



Hotline FAQ

Q. What types of questions can the ACA Hotline answer?

A. Our ACA Hotline representatives can answer questions related to the Affordable Care Act's Employer Mandate. Topics which may be addressed include ALE determination, transition relief, marketplace notices, affordability, and the coding of 1094 and 1095 forms.

Q. What types of questions are not appropriate for the ACA Hotline?

A. The ACA Hotline representatives can answer ACA questions and provide general guidance, but cannot provide legal or accounting advice. Accordingly, the ACA Hotline representatives will not provide client-specific services such as spreadsheet review or pay-or-play calculations. If the broker requires additional services beyond the ACA Hotline, he or she will be directed to their BenefitMall Sales Representative for further assistance.

Q. What is the typical response time for questions?

A. While most questions can be answered during the course of a single phone call, some items may take longer to review. Once all required information has been gathered, an answer will be provided as quickly as possible, but always within 24 hours.

Q. How do I call the ACA Hotline?

A. The toll-free number for the ACA Hotline can be found at www.benefitmall.com/ACA411.

Q. Can questions be submitted via email?

A. Yes, questions can be emailed to the ACA Hotline. Please access the email address at www.benefitmall.com/ACA411.

Q. What hours are the ACA Hotline available?

A. The ACA Hotline will be open Monday – Friday from 8am – 8pm ET / 5am – 5pm PT.

Q. Is there a fee?

A. No, this service is complimentary.

Q. Am I required to accept the Terms and Conditions?

A. Yes, to access or use the BenefitMall's ACA Hotline you will need to accept our Terms and Conditions of Use.