

11,674 BENEFIT INVOICES ANALYZED. 92% OF THE RECORDS LINED UP WITH THE HRIS.

HERE'S THE OTHER 8%

36% - Ghost Employees

Terminated in HRIS but still on the carrier invoice.

Resolves next month:

EDI feed timing - termination was sent, just hasn't hit the invoice yet

⚠️ Doesn't resolve without action:

Termination never reached the carrier. No one follows up. Premiums keep billing.

22% - Missing Coverage

Enrolled in HRIS but the carrier has no record of them.

Resolves next month:

New hire or plan change submitted, carrier just hasn't processed it yet.

⚠️ Doesn't resolve without action:

Enrollment never transmitted to the carrier. Employee believes they're covered. They're not.

42% - Wrong Rates

Carrier charges don't match what's in HRIS.

Resolves next month:

Mid-year rate change or tier update that hasn't synced to the invoice yet

⚠️ Doesn't resolve without action:

Employee enrolled in the wrong plan or coverage level. Carrier bills what they have on file. Nobody flags it.

