

1. *I see the credit amount....what is the total amount that was lost? It says credit to date....are we expecting more?*

Answer:

Amount \$1,101,556.45

It is uncertain at this time if we are expecting more. If we are able to recoup e-mail from past and current employees.

2. *What do the following columns mean in the spreadsheet? Trans (difference between T and Terminated), Effective Date (is this when they left the city or when the benefits were stopped) and Mos. Imp*

Answer:

Mos. Imp= Months being processed

Trans= Termination

Effective Date= Benefit stop date with Health Plan.

3. *Over the years, did Risk Management ever requested additional help prior to being given someone in 2017? If so, what response did you get from your supervisor or city manager?*

Answer:

Yes, Human Resources/ Risk Management asked for additional help for multiple years. Human Resources was told due to budget constrained we would not receive additional manpower.

4. *In July 2017, was that the first audit conducted by HR?*

Answer:

Yes, HR/Risk started auditing employee files. Subsequently, during the insurance renewal meeting for FY-17 Finance, audit the number based on the headcount listed by Aetna to project for billing purposes.

5. *How often are audits done? If done annually, why wasn't this discovered before July 2017?*

Answer:

In the past there was no audit to due the staffing level in Risk Management (Risk Manager and Insurance Technician). In July 2017 a Benefit Administrator was hired and we begin to audit the files.

6. *How did having these former employees on our roster impact our claims and the determination of what it would cost us each year thereafter?*

Answer:

Aetna reversed all of the terminated personnel and all medical claims on the retro termination project. The recovery unit (Aetna) did an audit after the termination of the policy to have all providers refund the payments made by Aetna on those employees.

Therefore, this retro termination project did not affect the lost ratio on City of Riviera Beach claim utilizations.

7. *How many months did we pay for each of those employees beyond their termination date?*

Answer: Please refer to Colum U on the report it varies.

8. *Was there a time period where people just weren't removed? For example: ALL employees that left between 2014 and 2017 were overlooked or random/selective people were overlooked and kept on? If there were only some people during a time period, how is it that they were overlooked and not the others?*

*Was there a time period where people just weren't removed?*

Answer: No

*If there were only some people during a time period, how is it that they were overlooked and not the others?*

Answer:

The error is due to system and human error. Risk send out the termination to the carrier based upon the report data output (Data from each month from our HRIS system). Over the course of the years different methods were utilized to send the information to the carrier.

1. Via fax based on manual forms Personnel Action Request (PAR) form
2. Via e-mail to account a or billing representative
3. Via web portal through Aetna