Worry-free, accurate health compliance

**ADP SmartCompliance®
Health Compliance**

Quick facts

Name   Central Bancompany, Inc.

Industry   Financial services

Employees   2,800

Headquarters   Jefferson City, Missouri

Product   Payroll Platform
ADP Enterprise HR®

**Always Designing
for People™**

Central Bancompany (Central Bank), founded in 1902, is a Midwest community based and community orientated financial institution that currently operates in more than 140 locations.

Trish Tellman is the Payroll Manager for Central Bank, responsible for processing payroll for every employee in each of the bank locations, using ADP eTime and ADP Enterprise HR.

Central Bank has had the ADP SmartCompliance® Health Compliance module from the time that Affordable Care Act (ACA) reporting went into effect. Recently we spoke to Trish about her experience with it. Here's what she had to say:

Bringing on the ADP Health Compliance module

At the time that the ACA was implemented, we had a different benefit provider, and they weren't going to be able to do what we needed for ACA. It turned out that we were able to work with ADP for the benefits eligibility platform and, along with that, ADP introduced the ACA solution to us. ACA was overwhelming back then, and it sounded wonderful to have ADP help us with that. It has turned out to be awesome and ADP has been there to help us through every bit of it because there is just so much to know. We have never been on our own — ADP has been with us from the very beginning.

ADP's ACA reporting evolution

In the beginning, we used to have to look at spreadsheets and approve them. Everything was spreadsheet driven, so we would get this huge spreadsheet that ADP would sort. ADP would look through our data, sort it and color code it. Then they'd let us know at the top of the spreadsheet what we were supposed to look at, but back then, we didn't even really know what we were looking at because there was so much information. Then ADP built a website for this information, but we were still getting spreadsheets.

Now we have a wonderful website to use, and it's so easy. We just trust that everything that needs to get done is getting done. We have monthly calls with ADP, and we work through issues along the way. When it comes time for the reports and forms to go out to the employees, and to be reported to the government, everything is just ready. We really don't have to think very much about it because we've been doing it all year long, so it's just ready. I have tremendous peace of mind knowing that it's done, it's done properly, it's ready to go, and we're not going to miss any of the deadlines.

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Trish Tellman
Payroll Manager

The Health Compliance website just keeps getting better and easier to work with every month. We haven't really had a whole lot of issues with it right from the very beginning.

The benefits of a fully integrated system

I think what helps us a lot is that we have ADP for payroll and for benefits, and it all comes together in the Health Compliance site. For us, it just flows very easily because we don't have to bring in information from other systems. It is just amazing how everything comes together from all of our different ADP systems.

The Health Compliance piece is definitely one of the best systems that ADP offers because it is intuitive, it interfaces with all the other necessary ADP systems, and it is supported by subject matter experts who are dedicated to helping their clients. The system is attractive, and I never have to worry about data integrity since it's pulling data from our ADP payroll and benefits systems.

Saving time and headcount

Having ADP help handle our ACA compliance is a huge time saver because, if we had to prepare all the forms ourselves and review all the information that goes into doing that, we would need a whole other person. So having this system has allowed us to keep our headcount down. We're still able to review the information, but we don't have to spend hours upon hours looking at it.

I also think it helps us to be more efficient in our payroll processing because we don't have to worry about when are we going fit in reviewing all this information to prepare the reports.

Responsive and knowledgeable service

Our account rep, Velonda, provides exceptional value because not only does she proactively tell us about upcoming tasks and how to complete them, she's also watching our data to make sure that we don't have any compliance issues. If there is a question, she will point out the specific record and ask us to research it.

What I am working for

I want to do an excellent job and make sure that everyone gets their pay on time, and I want to make sure that people around me are happy and content in what they're doing.

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About ADP SmartCompliance

ADP SmartCompliance is a cloud-based platform of outsourced services that integrates with many leading payroll, HR and financial systems to help you maintain HCM-related compliance, mitigate risk associated with noncompliance, improve efficiencies and drive operational growth. Its unified capabilities can help handle your health care, employment tax, tax credits, wage payments, employment verification, unemployment claims, W-2 management and wage garnishments needs. Your information is organized in one place to be concise and actionable.