



COMPLETED CLOSED AUDIT

Dante Robinson, Chief of Internal Affairs

Adjusting Journal Entries - PAO 646

Internal Audit performed an audit of the Adjusting Journal Entries process owned by Financial Operations. The audit's objective was to assess if adjusting journal entries were necessary and accurate, supported by sufficient documentation, and had appropriate approvals. Sixty adjusting journal entries were reviewed. Exceptions were noted in the area of sufficient documentation to support the adjusting journal entries.

Financial Operations has acknowledged this process weakness. They have developed and adopted workflow procedures to strengthen the documentation for the initiation, review and posting of all adjusting journal entries.

Ultimate Claims System - PAO 631

Internal Audit conducted a review of the Ultimate Claims System. The purpose of the review was to assess what was being done to replace the current claims management system and to provide a status report, including the project timeline.

Project Status:

- New claims management system will be for all new and legacy claims.
- Project started Q4 2011.
- Plan is to go live in 2013.
- All needed stakeholders are represented on the project team.

Two reported benefits that the new claims management system is expected to deliver are: IT related support and maintenance costs reduced by 50% and provide our claims adjusting staff will ONE claims management system to handle all of their adjusting needs.