



A PuzzleHR Case Study:

Coverage Corrections: Audits-Only Service for Large Businesses

For a large organization, accurately navigating employee benefits enrollment is complex but essential.

- A current PuzzleHR client with 654 employees, over 200 of whom were enrolled in the company's medical benefits program, had their files reviewed by a trusted broker.
- However, after implementing our Audits Only service, PuzzleHR discovered that the client had 80 employees enrolled in the wrong coverage plans, an issue that could have caused employees to be denied medical care.

PuzzleHR's Audits Only solution provides clients with monthly benefit plan reconciliations, ensuring that invoices, plan choices, and deductions are correct. Medical, dental, and vision benefit plan reconciliations include analysis of payroll deductions, enrollment records, and carrier invoices.

- PuzzleHR uncovered this client's issue in the first audit and made corrections with the carrier before any claims were submitted or rejected.

As a result, the relationship between PuzzleHR and the client flourished due to the audit's added value.



PuzzleHR's Audits Only service provides clients with a second set of eyes to ensure their process was completed correctly.