INSURANCE AUDIT TIMELINE

Background

- OCTOBER 31, 2014 - HUMAN RESOURCES DIRECTOR RETIRED.

- OCTOBER 31, 2014 - RISK MANAGER WAS APPOINTED INTERIM HUMAN RESOURCES DIRECTOR.

RESPONSIBILITIES INCLUDED HR DIRECTOR FUNCTIONS, RISK MANAGER: LIABILITY CLAIMS MANAGEMENT, RESPONSE TO INTERROGATORY FROM THIRD PARTY, RESPONSE TO DEFERRED COMPENSATION, WORKER'S COMPENSATION, DISABILITY MANAGEMENT, CITY DRUG TESTING PROGRAM, PRE-EMPLOYMENT MEDICAL TESTING, SAFETY, FMLA, COORDINATION OF DR. REV. MARTIN LUTHER KING JR. PARADE, HEALTH FAIR, RFP'S ETC.

- OCTOBER 15, 2015 -HUMAN RESOURCES DIRECTOR APPOINTED.

Background

- APRIL 2016 -CITY INSURANCE TECHNICIAN RETIRED (Please note with this retirement it brought the vacancy to three (3) positions in the division with only the Risk Manager position filled).
- JULY 11, 2016- HIRED INSURANCE TECHNICIAN.
- OCTOBER 24, 2016- SAFETY OFFICER WAS HIRED.
- JULY 5, 2017 -BENEFITS ADMINISTRATOR HIRED (BRINGING DIVISION TO FULL COMPLEMENT OF FOUR (4) PERSONNEL).

Discovery

- UPON THE HIRING OF THE BENEFITS ADMINSITRATOR (JULY 2017) RISK BEGAN TO AUDIT CITY BENEFITS.
- JULY 2017 RISK NOTIFIED CARRIER OF DISCREPRANCIES FOUND DURING THE INITIAL AUDIT. PLEASE NOTE: TERMINATIONS WERE COMPLETED MANUALLY. WE BELIEVED THIS MAY HAVE CAUSED THE DISCREPRANCIES FOUND & AS A RESULT NOW ALL MAINTENANCE & TRACKING IS DONE THROUGH AN AUTOMATED PROCESS, REDUCING THE NUMBER OF ERRORS EXPERIENCED FOR THE PREVIOUS FOUR YEARS.
- JULY 2017 STAFF MET WITH CARRIER AND BROKER FOR PRE-RENEWAL MEETING.
- AUGUST 2017 - DURING INSURANCE RENEWAL MEETING (FINANCE, CITY MANAGER, RISK, BROKERS, CARRIER REPS.) FINANCE DIRECTOR INFORMED RISK MANAGEMENT OF DISCREPRANCIES WITHIN THE BILLS.

Discovery

- DURING AUGUST AND SEPTEMBER 2017 TIME FRAME BECAUSE OF OTHER ISSUES A DELAY IN INVESTIGATING THE OVER PAYMENT OCCURRED . RESOURCES HAD TO BE RE-DIRECTED DUE TO DISCOVERED MOLD & ASBESTOS, FOLLOWED BY WATER INTRUSION IN POLICE, CITY COUNCIL AND LIBRARY FACILITIES DUE TO HURRICANE.

- SEPTEMBER 20, 2017 AN AGENDA ITEM WAS PRESENTED TO COUNCIL TO RENEW THE HEALTH INSURANCE. IN THE AGENDA ITEM BACKGROUND, IT WAS IDENTIFIED THAT THERE WERE EMPLOYEES WHO WERE NO LONGER EMPLOYED (RESOLUTION#104-17).

- SEPTEMBER 26, 2017 RISK REQUESTED FROM I.T. TO PROVIDE ACCESS OF FORMER INSURANCE TECHNICIAN'S DATA TO VERIFY TERMINATIONS WERE COMPLETED AND MAINTENANCE OF BILLS WERE COMPLETED CORRECTLY.

- SEPTEMBER-NOVEMBER 2017 RECEIVED FROM AETNA THREE (3) MONTHS CREDIT FOR ALL TERMINATED MEMBERS.

- OPEN ENROLLMENT CONDUCTED FROM SEPTEMBER 25,2017 - OCTOBER 16, 2017. FOLLOW BY LIABILITY INSURANCE RENEWAL.

DISCOVERIES & UPDATES

- DECEMBER 28, 2017- RECEIVED AN E-MAIL FROM FINANCE CONFIRMING ORIGINAL REQUEST OF DATA FROM I.T. - AVAILABLE FOR REVIEW.
- JANUARY 2018- REVIEWED AVAILABLE DATA - SENT UPDATE TO AETNA FOR ADDITIONAL CREDITS.
- FEBRUARY 2018 –APRIL 2018- CONTINUED TO RESEARCH DATA FROM 2014, 2015, 2016, AND 2017. IN ADDITION,OBTAINED ACCESS TO ARCHIVED FILES FROM I.T.
- MAY 2018- MET WITH CARRIER (AETNA) ON ONGOING AUDIT FOR CREDITS AND OPEN ENROLLMENT.

DISCOVERIES & UPDATES

- JUNE 2018- RISK, FINANCE & CITY MANAGER MET TO DISCUSS ON-GOING AUDIT FOR CREDITS (VERIFICATION OF FINANCE NUMBER AND HR/RISK.NUMBERS).

- JUNE 28, 2018- MEMORANDUM SENT TO CITY MANAGER TO UPDATE IN RESPONSE TO THE CITIZEN'S INQUIRY AT THE SPECIAL MEETING HELD JUNE 25, 2018.

- JULY 2018 -MET WITH FINANCE DIRECTOR TO UPDATE DATA FOR ADDITIONAL CREDITS. CREDIT WILL BE PLACED ON THE AUGUST 2018 BILLING.

RETIREES & CRA

CRA EMPLOYEES

- FROM 2014-2015 CRA EMPLOYEES WERE BILLED ALONG WITH CITY EMPLOYEES (SAME INVOICE). CRA SENDS PAYMENTS FOR ALL BILLED PERSONNEL TO FINANCE FOR RECONCILIATION.

RETIREES

- RETIREES ARE ISSUED A BENEFIT CONTINUATION LETTER.
- A COPY OF THE BENEFIT CONTINUATION LETTER IS SENT TO FINANCE (UTILITY BILLING) AND THE PENSION ADMINISTRATOR FOR PROCESSING.
- PENSION ADMINISTRATOR DEDUCTS RETIREES AND FORWARDS PAYMENTS TO FINANCE DIRECTLY. COPY OF PAYMENT LIST IS FOWARDED TO RISK.

ACTION PLAN & PROCEDURE
AS OF JULY 2017

- HUMAN RESOURCES RISK MANAGEMENT DIVISION HAS BEEN RESTRUCTURED. ADDITIONAL PERSONNEL WAS HIRED FOR BENEFITS ADMINSITRATION.

- BENEFITS ADMINSITRATOR AUDITS MONTHLY BILLS FOR CORRECTIONS AND TERMINATIONS.

- NOVEMBER 2017 CITY OBTAINED ACCESS TO "EZ-ACCESS" ENROLLMENT SYSTEM TO DIRECTLY TERMINATE BENEFITS WITH CARRIER.

- CHANGES ARE NOW MADE ON-LINE AND CREDITS ARE POSTED ON THE FOLLOWING BILLING CYCLE AND ARE RE-REVIEWED EACH MONTH.

ACTION PLAN & PROCEDURE AS OF JULY 2017(CONT.)

- REPORTS ARE BACK DATED TWO MONTHS. THIS WILL ASSURE ANY MISSED OR LATE PROCESSED TERMINATIONS ARE PICKED-UP FROM FINANCIAL SYSTEM.
- COPIES OF LIST INVOICES ARE SENT TO FINANCE ALONG WITH PAYMENT REQUEST.
- RETIREE PAYMENTS FROM PENSION ADMINISTRATOR ARE REVIEWED BY RISK AND FINANCE FOR ACCURACY.
- RETIREES WHO MAKE IN PERSON PAYMENT TO FINANCE INSTEAD OF AUTOMATED PENSION DEDUCTIONS, WILL BE REMOVED WITHIN 45-DAYS FOR NON-PAYMENTS. UPON RECEIPT OF NON-PAYMENT FROM FINANCE UTILITY BILING DIVISION TERMINATION WILL BE PROCESSED TO AVOID REIMBURSEMENT LIMITS WITH CARRIER