



## Audit Project Completion Form

Project Title: Health Insurance Operations Project Number: 018

**Table 1:** Project Timeline

Deliverable	Responsible Staff	Audit Plan FY	Date Issued	Months to Complete	Hours to Complete
Audit Report	Neeraj Sama Madison Rorschach	FY2019-20	11/10/2020	2.50	NA
Follow-Up Report	Madison Rorschach Amber Jackson	FY2021-22	06/07/2022	NA	15.75
Informal Follow-Up Report	Madison Rorschach Amber Jackson	FY2022-23	07/21/2023	NA	3.25
Total:				2.50	19.00

Concurrent Rate: 100% Implementation Rate: 100%

**Table 2:** Project Recommendation Summary

Recommendation	Mgmt. Response	Status
1. Develop and formalize a process for periodically identifying and removing ineligible dependents who are not removed by employees in a timely manner.	Concur	Implemented
2. Periodically conduct a review of adjudicated health insurance claims to verify plan implementation and identify claim processing errors.	Concur	Implemented
3. Develop a process to report to City Management any control weaknesses identified in the Third-Party Administrator's Service Organization Control Report.	Concur	Implemented
4. Annually verify that the city has adequate complementary user organization controls based on the Third-Party Administrator's Service Organization Control Report.	Concur	Implemented
5. Periodically request the Third-Party Administrator provide a list of individuals who have access to the City's eServices Internet Portal and verify that only authorized individuals are included.	Concur	Implemented
6. Clarify the weekly health insurance claim funding reconciliation process in consultation with the Finance Department.	Concur	Implemented
7. Implement monitoring procedures for performance guarantees.	Concur	Implemented

Based on the project timeline and recommendation summary listed previously, the City Auditor recommends this project be closed and considered formally complete:



City Auditor: Martin R. Mc

Date: 07/31/2023