



A PuzzleHR Case Study:

Rectification and Reconciliation: Audits-Only Service for Medium Businesses

Every decision an organization makes impacts employee confidence.

- A medium-sized client approached PuzzleHR's Managed Benefits team with a nuanced challenge: Out of 132 active employees, 50 were enrolled in medical benefits through their organization.
- During the first audit, Puzzle's experts discovered that 20 employees were enrolled in their benefits program with the wrong rates.

This oversight threatened to undermine trust in the company's leadership, so immediate reconciliation was necessary. PuzzleHR guided the client through the process of rectifying the issue before the next payroll period.

- After correcting the rates, the employer began working to rebuild trust with employees by drafting notices advising employees of the errors.
- Though the client did have to make arrangements with employees to collect underpayments, they also committed to repaying employees for any overcharges.

The employer's commitment to rectifying the situation, facilitated by PuzzleHR's expert advice, ensured they could start regaining their team's trust.



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.*