



Replacement/Corrected Files Frequently Asked Questions

Accepted with Errors

What does a status of **Accepted with Errors** mean?

This means your submission was accepted by the IRS, but the IRS found some errors on one or more 1095-C forms. The most common issue reported by the IRS is the “Name/Social Security Number” mismatch. This is when the name and SSN the IRS has on file does not match the employee name and SSN you have in payroll.

How long do I have to correct the errors reported by the IRS?

You have 60 days from the time of your initial submission to correct any errors. However, RTI recommends you correct the errors as soon as possible.

How do I resolve the Name/Social Security Number mismatch?

Many clients are using the government’s E-Verify website. You could also attempt to contact the employee and verify their Social Security number and the spelling of their name on file with the IRS.

What if I cannot verify an employee’s name or Social Security number?

RTI posed this question to the IRS. The IRS representative said that as long as you show a good faith effort to get their information, you should be fine. They recommended that you document your attempt to use E-Verify, and/or send a registered letter to the employee’s address with a returned receipt requested. Per the IRS, as long as you make a good faith effort and document your attempts, you do not have to resolve every error to complete the online filing process. As a result, **Accepted with Errors** would be your final filing status in this scenario.

Do I have to resolve all errors before I submit corrected files?

No, you can submit multiple corrected files as you receive updated information from the employees in question.

Once I make a correction, how do I resubmit the files to the IRS?

Please see the **Steps for Submitting Corrected Files** document on the 1094-C/1095-C online submission webpage.

Partially Accepted

What does a status of **Partially Accepted** mean?

This IRS status can only apply if you have multiple Tax Reporting Groups/EINs under one Healthcare Group in RTI Payroll. This error message most likely means the information for one or more Tax Reporting Groups/EINs is incorrect. This is usually an EIN/Legal Name mismatch. On the 1094-C/1095-C online submission webpage, see the [Preparing to Apply](#) document under step 2 and complete the Healthcare Group/EIN Worksheet (if you have not already done so). Then repeat step 3 (Enter 1094-C Information in RTI Payroll) and make sure you do not have any typos.

Once you have completed this, please contact RTI.



1094-C/1095-C Online Submission

I received a TCC error code 3003. What do I do?

If you receive this error when submitting live files, it likely means you attempted to submit before the IRS has fully enabled your site for Production mode. The IRS advises to wait 48 hours after requesting Production mode before attempting to submit your live 1094-C/1095-C files.