


ACA Reporting Reminder: Accessing Help

Mitratech Mineral teams are standing by to assist you with technical questions regarding the ACA Reporting Hub and ACA compliance questions. Other items to note:

- ▶ **Available at no additional cost for Level Funded Plan Sponsors** who have an active plan through **December 31, 2025**.
 - Plan Sponsors retain full access to the [Mitrated Mineral Platform](#) through the 2025 filing season (until April 30, 2026), even if they do not renew their level funded plan for 2026.
 - Plan Sponsors who continue with a level funded plan will maintain ongoing access to the Mitrated Mineral Platform as part of their health plan benefits.
 - [Click here](#) to see our catalog and register for a training event, including real-time workshops where Plan Sponsors/Filers can complete reporting, and/or specialized webinars for Brokers.
- ▶ **New 2026 Plan Sponsors will not have access to the ACA Reporting Hub for 2025 filings.**

Please refer to this document whenever you need guidance on who to contact and how to get help efficiently.

Scenario	Where to Go	Examples
Need Login Credentials	<p>apps.trustmineral.com → "Forgot Username or Password" → "Forgot Username"</p> <p>*If your email is not linked to a Mitrated Mineral account, please contact adminlevelfunded@uhc.com. See process details here.</p>	<p>I do not see a welcome email from noreply@trustmineral.com & I need my login credentials. I am going to visit apps.trustmineral.com to find my username. Once I have my username, I will then reset my password.</p> <p>*Check spam folder for emails from noreply@trustmineral.com</p>
I have logged in to Mitrated Mineral. I want to grant ACA Reporting Hub access to my Broker of Record.	<p>Refer to this guide or video tutorial on how to Add a Third-Party User to the ACA Reporting Tool.</p> <p>*ACA reporting is an employer responsibility under the Employer Shared Responsibility (ESR) provisions. While clients have the option of granting access to a third-party user such as their broker, the employer remains accountable for compliance.</p>	<p>After you submit your ACA Reporting Questionnaire, a feature in the ACA Reporting Hub will allow you to invite a third-party user (i.e., The Broker of Record provided by UnitedHealthcare) to access your ACA reporting information.</p>

Scenario	Where to Go	Examples
<p>I do not see the correct Broker of Record (Agency's Name) listed within Mitratech Mineral's ACA Reporting Hub.</p>	<p>Mitratech Mineral cannot fulfill requests to change the Broker listed within the ACA Reporting Hub. Your broker should work with their UnitedHealthcare Representative for broker updates associated with level funded groups.</p>	<p>You do not see the correct broker listed within Mitratech Mineral's ACA Reporting Hub. Your broker will reach out to their UnitedHealthcare Representative to get this information updated. In the meantime, we encourage brokers to register for the recurring broker webinar within Mitratech Mineral's ACA Webinar Catalog.</p>
<p>I cannot see the ACA Reporting Hub under the HR Tools Tab within Mineral.</p>	<p>Refer to this guide or video tutorial on how to Add ACA Admin Access to an Existing Client Admin.</p>	<p>In Mitratech Mineral:</p> <ol style="list-style-type: none"> 1. Hover over the person icon  at the top right corner of the menu bar 2. Select Users 3. Select Edit next to your user account 4. Scroll down under Account Information and check the box next to "This is an ACA Admin" 5. Select Save Settings 6. Log out & log back in
<p>Other Technical Issues</p>	<p>Log in → "Get Help" at the bottom right hand corner within Mitratech Mineral → Contact Technical Support</p> <p>*Chat with Technical Support has longer wait times. *Refer to Help Center resources while waiting.</p>	<ul style="list-style-type: none"> • ACA Admin checkbox is missing • Unlock ACA Reporting Questionnaire • Correction print option greyed out • Address edits on Form 1094 not saving • "Company not found" error message within the ACA Reporting Hub
<p>HR & ACA Compliance Questions</p>	<p>Log in → "Get Help" at the bottom right hand corner within Mineral → "Contact an HR Expert" → Call the phone number or submit the question directly</p> <p>*Refer to Help Center resources while waiting.</p>	<ul style="list-style-type: none"> • Do I need to distribute forms to employees? • What does IRS status "rejected" mean? • What does ACA affordability safe harbor W-2 Wages mean? • How does a controlled group impact ACA reporting?

We appreciate your patience as the **Mitratech Mineral team is handling a high volume of requests**. We're working as quickly as possible to assist you and ensure you receive the support you need.

UHC Level Funded:

Administrative services provided by United HealthCare Services, Inc. or their affiliates, and UnitedHealthcare Service LLC in NY. Stop-loss insurance is underwritten by UnitedHealthcare Insurance Company or their affiliates, including UnitedHealthcare Life Insurance Company in NJ, and UnitedHealthcare Insurance Company of New York in NY.

Oxford Level Funded:

Administrative services provided by Oxford Health Plans LLC. Stop-loss insurance is underwritten by UnitedHealthcare Insurance Company or their affiliates, including UnitedHealthcare Life Insurance Company in NJ, and UnitedHealthcare Insurance Company of New York in NY.

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