

## Lisa Sevier

---

**From:** Nick Lewis <nicklew57@yahoo.com>  
**Sent:** Friday, June 23, 2023 10:07 AM  
**To:** Info Request-Board  
**Cc:** Josh Lozancich; Christian Rodriguez  
**Subject:** 1095 and Customer Service Issues Public Comment for the Record  
**Attachments:** Good Morning Connect for Health Board.pdf

You don't often get email from nicklew57@yahoo.com. [Learn why this is important](#)

Below and attached is my appeal for your assistance with my 1095 issue.

Good morning Connect for Health Policy and Operations Committee,

My name is Nick Lewis, 18960 White Fawn Dr, Monument, CO 80132

I am requesting your help in solving an issue with Connect for Health producing a correct IRS Form 1095.

I have received 2 drafts of my 1095 and both are incorrect.

The first draft of the 1095 provided in January was incorrect. This version grossly overstated my assistance by approximately \$10,000. On February 23<sup>rd</sup> I requested a correction. Version 2 of the 1095 overstated the assistance by approximately the same amount but rearranged the numbers. Upon receiving version 2, I immediately reviewed and requested a second correction or 3<sup>rd</sup> version. The second draft of my 1095 was posted on my Connect for Health online account on March 17.

I have called and used the online chat feature to contact Connect for Health numerous times requesting updates. From the beginning, February 23, I was told the Connect for Health policy imposed a 6 to 8-week waiting period to allow their team to correct the problem. During this time the problem was described as an IT issue and it was forwarded to the IT group for solution. Each time I would call asking for an update the response was "Be patient for the full 8 weeks, we have forwarded the issue to IT".

I have spoken to Supervisors who state "I will stay on top of this until it is resolved and keep you informed". No update has been provided.

On May 5, I called again, wading through the phone auto-attendant and various please hold requests. I was given the news that the problem is not an IT issue it's just a problematic 1095 that requires special handling and a 1095 expert will be manually drafting version 3 of my 1095.

So, the frustrating result is I have waited since February 23 for a correct 1095 and all along someone could have manually produced the correct version. By the way, I have requested an extension from the IRS regarding the filing of my 2022 Tax Return.

I have called several times since the May 5<sup>th</sup> call. I spend time with the Call Center personnel and request to talk to a Supervisor. Supervisors at Connect for Health refuse to talk to me telling the front-line call center representative that soon someone will draft my 1095.

Is the 1095 system so broken that it cannot produce a correct 1095 or is the staff just not able to produce a correct 1095?

Also, the Customer Service policies seem to be problematic.

1. The front-line Call Center personnel are tasked with receiving the call but it appears that they are instructed to use the script only. When I ask for an escalation to a Supervisor I am placed on hold for several

minutes. Then the Call Center representative returns saying no Supervisor is available and we can schedule a callback. If I accept the option of a callback No Supervisor returns the call.

2. The Website lists another number for use to contact the Administrative Staff at Connect for Health. That number is answered by an Auto-Attendant which states, "If you know the name of the Staff Member you are trying to reach please stay on the line and leave a voice mail". How can I leave a specific voice mail if I have no name for the staff members?

3. I finally received email correspondence and a phone call from Christian Rodriguez on Monday, June 12. This correspondence was prompted by my pleas via LinkedIn, the professional networking social media platform. I had attempted a Google Search for your CEO thinking that might yield an email address, but that was not successful. I did find his LinkedIn listing. I drafted a plea to Mr. Patterson via LinkedIn messaging. While pursuing this search I found several Connect for Health Staff Members listed on LinkedIn. I messaged those staff members via LinkedIn. One of these messages prompted Mr. Rodriguez to contact me.

4. The Policies and Practices of the Customer Service Department have set in place brick walls between the Public and the Staff. I believe this to be a conscious effort to avoid discussing an Issue with a participant.

During a phone call on June 12, Mr. Rodriguez was very friendly and informed me of the Software problems. He was willing to share that the 1095 Software was nearly ready to run and gave a tentative date of June 24 for the production and publication of my 1095. I appreciated his willingness to discuss the details.

I also attended the Board Meeting on June 12 and was given the opportunity to voice my concerns. On June 12<sup>th</sup> I was optimistic that Mr. Rodriguez's information was reliable. **As of today I have not received any indication that the 1095 is available.**

It seems there is no accountability in this State office.

Also, there seems to be a general atmosphere of, shall I say fear, to discuss issues with participants.

Transparency with an issue of this magnitude should be a procedure in place. Also, a task force or at a minimum a single point of contact should be the procedure. That procedure should also provide routine updates to the participants suffering from this system failure.

I cannot put in words the hardship this has caused my family. If this is a problem caused by my change in circumstances as I moved from Connect for Health/Kaiser Permanente to Medicare, I believe this issue would be affecting thousands of Coloradoans moving to Medicare. Participants in Connect for Health are very likely a demographic that is expecting to use their Income Tax Return Refund for living expenses.

As the Policy and Operations Committee, I appeal to you to investigate both issues, the 1095 debacle and the Customer Service Brick wall.

Also, I have appealed to my State Senator and my State Representative to assist. This comment is copied to Representative Don Wilsons Staff Member Josh Lozancich.

Thank you for your service to this State Agency.

Regards,

Nick Lewis

719-357-3138

Nicklew57@yahoo.com

