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NEWS BRIEF

Important! IRS Form 1095-A Updates

There have been several important updates to our process for distributing consumers' IRS Form 1095-A and our process for handling IRS Form 1095-A dispute forms. We encourage you to share this message with Covered California consumers who have submitted an IRS Form 1095-A Dispute Form and with consumers that have not yet received an initial or corrected IRS Form 1095-A.

Dispute Form - IRS Form 1095-A with Discrepancies Status:

Callbacks:

Starting today, Covered California Service Center Representatives (SCRs) are calling consumers who have submitted a dispute form to inform them of the results to their dispute. Covered California will leave messages for consumers to call the Covered California Service Center back if the consumers are unavailable.

Secured Inbox:

Consumers should check and continue to check their Covered California online account secured inbox to see if their corrected IRS Form 1095-A has been uploaded for download. To identify the corrected form, consumers should select the consumer letter NOD-62B (corrected Form 1095-A). The IRS Form 1095-A corrected version will have an "X" inside of the "Corrected" check box.

If consumers do not have an online account with Covered California, it's important for you to help them create an account and provide an email address so that they can receive timely correspondence or important notices in their account's secured inbox.

No Calls on IRS Form 1095-A Dispute Form:

Consumers who have not heard back from Covered California regarding their dispute form after 60 calendar days should call the Covered California Service Center to follow up.

Initial - IRS Form 1095-A Not Received Status:

Returned Mail:

Consumers must ensure that Covered California has their current mailing address. It's extremely important to report address/mailing changes directly to Covered California right away. This way, United States Postal Service (USPS) will deliver the correspondence successfully to the consumers avoiding returned mail.



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Need IRS Form 1095-A:

Consumers who have not received their initial IRS Form 1095-A should call the Covered California Service Center right away to check on the status or submit a Dispute Form.