



Accurate Reporting with ADP® Health Compliance

ADP Health Compliance

Name	King County
Industry	County Government
Employees	14,300
Headquarters	Washington
Website	kingcounty.gov

King County is the largest county in the state of Washington and the 13th largest county in the United States. From public transportation, to law enforcement, to parks and recreation and to water treatment, this county is doing their part to make sure their constituents are happy, healthy and receiving the services they expect. Since county employees work hard to help ensure the efficient delivery of these services, King County recognizes the great importance of taking care of its employees, which includes meeting all federal, state, and local reporting requirements. When health care reform reporting began, the county had to make sure reporting was timely and accurate. We talked to Mary Beth Short, payroll, benefits and retirement operations manager, to find out why working with ADP® for health care reform reporting was the best choice for the county and it's over 14,000 employees.

On the difficulties of handling health care reform reporting in-house:

When the reporting first became a reality in terms of what was needed to be provided, there weren't a lot of vendors out there that had a product that could support the reporting we needed. Because the rules were coming out at almost the same time as the systems that would be delivering the reports to the IRS, there were delays in reporting.

We knew ADP was one of the largest depositors in the United States with the IRS. Although we all were sort of bumping through that first year or so, we believed that ADP still had access and a greater depth of knowledge of the IRS rules than we did. It would be far better to have a service provider like that than to go it alone or with someone who did not have that knowledge such as our HRIS vendor.

On growing the relationship with ADP

We spent a year working on, "How do we make our processes better?" As an ADP client, I was invited to participate on the Client Advisory Board at ADP. I gained more knowledge, and then we brought the right person on board in the role of an internal system expert. Now it's just lickety-split! The system





I rest more easily at night knowing we have a service provider that has the capacity to be the expert that we know we can't be. We know our system, and we know our HR data. Our expertise in that, combined with ADP's experience in the law, has really built a great process with a great outcome.

Mary Beth Short

Payroll, Benefits, Retirement and Safety and Claims Operations Division Director, King County



expert we have here understands the needs of ADP. ADP has tailored their program by listening to all of us, which I don't think was easy at the beginning because there were a lot of voices with a lot of concerns, but ADP just kept trying to listen. And they kept trying to hear what we were saying, and they kept trying to improve what was happening. And as a result, the product now is probably as strong as any product out there in the market. Out of great pain, often comes great healing and great product. And I think that the growth and learning was worth it.

On the benefits of using the ADP solution:

The largest benefit is knowing that we have accurate reporting required by the federal government. Since we have to do it, I want it to be accurate. The system ADP has in place with the milestones, the project planning and the process provides us with the understanding we need to do that reporting. All of the ADP service contacts are really a great toolset for us. We trust their depth of knowledge that we know we just can't replicate ourselves, and we don't think that other vendors necessarily have.

How has the health compliance solution affected your business?

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There are only a handful of organizations out there who are truly experts on reporting requirements. Once you understand that ADP is the organization that holds that credibility and has created a depth of resources, people and systems to make that happen, you recognize that there is no amount of money that can't justify the investment to receive ADP's level of expertise.

Our taxpayers would rather have us leverage the company with the right expertise than have us try to build it ourselves, and that's true even in the private sector. I can't imagine an investor or a board thinking that it was better as a shareholder to expand their resources and attempt to build all of that, when the expertise and knowledge, particularly in reporting, sits in companies like ADP. That's not what any employer does.

