

## AUDIT INQUIRIES

As a general rule it is not the PCRB's role to become involved in disputes involving the allocation of a particular employee's payroll to a given classification. Allocations of payroll are made by the carrier and should be explained by the carrier to the insured. Issues/disputes of this kind should initially be referred to the carrier's regional audit manager for resolution. In those instances where the employer and carrier cannot come to a mutually agreeable resolution, the insured (or the insured's agent of record) may contact the PCRB requesting a review and a ruling regarding the payroll allocation dispute. **The PCRB will not intervene if a carrier requests a ruling regarding a payroll allocation dispute.** It is expected that the carrier will apply PCRB Manual rules to the audit and explain the reasons for the assignment on the final audit.

The information that the Field Operations Department needs to properly respond to disputes concerning payroll allocation on a final audit:

- A request in writing from the insured or the insured's agent of record outlining the nature of the dispute.
- A complete and accurate description of the business operations during the policy term in dispute and, if available, a copy of the final audit as issued by the carrier.
- A complete listing of all employees being disputed including the name of each employee, a description of their duties during the policy term of the audit dispute and an explanation why the duties of the employees do not support the carrier's assignment.

The request can be submitted via the PCRB's website ([www.pcrb.com](http://www.pcrb.com)) using the Classification Inquiry function. Otherwise information can be submitted by email to the Field Operations Department through Christina Yost, Manager-Field Operations, at [cyost@pcrb.com](mailto:cyost@pcrb.com).

Upon receipt the PCRB will determine whether the request is eligible for PCRB intervention (i.e., only the most recently closed and billed policy qualifies for review) and whether enough information is available for the PCRB to make a ruling. As necessary the PCRB will contact the carrier requesting audit worksheets and other pertinent information. The PCRB may also conduct an independent audit and have a field representative meet with the insured to develop needed information. Once the review is completed both the carrier of record and the insured will be advised of the PCRB's findings.