

CASE STUDIES & TESTIMONIALS

TRUSAIC
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ACA Compliance
Businesses

DoubleTree by Hilton



Trusaic has provided DoubleTree by Hilton Hotel with Affordable Care Act reporting services since reporting was first required in 2015

DoubleTree found the provisions of the ACA complex so it turned to Trusaic for help.

Every step of the way, Trusaic was there to assist DoubleTree in developing a successful ACA compliance strategy. Trusaic was instrumental in collecting necessary employee data each month. Trusaic then analyzed the data and identified and corrected inconsistencies to ensure data accuracy for preparing the annual ACA filing with the IRS. A knowledgeable ACA Specialist reviewed DoubleTree's workforce data each month to provide timely answers specific to ACA issues.

Trusaic provided important guidance on how to improve DoubleTree's processes for collecting ACA documentation. Monthly reports from Trusaic highlighted areas of potential penalty exposure. Trusaic also educated DoubleTree staff on how to interpret the monthly reports to better manage ACA compliance activities. At every step of the process, Trusaic used its deep understanding of ACA regulations to provide guidance to DoubleTree on how best to comply with ACA requirements.

Working with Trusaic, DoubleTree was able to reduce the administrative burdens imposed on staff. Trusaic handled all the payroll and benefits data migration, ACA records maintenance, and monthly ACA compliance oversight.

DoubleTree particularly liked that Trusaic's ACA CompleteSM service provided assistance in defending against an ACA audit or exchange appeal. Because Trusaic provides assurances of document compliance in each monthly report, DoubleTree was confident such an audit defense would be unnecessary.

"We have found the quality of their work and client service to be consistently outstanding," said John E. Johnson, Accounting Manager.



Andela

Andela, an African company that identifies and develops software developers, signed up with Trusiatic's ACA CompleteSM right before the deadline to file ACA information for 2017 with the IRS. Andela officials had heard Trusaic was good. They realized just how good when Trusaic met the IRS electronic filing deadline without having to file for an extension.

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For Andela officials, the ACA process was complicated. With Trusaic by their side, company officials found the ACA compliance process to be quick and painless. Trusaic's analysts provided feedback about Andela's potential data inconsistencies the same day the company submitted its workforce data to Trusaic for review. This quick response allowed Andela officials to take action on data and filing issues they didn't realize they had. The following day, Andela received the final 1094-C and 1095-C forms necessary to submit ACA information to the IRS on time. Trusaic informed Andela when the information had been successfully e-filed with the IRS. Trusaic even mailed out the forms to Andela's employees.

Andela's ACA experience was a positive one thanks to Trusaic. "We were delighted with the customer service provided," said Andela People Associate Emma Tabenkin.



Arborwell

Arborwell was unsure which ACA measurement method would be most beneficial for its organization. Trusaic was able to identify and implement the method best suited for them.

Arborwell elected to have Trusaic file and furnish its Affordable Care Act information returns for the 2017 reporting year. Since Arborwell became a Trusaic client, it has found complying with ACA reporting requirements and the administrative burden of filing and furnishing with the IRS to be stress-free. With locations in multiple states and a non-calendar year plan, Arborwell would have had to spend a lot of time figuring out the nuances of reporting. Luckily, Trusaic was able to assist.

Arborwell's experience with Trusaic goes beyond easier management of paperwork. Trusaic went the extra mile to educate them about the complexities of the ACA. Trusaic provided clear and concise insight around the IRS's complex ACA measurement methods. Unsure of which method to sue, Arborwell officials asked Trusaic to explain and identify how each measurement method would impact their organization. Trusaic also assessed whether Arborwell's contribution rate structure for employee health insurance coverage met the affordability component under the ACA's Employer Mandate.

As a tree care company on the West Coast, Arborwell was focused on running its business. The company didn't have the extra bandwidth to tackle the labor-intensive nature of ACA reporting. Trusaic took care of ACA compliance so Arborwell could focus on achieving even greater business success.

"Since our partnering, they have alleviated the stress of the reporting requirements and administrative burden of filing and furnishing," said Cindy Kirkman, Senior HR Director at Arborwell.



C&L Refrigeration

Trusaic's ACA Compliance services have saved time and money in addition to preparing the annual forms that need to be filed with the IRS annually.

C&L Refrigeration had been using Trusaic's ACA Compliance services since 2015. Working with a dedicated ACA Specialist from Trusaic, C&L Refrigeration received a monthly report highlighting its potential ACA penalty exposure. Trusaic worked with C&L to gather the necessary workforce data during the course of each calendar year to avoid a year-end rush to meet ACA compliance requirements.

Trusaic's ACA Compliance services included preparation of annual ACA forms to be filed with the IRS. When C&L Refrigeration had questions, the dedicated ACA Specialist was always available to help answer them. Trusaic's ACA services made sure C&L Refrigeration was ACA compliant.

"The experience was nothing short of positive," said HR Generalist Hilda Hurley.



GenMark Diagnostics

GenMark Diagnostics has worked with Trusaic since 2015, the first year that the Affordable Care Act required employers to file with the IRS.

GenMark Diagnostics is growing rapidly, but has a small HR team with limited resources. Having the in-house HR team undertake the ACA compliance would have been a burden. Trusaic removed the burden by taking on the process of aggregating, consolidating, and validating the company's employment and enrollment data by doing it for them. Trusaic provided monthly ACA compliance reports with easy-to-execute action items to ensure nothing was missing regarding GenMark's efforts to comply with the ACA.

What initially was a daunting prospect for GenMark and its small HR team became a seamless and pleasant experience thanks to the expert oversight provided by Trusaic.

"We highly recommend their services and are grateful to have them as our ACA Compliance provider," said Leann Page, GenMark's Human Resources Manager.

ACA Compliance
Restaurants



LPE Management, LLC.

LPE Management, LLC. feels confident about ACA reporting thanks to Trusaic's intuitive monthly process.

When the IRS issued guidance on the reporting requirements of the Employer Shared Responsibility Provisions under the Affordable Care Act, LPE Management knew it would be disruptive to normal business operations to take on ACA compliance on its own. LPE Management decided to call Trusaic to lift the burden of complying with the ACA.

The services provided by Trusaic went well beyond the annual 1094-C and 1095-C filing and furnishing. The first order of business was to decide which IRS measurement would be best for the company. Because LPE Management had mostly variable-hour employees, Trusaic recommended the use of the Look-Back Measurement Method to determine employee status under the ACA. Trusaic retrieved several years' worth of historical payroll data in order to determine which workers would be classified as full-time. From there, Trusaic consolidated and validated the latest data and provided the company with a monthly ACA compliance report. This report identified benefits-eligible employees, the dates by which they were required to have received an offer of coverage, and any potential risk of receiving ACA penalties from the IRS.

LPE Management also appreciated Trusaic's guidance on meeting the affordability requirements of the healthcare law. Trusaic provided information on the three safe harbors provided by the IRS and how to claim them.

"We want all of our staff to have affordable health coverage and determining what was 'affordable' in regards to the ACA was challenging," said Maria Flores, HR Manager. "For us, that really solidified our appreciation for Trusaic's services."

tavern

Tavern Los Angeles

According to Tavern Los Angeles, “We highly recommend Trusaic – they have become a trusted partner of ours.”

The Affordable Care Act’s Employer Mandate’s complex requirements of tracking and reporting proved to be time-consuming and burdensome for Tavern Los Angeles. The restaurant group went the route of many employers, initially seeking help with ACA compliance from its payroll vendor to handle the ACA reporting for 2015, the first year such reporting was required. Dissatisfied with the experience, the restaurant group turned to Trusaic.

Trusaic provided Tavern Los Angeles with a myriad of services to assist with ACA compliance, including an annual Aggregated Employer Analysis, monthly ACA compliance reports, supporting documentation, compliance monitoring, and annual IRS reporting and audit support. Every month, a dedicated ACA Specialist provides each general manager with a list of actionable items that helps the restaurant group remain in compliance with the ACA.

“Perhaps the most valued element of the service we received has been our designated point of contact who guided us through the implementation process and is always available to answer all our ACA questions, and to provide system, process, and data support and guidance,” said Cynthia Longley, Director of Operations.



Peg | Lion

The PEG/LION franchise owns and operates 32 different El Pollo Loco locations across Southern California. The workforce consists primarily of variable-hour employees who work at multiple locations. Assessing who is qualified for coverage under the ACA and who isn't proved to be challenging and fraught with complexity for the restaurant group. PEG/LION quickly realized it needed help with ACA compliance and turned to Trusaic. Each month, Trusaic identifies to PEG/LION the employees that are eligible to receive offers of health care coverage under the ACA and provides critical business intelligence around ACA compliance efforts. Trusaic provides oversight of the restaurant group's internal controls. Trusaic also helps PEG/LION save on health care costs through Trusaic's Optimal HealthSM program. This program reduces the restaurant group's healthcare expenditures by identifying health care coverage alternatives with lower costs for some employees.

"We highly recommend Trusaic services," said Aaron Pingel, CFO.



Taco Bocci

Taco Bocci learned firsthand that the process to file forms 1094-C and 1095-C for annual reporting to the IRS was full of intricacies and nuances that presented serious operational challenges. In seeking to address those challenges, the restaurant group turned to Trusaic. Trusaic helped Taco Bocci to select a comprehensive solution to accurately track its ACA data each month, and file with the IRS at year's end, all while dramatically reducing the administrative burden on the organization. Trusaic assisted Taco Bocci in properly performing an IRS Aggregated Employer Group analysis when it acquired 18 restaurants and found that the new restaurants did not have access to their historical payroll data. Despite the lack of information available, Trusaic was able to provide an open enrollment list of employees to keep the ACA compliance process on track. Trusaic provides a monthly ACA compliance report to Taco Bocci on the status of consolidated employee-level data across all respective entities, with a corresponding list of easy-to-execute action items to keep ACA compliance on track. Trusaic works with the restaurant group's complex payroll platform to pull the necessary data for ACA compliance. A dedicated ACA Specialist notifies Taco Bocci's payroll provider if discrepancies in payroll data are found and helps manage the process of resolving these data discrepancies.

"The reports we receive have been excellent," said Sokha Chhun-Dugger, Taco Bocci Office Manager.

ACA Compliance
School Districts



Duarte USD

Trusaic cleaned, validated, and transformed the school district's data into actionable items that provided great insight into ACA compliance.

The Duarte Unified School District has been working with Trusaic to prepare its ACA filings since reporting by employers was first required in 2015. Trusaic has been available at a moment's notice to inform the school district of critical ACA changes and updates. Trusaic has provided information on the impacts of flex-credits, as well as the different types of opt-out payments.

On a monthly basis, several parties from the school district transmit data reports to Trusaic. Trusaic's ACA team then cleans, validates, and transforms this data into actionable items that provide great insight into the school district's ACA compliance process.

The school district workforce is comprised of varying types of employee classifications. Determining who was eligible for benefits proved to be a fraught and tedious task for school district personnel. Trusaic offered expert assistance. Trusaic accounted for educational breaks in service, calculated individual contribution rates based on an employee's flex credit distribution, and made the overall process of extending health coverage much simpler for the school district. These efforts ensured that accurate data and the appropriate application of ACA codes were done properly in the 1095-C schedules submitted to the IRS.

"Without their assistance, we could have been subjected to affordability penalties under the Employer Shared Responsibility Provisions," said Jim Bauler, Assistant Superintendent, Business Services.



Baldwin Park USD

Trusaic has been Baldwin Park Unified School District's trusted advisor and resource for Affordable Care Act compliance and reporting matters since July 2016. BPUSD particularly liked the experience of working with a dedicated ACA Specialist from Trusaic who provided timely answers to ACA questions and issues at a moment's notice. Trusaic's ability to extract and process large volumes of data from the school district's HRS payroll and PC Products systems minimized staff administrative burdens. The ACA reports that Trusaic prepared for BPUSD on a monthly basis ensured that the school district was kept up to speed on what steps it needed to take each month to ensure ACA compliance.

Trusaic visited the school district offices to educate staff on the work they were performing for them, in addition to providing insights on meeting the challenges of the ACA.

"Their straightforward and transparent way of doing business gives us the assurance that our district is in good hands," said Sergio Cazorla, Director of Risk Management & Benefits at BPUSD.



Inglewood USD

Trusaic has been providing Inglewood Unified School District with Affordable Care Act reporting services since October 2015. The provisions of the ACA can be complex. Trusaic was there every step of the way to assist Inglewood USD in developing an ACA compliance strategy. Trusaic aggregated, consolidated and validated employee data each month from a variety of databases. As part of the process, Trusaic analyzed this data to identify and correct inconsistencies to ensure the most accurate data would be used in preparing filings with the IRS.

As part of the ACA CompleteSM compliance service, Trusaic visited the district offices to provide a comprehensive review of the ACA regulations pertaining to educational institutions. An ACA Specialist was assigned to assist the school district with ACA compliance. This ACA Specialist developed a deep knowledge of district operations. The specialist was available to provide timely answers specific to the district's ACA issues, providing important guidance on how to improve the processes for gathering ACA documentation. Trusaic reviewed monthly ACA compliance reports with the district's HR team. At every step in the process, Trusaic applied their deep understanding of ACA regulations to provide guidance and solutions that ensured the school district would comply with ACA requirements. Working with Trusaic also reduced the administrative burdens imposed by the ACA on district staff. Trusaic handled payroll and benefits data migration and maintained the district's ACA records. Trusaic also provided information on document compliance in each monthly report to provide the district with confidence so that the necessary documentation would be readily available to provide to the IRS in the event of an audit. District officials were reassured, knowing that Trusaic will be there to represent the District in the unlikely event of an ACA audit or exchange appeal.

"We have found the quality of their work and client service to be consistently outstanding," said Nora A. Roque, Executive Director of Human Resources.



Temple City USD

Trusaic analyzes the employee data of Temple City Unified School District to identify data inconsistencies that could impact ACA compliance.

Trusaic has been providing Affordable Care Act compliance services to Temple City USD since 2015. The school district found the ACA to be complex in addressing a mix of full-time and part-time workers, added to the unique compliance issues posed by the school district's collective bargaining agreement and union benefits. Trusaic analyzed the district's employee data to identify data inconsistencies that could impact ACA compliance, and the status of employees was tracked on a monthly basis. A dedicated ACA Specialist was always available to assist with questions or concerns from district staff. As part of the ongoing compliance effort, Trusaic meets with district personnel to provide updates on ACA regulations pertaining to educational institutions, and provides guidance on how to improve the district's ACA documentation processes.

"Their quality of work and service has been consistently outstanding," said Arthur Guia, Assistant Superintendent Personnel. "We made the right decision in choosing them as our ACA services provider."



Lisa Shoemaker
Assistant Superintendent, Business Services
Claremont USD

School district turns to Trusaic for ACA guidance and support

The Claremont Unified School District (USD), like other districts in Los Angeles County, processes payroll through the Los Angeles County Office of Education (LACoE). As Lisa Shoemaker, Assistant Superintendent, Business Services explained, “LACoE doesn’t provide ACA tracking or reporting, so we went with a local third-party payroll vendor for ACA filing only.” Unfortunately, Claremont USD wasn’t pleased with the 1094-C/1095-C ACA reporting and support that they were receiving from that vendor.

They knew that Trusaic was working with LACoE (as well as various other school districts) for ACA compliance, and reached out to see if Trusaic could help. Shoemaker said, “We knew Trusaic was already working with our data from LACoE, so we wanted to see if they could take us in a different direction.”

Shoemaker also told us that the previous vendor was “just providing a platform” to Claremont USD and lacked the expertise and client service Trusaic was able to offer. “We were asking questions about how to prepare the tax returns and not getting any answers.”

Eventually Claremont USD made the switch to Trusaic, choosing the ACA Basic Plus service. Now, Trusaic is able to identify and resolve ACA compliance errors, and to help Claremont USD with tax filing. Shoemaker concluded, “*We couldn’t be more pleased with the guidance and support we receive from Trusaic.*”

ACA Compliance
Colleges



Shasta College

When the Affordable Care Act first passed, California community colleges scrambled to learn all they could about how it would affect employees. Shasta College officials went to confusing training sessions and tried to figure out departmentally who was going to oversee what piece of this complex legislation.

Spreadsheets for tracking hours for part-time employees were developed and manually maintained, but it was more difficult to track the hours of part-time faculty. As they tried to develop an ACA compliance process, college officials recognized they did not have an audit method in place to ensure that the college's ACA compliance process would result in compliance according to ACA and IRS regulations. Employee data necessary for ACA reporting to the IRS was spread across disparate silos. The college's HR team did not have the depth to manage ACA compliance effectively. College officials turned to Trusaic.

Trusaic explained the technical and complex components of the ACA in layperson's terms to college officials. Trusaic customized ACA data analysis specifically for Shasta College's unique and complex data and employee structure. A dedicated ACA Specialist was provided to be the go-to resource for Shasta College departments involved in ACA compliance, including Payroll, IT, and Human Resources. Trusaic began sending a monthly report that provided college officials with both comprehensive data and action items that identified issues and employees missing offers of health coverage. All of this has made ACA compliance a more effective and less intrusive process, and has freed up staff to focus on important priorities to advance the college's agenda.

"Our dedicated ACA Specialist has come to learn and adapt to our unique reporting needs and has provided excellent customer service," said Jamie Spielmann, Lead Human Resources Specialist.

ACA Compliance
Municipalities



The City of Sanger

Trusaic has the expertise needed to address the complexities of the ACA.

The City of Sanger contracted with Trusaic for Affordable Care Act compliance services, beginning with the 2016 reporting year. The city was utilizing the services of a former vendor prior to 2016. It soon became apparent to city officials that they needed a change. They turned to Trusaic.

Trusaic staff worked with city officials to explain the complexities of the ACA and helped the city develop an effective, successful ACA compliance program. A dedicated ACA Specialist was always available to explain what information was needed to ensure accurate reporting that demonstrated sound ACA compliance. Trusaic reviewed workforce data from the City's different databases to identify and correct any inconsistencies to keep ACA compliance on track. They continued to provide city officials with new and updated information on ACA compliance issues.

"Their knowledge and understanding regarding the ACA and its requirements are immense," said Rebeca Padron, City Clerk and Deputy Personnel Officer.



City of Pico Rivera

For the City of Pico Rivera, Trusaic's ACA services went above and beyond providing all the support and assistance required for complying with the ACA.

As the city's ACA solutions provider of choice, it was Trusaic's role to explain the unique complexities that the ACA poses for municipalities in complying with healthcare law. On a monthly basis, a dedicated ACA Specialist from Trusaic worked with city officials to address the potential issues arising from the city's collective bargaining agreement, wide-ranging workforce, and healthcare plans to ensure the City remained ACA-compliant.

Trusaic's ACA CompleteSM service was able to reduce the administrative burdens imposed by the ACA on the city's staff, which included data migration from the city's payroll and benefits databases, ACA records maintenance, and providing detailed monthly reports.

"Trusaic provides guidance and timely solutions on these issues to ensure that our city remains ACA-compliant," said Human Resources Manager Shelly Glasman.



The City of South El Monte

When the Affordable Care Act started employer reporting in 2015, the City of South El Monte sought assistance with ACA compliance. Because of the nature of the city's workforce, numerous healthcare plans, and conditional opt-out payments, the requirements of ACA reporting were a nightmare.

After reaching out to neighboring city districts to find assistance with no luck, the City of South El Monte found Trusaic.

The City was provided a dedicated ACA Specialist who was readily available to answer questions about ACA requirements. Trusaic visited with city staff on numerous occasions to ensure there was no confusion with what the city needed to do to comply with the ACA. When the city was migrating its payroll platform from ADP to an in-house SunGard Pentamotion software, Trusaic was onsite to help build a custom report for ACA purposes to allow for a seamless transition that would keep ACA compliance on track.

"We are thankful to work with them," said Angela Chiaromonte, Accounting Manager. "Their excellent service has made this process a relatively painless one."

ACA Compliance
Non-Profits



Hazon

Trusaic helped determine who is eligible for coverage and ensure that required offers are made when necessary.

As a non-profit organization, Hazon operates in a unique fashion. Determining full-time and part-time status for a primarily variable-hour workforce was a task that at first glance seemed rather simple. However, it soon became clear that the organization's employee class and contribution structure would make ACA compliance a challenge. The reporting requirements of the ACA, in addition to the employee classification setup, amounted to a full-time work load – something Hazon was not prepared to take on. So the non-profit turned to Trusaic for help.

Trusaic helped Hazon make its ACA compliance process more efficient. For instance, Hazon's payroll platform contained several different files, all of which were in different data formats. Trusaic extracted the sensitive information on a monthly basis and consolidated it into an easy-to-understand, actionable report. This information helped Hazon in identifying which of its workers were eligible to receive health insurance coverage and ensured that required offers of health insurance were made according to ACA requirements.

"We highly recommend their service," said Jed Snerson, CFO of Hazon.



Social Model Recovery Systems

Social Model Recovery Systems was referred to Trusaic by Gallagher benefits broker Victoria Ocana for the 2018 tax year filing of forms 1094-C and 1095-C. Social Model Recovery Systems was required to e-file because they had more than 250 forms.

As a COO, preparing 1095-C forms is a very time-consuming task each year, and Social Model Recovery Systems is never 100% certain that they are preparing accurate returns due to the massive amount of data required. Victoria recommended that not only should Social Model Recovery Systems contract with Trusaic to e-file the returns, but also to have them review the returns to identify any coding errors that would lead to potential penalties assessed by the IRS.

Social Model Recovery Systems provided Trusaic with their Excel file of the 1095-C, and Trusaic quickly identified a number of coding errors that would raise red flags with the IRS when e-filed. Social Model Recovery Systems was able to review the employees to quickly correct the coding and send the 1095-C back to Trusaic, who then e-filed it with the IRS. Trusaic provided Social Model Recovery Systems with both the IRS receipt of the filing and the filing status, so Social Model Recovery Systems knew 100% that they had met the deadlines.

Social Model Recovery Systems is grateful to have the experts at Trusaic review the returns, as they didn't want any potential exposure that could have resulted if they'd just filed without that review. Social Model Recovery Systems took advantage of this service for 2019, too, and found that it helps to isolate the handful of employees to review, rather than trying to figure this out on their own for all employees.

Social Model Recovery Systems recommends that "all companies be aware of the IRS exposure that could result from the filing of the 1094-C and 1095-C forms. Companies should reach out to Trusaic to have their 1094-C and 1095-C returns reviewed for free before filing with the IRS. Better to know than not know!"

ACA Penalty Reduction



Brown & Brown Pizza, Inc.

Because of the successful penalty reduction for 2015, Brown & Brown decided to partner with Trusaic to engage in other services that they offer.

In February 2018, Brown & Brown received a Letter 226J penalty notice from the IRS proposing an ACA penalty for 2015. Given that three years had passed since the 2015 reporting year, the pizza restaurant group was unsure how to go about preparing a response to try to eliminate this penalty assessment from the IRS. Making matters more complex was the fact that a significant portion of its ACA documentation had been lost during the Houston flood in the summer of 2017.

Brown & Brown had its payroll provider file its 1094-C and 1095-C forms with the IRS in 2015, but efforts to receive assistance from the payroll provider to address the IRS penalty notice proved fruitless. Desperately seeking help, the restaurant group's insurance broker recommended working with Trusaic.

Trusaic guided Brown & Brown through the process of collecting the data needed to respond to the penalty notice and explained how to organize an effective response to the IRS. When Trusaic noticed a huge discrepancy in the restaurant group's payroll data, Brown & Brown took the initiative to dig deeper and find the source of the problem. The restaurant group had no idea how or when the discrepancy originally occurred. Upon the completion of the review, Trusaic provided two options on how to develop a response, and even took care of the submission process. Brown & Brown was delighted, but not surprised, when it was informed that the IRS had accepted its proposal to eliminate the penalty assessment. This was because the restaurant group was confident in the analysis provided by Trusaic. Brown & Brown decided to hire Trusaic to handle its ACA compliance.

"We couldn't be happier with how efficient and smooth the whole process was for the 226J project," said Kathy Brown, the restaurant's HR Manager.



Hayward Unified

The initial penalty assessment was in the millions of dollars, but by the time Trusaic had finished recalculating Hayward Unified’s exposure, it was reduced to a fraction of the amount.

Hayward Unified School District received a Letter 226J penalty notice from the IRS in late 2017 and was shocked by the amount the IRS was proposing as an ACA penalty. Unsure how to proceed, the school district contacted its insurance broker for help. The broker recommended Trusaic.

Trusaic explained the penalty redetermination process that would need to be undertaken and proceeded to guide Hayward officials through the discovery, analysis, and response phases.

These efforts resulted in the IRS agreeing with Trusaic’s penalty redetermination. The initial penalty assessment was in the millions of dollars, but by the time Trusaic finished recalculating the school district’s exposure, it was reduced to a fraction of the amount originally proposed by the IRS.

Through every step of the process, Trusaic was there to guide the school district in obtaining the necessary documents, data, and information from its various databases to create a robust response that would withstand regulatory scrutiny. Trusaic’s comprehensive redetermination analysis and validation of the raw data in Hayward’s HRIS system corrected several substantive errors that had taken place during the original IRS filing process for the 2015 reporting year.

Trusaic took on the administrative tasks, project management, and data analysis to develop the response to the IRS penalty notice. They provided key regulatory insights that the school district could never have arrived at on its own because of its unfamiliarity with the complexities of the ACA.

“Trusaic’s diligence throughout the entire 226J response made the experience painless,” said Rosemary Rivas, Coordinator of Benefits & Risk Management.



Picore International

Trusaic provides unmatched expertise and ongoing guidance.

In 2015, Picore International, a provider of security and investigative services, was looking for an ACA compliance vendor. Fortunately, Liz Kostopoulos, Picore's Human Resources Director, already had a good idea of where to turn.

"Our CPA was a frequent reader of Trusaic's ACA Times online publication," Liz Kostopoulos said, "and communicated to me that Trusaic was a thought leader in the industry."

Kostopoulos looked at other ACA compliance vendors as part of her due diligence, but, as Kostopoulos put it, "it quickly became obvious that Trusaic knew what they were talking about."

Fast forward to 2020: Picore received a notice of non-renewal by their health insurance carrier because of too little employee participation. They were exploring other options, but then Trusaic put them in touch with a broker who was an expert in the security guard industry and was able to put together the perfect policy for Picore at the price they needed.

Kostopoulos stated, "Trusaic goes above and beyond ACA compliance, the extent to which they understand health insurance."

Most recently, Picore experienced a decrease in business as a result of the COVID-19 crisis; Picore asked Trusaic for a rate reduction. Trusaic worked with Picore on pricing and came to an agreeable cost. What's more, Trusaic has been providing Picore with guidance related to these temporary layoffs and ACA compliance.

Kostopoulos concluded, "Trusaic has proven to be a valuable partner to Picore, especially during these challenging times."



S.J. Distributors Inc.

Trusiatic addressed the errors and reduced the penalty by 97%.

S.J. Distributors Inc. received an IRS Letter 226J penalty notice with a significant ACA penalty assessment. Unfamiliar with this IRS penalty notice, a business partner recommended that the company turn to Trusaic for help.

Trusaic performed a redetermination of S.J.'s 2015 ACA filings and identified a number of errors that had led to the penalty assessment. Trusaic addressed the errors and reduced the penalty by 97%.

Trusaic prepared and submitted the new filings, the response package, and the necessary documentation to the IRS.

Trusiatic's team dove deep into S.J. payroll data, and even used employee W-2 tax forms to prove that affordability had been provided to full-time employees, which helped to reduce the proposed penalty assessment.

"We have no reservations in recommending their 226J penalty reduction service," said Ellen Liu, S. J.'s HR Supervisor.



Homes. Support. Success.

Skid Row Housing Trust

Skid Row Housing Trust was shocked to receive two Letter 226J penalty notices from the IRS for the 2016 reporting year, one for each of their two entities. Both were in the thousands of dollars.

The housing trust was confident it had demonstrated compliance with the ACA in its filing to the IRS. However, the ACA regulations proved to be more complex than the housing trust anticipated. Having multiple entities complicated the ACA filings for the housing trust. A simple mistake caused by payroll auto-generation software triggered an IRS penalty of almost \$40,000. Needing assistance, the trust contacted its insurance broker, who recommended working with Trusaic.

Trusaic reviewed the data, filed an extension, and corrected the payroll mistake. The result was complete elimination of the ACA penalty. A designated ACA Specialist from Trusaic was available to call at any time to answer the trust's questions. Trusaic helped the housing trust save time and money by preventing long IRS phone calls and by removing the burden on the trust's staff to further research ACA regulations.

Trusaic addressed all concerns and gave detailed explanations for all of the necessary documents and data sets needed for the trust to make its case to the IRS.

Trusaic even prepared a response to the Letters 226J, faxed the response to the IRS, and then continued to follow up until the IRS accepted Skid Row Housing Trust's response.

"The payroll platform we used to file could never have given us this expert advice and guidance," said Veronica Garcia, HR Manager.



Starboard Group

Starboard Group received IRS Letter 226J with a proposed ACA penalty in the millions of dollars for the 2015 tax year. As instructed by the penalty notice, Starboard had only 30 days to respond, with the options of agreeing or disagreeing with the penalty assessment. Given that the letter was in reference to the ACA filing that took place three years ago with many personnel transitions having occurred since that time, it was challenging for the company to determine how the ACA filing was handled in 2015. Starboard began doing its research to find an expert that could handle a response to appeal the penalty notice. The company contacted Trusaic.

Trusaic guided Starboard through the penalty response process. Their experience started with an initial onboarding call in which we provided details about data, workforce, and the past filings procedures. With that information, Trusaic was able to take care of the rest. Starboard was able to complete the response to the IRS within 30 days, with the result of reducing the proposed penalty amount to just a few hundred dollars, a 99% reduction in the penalty.

“We have a lot of great things to say about the process and the experience,” said Emily Clark, Benefits Manager.



Super Vacation

Super Vacation received a Letter 226J penalty notice from the IRS in late March 2018 with a significant penalty assessment. The company only had 30 days to respond to the IRS.

In an effort to determine how to respond, Super Vacation spoke with its health insurance broker, who recommended Trusaic and their ACA Penalty Reduction Service. The broker knew that Trusaic had been able to help other clients with regular ACA tracking and monitoring, as well as responding to IRS Letters 226J.

The Trusaic team went into action to develop a response to the penalty notice and provide answers to Super Vacation's questions. Trusaic guided the company through the process of collecting the data and documents needed to prepare an official response to the IRS.

After Trusaic completed their review, they explained all of the details of the response to the company and coordinated the mailing of corrections to the IRS to meet the 30-day deadline. Super Vacation was thrilled when it received the response back from the IRS eliminating the proposed penalty.

"They took all of the stress of dealing with the situation out of our hands," said Helen Koo, President.

Wollborg Michelson **Recruiting**

Trusaic identified significant coding errors presented in 1095-C schedules. After performing a redetermination analysis with raw data, the ACA penalty was reduced to nothing.

Wollborg Michelson Recruiting received a Letter 226J penalty notice from the IRS in early December 2017, just in time for the holidays. The proposed ACA penalty was in the millions of dollars. Unsure of how to respond to the penalty notice, the company did its research looking for an expert. Wollborg found Trusaic.

Despite the hectic time of year, Trusaic was able to move into action quickly. A review of the 2015 ACA information filings by Wollborg identified significant coding errors presented in the 1095-C schedules. Trusaic also noticed that the full-time count in the 1094-C transmittal was overstated. These two errors were essentially what caused the proposed penalty amount to be as high as it was. Trusaic explained to Wollborg what the errors meant and how to avoid them going forward.

During this process, Trusaic handled all of the paperwork. Trusaic provided the response to the IRS on time, attached the necessary supporting documents, and provided receipt to Wollborg once the process had been completed.

“They were professional, thorough, and detail oriented,” said Michael Sanchez, Controller.

Tax Credits



Apple Gilroy, Inc.

Apple Gilroy is franchise owner of Applebee's Neighborhood Grill & Bar with approximately 912 employees and 12 restaurant locations. The restaurant group turned to Trusaic to get assistance with determining which of its employees might be eligible to receive tax credits under the Work Opportunity Tax Credit and Enterprise Zone tax credit. Trusaic assisted in an audit of the three years of company records to help Apple Gilroy and shareholders receive significant tax refunds.



Architecture & Light

Trusaic professionally collected the information needed to obtain tax credits and prepared all the necessary paperwork.

Architecture & Light was delighted when Trusaic notified the firm it was located in a California Enterprise Zone and Federal Renewal Community, making it eligible for tax credits which had not previously been captured on tax returns.

Trusaic collected the data needed to prove the firm was eligible for tax credits and prepared all the required paperwork. Additionally, Trusaic amended the firm's applicable tax returns, resulting in a refund of over six figures in previously paid federal and state taxes.



Bald Eagle Security

Bald Eagle Security Services in San Diego, California was aware it might be eligible for federal employment tax credits and incentives, but the process appeared to be complex and time-consuming.

The security firm contacted Trusaic. Trusaic showed how federal tax credits could eliminate all the firm's state income tax liability and lower its federal income tax liability.

In a matter of weeks, Trusaic had amended prior tax year returns to obtain a full refund of the state income taxes Bald Eagle had previously paid, and produced the current tax year State Income Tax Credit Schedule to apply credits to eliminate the current year's state income taxes.

Bald Eagle continues to work with Trusaic to take advantage of the federal Work Opportunity Tax Credit (WOTC) to lower its federal income taxes.

"These programs have helped me grow my company to be the number one security choice in downtown San Diego and surrounding areas," said Andrea Robinson, President and Owner.



Job 1 USA Staffing

To Job 1 USA Staffing, administering a Work Opportunity Tax Credit program seemed nearly impossible. With a number of new hires, and operating 50 locations across the Midwest and East Coast, there was a lot to account for. Luckily, Trusaic's Tax AdvantageSM solution was ready to help.

Trusaic was able to successfully implement a system that maximized the staffing agency's tax credit earnings. As a result, Job 1 USA Staffing has obtained more than \$500,000 in tax credits.

Part of that success was the result of having a designated Tax Credit Specialist to communicate critical information to the staffing agency on a weekly basis. This provided visibility into the status of tax credit certifications, outstanding documentation, and many others items to improve tax credit results.

Another key distinction in Trusaic's TaxAdvantageSM solution was the incorporation of screening compliance. On a quarterly basis, Job 1 staffing transmitted payroll data to Trusaic. Trusaic cross-referenced the list of new hires with individuals who had been screened, identifying any missed opportunities, and improved the screening process.

"I am confident that our earnings will continue to increase. Constant communication with our point of contact has made the difference for us," said David Schulz, Payroll Manager.

Pay Equity

Manufacturing Company

Trusaic provides employers with crucial insights and actionable strategies around pay equity.

Trusaic's PayParitySM pay equity audit and analysis provides actionable intelligence for employers. It enables them to demonstrate fairness in pay and minimize risks of investigation, enforcement, legal action, and reputation loss.

One employer came to Trusaic for, as their VP of Human Resources puts it, "a statistical analysis from a pay equity standpoint across all our markets... and they did a great job of it." The employer asked Trusaic to identify:

- Whether they were unfairly paying women vs. men;
- Whether they were unfairly paying one race/ethnicity compared to another;
- Which specific pairs of employees had pay disparities, within each market and job position

The employer had worked with other providers in the past, but as the VP of Human Resources put it, "There was way more to Trusaic's analysis, and they were able to see a broader picture." Trusaic called out the factors that contributed to the statistical differences, both between different employee groups and between different individual employees. "We saw that when people in one group were paid less than another group in a particular market, it was due to statistical factors such as length of employment with the company, tenure in their position, and so forth."

These results helped the employer demonstrate that they not only didn't have anything that couldn't be explained, but they had completely acceptable reasons for what they were paying to whom. "With our prior provider, I could see that there was a 10% pay gap between group A and group B," said the VP. "But with the Trusaic analysis, we could also see what factors drove those pay differences, and that those factors might vary by market. In one market, the pay difference was driven by group A employees having more industry experience. In another market, group A employees had more tenure in their positions than group B employees, who were brand-new in those particular roles."

By providing greater and deeper insights than the competition, Trusaic made it much easier for this employer to address their pay equity concerns by helping them recognize which legitimate business factors were driving their pay differences.

Brokers



Margaret Godwin
Technology Practice Leader
HUB International

Margaret Godwin is one of seven technology practice leaders working across the country for HUB International. Margaret shares information and notes on ACA compliance providers, and shows their broker clients different options... which is where Trusaic comes in.

Margaret says, "Some background: I'm actually sort of an ACA 'nerd' and have created my own ACA compliance software... it's a TurboTax-style 'lite' version, used by around 20 agencies and 700 companies. So if anyone mentions ACA to our broker clients, they pick up the phone and call me – because of my expertise, and because it's my job as the technology practice leader to identify the right solutions for them.

"Trusaic is on our ACA shortlist for a variety of reasons. For one thing, they popped up on our radar early on. Some vendors failed miserably at the beginning of ACA, while Trusaic stood out. Another is that even technology practice leaders like myself can't keep up with the difficulty of the ACA. That's why we team with Trusaic – to keep on top of what is changing. Trusaic is very much a thought leader in the ACA space, with over a hundred published blog articles. They also have training resources based on all the latest and greatest hot topics on the ACA.

"A common scenario I see is that a client gets a letter from the IRS, calling out penalties in the millions of dollars. Now, your average HR professional is not an ACA expert, so the letter gives them an indication of what the problem scenario is, and once they get over the initial shock, they loop us in.

"Trusaic also does Penalty Risk Assessments to proactively calculate their ACA exposure and penalties. If a company has already received a penalty, Trusaic will help abate it or get it significantly reduced.

"At the end of the day, I want what's best for the client. I help hundreds of companies a year, and recommending Trusaic has been a great experience. I have clients coming out of the woodwork at the end of January, so being able to reach out to Trusaic and have them respond right away is perfect."



Russ Carlson
President
BeneServ Benefit Consulting & HR Services

Emerson Reid, a large general agency for health insurance brokers, referred BeneServ to Trusaic, and after they spoke with Trusaic, they didn't look at any other ACA solutions. That's because when BeneServ met with them, it was immediately apparent how knowledgeable Trusaic was about ACA compliance – and how pleasant Trusaic would be to work with. According to President Russ Carlson, "It felt like we'd been doing business with Trusaic forever. We've been paying for Trusaic to provide services to our clients. Basically, we're not just recommending them; we're practically telling clients to use them."

Trusaic provided BeneServ with a powerful competitive advantage. BeneServ was able to assure clients that their ACA compliance is being done correctly, so they don't have to worry about unexpected IRS penalties. Or, if a client is already subject to penalties, Trusaic can help them get the penalties reduced or eliminated. As President Russ Carlson notes, "Trusaic delivered more than just a technology solution – they provided world-class service and expertise as well. So I'm happy to recommend Trusaic to any broker – except the ones in our market!"



Derek Moore
Senior Vice President
Venbrook Group LLC

Derek Moore has been an Employee Benefits Broker for over 20 years and when the ACA came into existence, Derek and his company, Venbrook, quickly knew they needed to find the best solution to partner with for their clients. Like most agencies, Venbrook submitted RFIs to ACA vendors all over the nation, but as they moved forward with various vendors, they quickly realized the shortcomings of these vendors. None of them were able to identify their clients' control groups, nor did the vendors have any real understanding of the ACA as it related to their clients' needs.

While presenting their services to a large accounting firm, Derek was introduced to Gregg Kasubuchi, Vice President of Partnerships at Trusaic. When Gregg explained what Trusaic did around the ACA, Derek realized that Trusaic was offering exactly what their agency needed to help their clients with ACA compliance.

Venbrook found that Trusaic delivered the highest level of services to their clients, prepared accurate 1094/1095-C returns, and even represented their work before the IRS. Trusaic provided Venbrook's clients with a dedicated representative who managed the client's compliance each month – and they did not put the liability back onto Venbrook. Venbrook knew where each one of their mutual clients stood each month in terms of 4980H exposure, because Trusaic provided Venbrook with monthly reports. This also helped ensure that Venbrook's clients were making the necessary offers of benefits to eligible employees.

Other vendors Venbrook worked with in the past required their agency to set up the ACA rules for their clients, and would never answer any of their clients' ACA-related questions, but Trusaic did it all for Venbrook. Trusaic even stepped in to solve many IRS issues that other vendors created for Venbrook's clients. According to Senior Vice President Derek Moore, "It's without a doubt that I recommend Trusaic for ACA compliance, tracking, and reporting, as they are the best in breed for ACA. Plus, we love how they can also generate tax savings for our clients through their WOTC program, and we find that most of our clients are saving more in taxes from this than they are paying in ACA fees."



Karyn Goodsite
Account Executive
Keenan

“I serve as an advisor to representatives of K-12 school districts. Recently, several of the districts I work with were facing potential issues with the IRS, due to the complexity related to their payroll processes.

“For one thing, paying employees 10 months a year rather than 12 isn’t a typical experience, and the districts were dealing with various collective bargaining agreements. One district was looking at a \$500K penalty, because their teacher’s union had requested a pay increase in lieu of benefits. The paperwork was complicated and the IRS issued an audit.

“I felt these representatives could benefit from the services Trusaic offers. Unlike average vendors who just do the tracking and reporting, Trusaic is very hands-on with regard to ACA compliance. So I invited Gregg from Trusaic to do some educational seminars for these representatives. During the seminars, Gregg discussed how Trusaic could not only help them resolve all their current issues, but with forward-looking penalty prevention as well. For example, Trusaic can review collective bargaining agreements on the districts’ behalf, as well as assist in providing relevant ACA-related information that the districts can use during negotiations. Additionally, Trusaic can work proactively for them, with free risk assessments to identify any issues and make sure they’re filing accurate returns.

“The school district representatives loved seeing what Trusaic had to offer. In fact, one of the largest County Offices of Education (COE) in California subsequently reached out to Trusaic. The COE was using a broker who was charging for ACA consulting, but they were still having to do all the work, and were obviously dissatisfied with the broker. Trusaic came in and solved the situation for the COE, and managed all the paperwork and filing. They also helped me win the COE’s business and become their broker of record.

“In summary, I view Trusaic as a trusted partner and resource that will exceed my clients’ expectations every time.”



Debra DeSpain
Assistant Vice President
Employee Benefits
Keenan

“As an Assistant VP, I advise school districts in one of the country’s largest education regions on employee benefits and related issues. One district I work with did their ACA reporting in-house, and ended up with an incorrect report based on a misunderstanding of what information needed to go in which field.

“As a result, the IRS sent them a letter informing them of a nearly \$10 million penalty, and they needed help desperately. Fortunately, I was able to provide the district with a solution; I put them in touch with Trusaic. I was confident Trusaic would provide them with best-in-class service, support, and solutions for ACA compliance.

“At that time, I had contacts with two or three other ACA solution partners. But I chose to call Trusaic immediately because I know they’re very hands-on and would reduce the stress on the district. Other providers offer platforms, but still require the client to do all the work (in many cases, putting in 12 to 15-hour days).

“With Trusaic on the case, the district was left with a penalty of just \$700 compared to the original \$10 million! Trusaic worked backward to find the errors and fix them, filing the IRS forms and handling everything from A to Z. All the district had to do was sign the documentation that Trusaic provided; they (and I) thought Trusaic did a wonderful job.

“I’ve found Trusaic’s free Penalty Risk Assessment to be very helpful to the districts I serve, and I recommend it highly. It’s been well-received by my clients, as they appreciate having a third-party expert look at their reporting.

“Overall, Trusaic’s price is right, they do the work, and they take on the risk. That’s why I give them an A-plus when recommending them to the districts I advise.”