hire Date: 10/23/2015

Eligibility Period Start Date : 03/01/2016

8. **Terminate** Change Status

Enter the Status End Date and click on Terminate

**Terminate**

Enter status end date, then click Terminate. The subscriber, associated cover

Status End Date\*: 06/29/2016

9. Cancel > Terminate

- ▶ Add Enrolled
- ▶ Manage Employee
- ▶ Edit Employee
- ▶ Edit Dependents
- ▶ **Employee Status**
- ▶ Change Password

10. Lock Account  
Calculate costs

11. **Rehire** Change Status

Enter the Rehire date and click on Save

**Rehire employee**

Rehire date: 08/17/2017

12. Cancel > Save

Ensure the top of the page reflects the Employee has been rehired.

**Employee Status**

Employee has been rehired.

Employee