



Your people. Our priority.®

ACA Support Services

What are my options?

Last Update 1/9/2019

Basic Support is a service we provide to all Integrity Data customers as part of their subscription. However, if you need advanced support services, you may want to upgrade to our Premium Support Services.

Premium Support is available for an additional annual fee and it is included in first year Implementation Services.

What's included in Basic Support and Premium Support?

Support Services	Basic	Premium
Membership to our ACA User Group includes: user guides, Knowledge Base articles (FAQs), short training/support videos and access to webinars (live and recorded)	X	X
Monthly newsletters	X	X
Activation errors	X	X
Issues with Tenant ID	X	X
Log-in issues	X	X
Printing issues	X	X
System Administrator errors	X	X
Report access	X	X
Technical support for the ACA tools	X	X
Transaction errors	X	X
Non 12 month measurement periods		X
Non-calendar year set up		X
New hire/terminated employee questions		X
Safe Harbor questions		X
Eligibility questions		X
Low Cost Requirement questions		X
Form specific questions (i.e. Line 15 contains a dollar amount even though Line 14 contains a code)		X
Employee specific issues (i.e. 1095s are correct except a few)		X
Document review		X
Integrity Data Cloud Connector guidance		X
1094-C errors		X
Help with part time employees		X
Help with sending 1094-Cs to IRS		X
Report Functionality		
Questions regarding reports		X
Questions on tracking to ensure compliance		X
Questions regarding coverage and needed coverage		X
Additional Service/Coaching		
Questions about IRS regulations *		X
User Defined issues		X
Individual one-on-one training		X
Re-training for a new resource		X
Payroll upload questions (i.e. linking payroll data with Cloud solution)		X
Quicker response times during peak season (Sept to March)		X

Contact sales@integrity-data.com or 888.786.6162 for pricing.

****Note that Integrity Data staff are not a considered Certified Compliance Experts or CPAs. Responses provided around the IRS guidelines should be verified with the the clients' ERISA attorney or in-house accountant.***