

State of New Hampshire Internal Service Fund Management Letter for the Fiscal Year Ended June 30, 2014

Risk Management

Department of Administrative Services (DAS)

LBA Audit – Correction Action Plan / Audit Response

12 Month Progress Report: May 1, 2016

Completion Status

Open ●
Partial ●●
Substantial ●●●
Full ●●●●

#	Observation Title	Recommendation	Action Item	Due Date	Completion Status	Comments
1	Formal Risk Assessment	Establish a formal risk assessment process, supported by policies and procedures, for recognizing and responding to risks potentially affecting the RMU's operations.	Commenced project planning.	Ongoing	●●	Subject to limited staff and other resources.
2	Controls Over Enrollment Data	Perform periodic reconciliations between the enrollment data repository (NHFIRST) and information used by the benefit vendors to pay claims to ensure the vendors are only processing claims and collecting administrative fees for appropriate enrollees.	<ul style="list-style-type: none"> ° RMU & DOP have commenced a project to determine discrepancies with vendors. ° RMU has developed processes to perform monthly enrollment reconciliations between administrative fee enrollment counts and NHFIRST enrollment for all health benefit vendors. Process to be documented. 	Ongoing	●●	Subject to limited staff and other resources.
		Implement a secondary system review control for all changes made to plan enrollments to ensure changes are made accurately and appropriately and control procedures are documented.	On 4/23/15, Dependent Eligibility Verification Process completed. Final DEVP Report submitted to Fiscal Committee on 12/15/15.	Completed on July 31, 2015	●●●●	
		Limit the number of individuals authorized to make enrollment changes to the health benefit plan. All authorized individuals should be appropriately trained. Conduct periodic review of authorized access.	<ul style="list-style-type: none"> ° HR training completed ° Pending HR payroll consolidation to identify other controls. ° Statewide employee terminations checklist implemented to ensure terminated employee's no longer have access to the NHFIRST system. 	Ongoing	●●	
3	Service Organization Control Reports (SOC-1 Reports)	Expand documented review of each SOC-1 Reports to understand the scope and effectiveness of controls over outsourced operations.	Developed written procedures for vendor SOC-1 reviews and development of complementary control matrixes for SOC-1 reviews completed.	Completed	●●●●	.

4	Controls Over Revenue	Establish policies and procedures to ensure revenues are complete and accurately collected, reported and recorded.	<ul style="list-style-type: none"> ° HBP revenue sources reconciled monthly by RMU finance. ° Developed written procedures of monthly revenue reconciliation process for HBP revenue sources. 	Ongoing	●●●	Subject to limited staff and other resources.
		Establish review and approval controls that verify the completeness and accuracy of revenues. Reconcile NHRS subsidy revenue for accuracy.	<ul style="list-style-type: none"> ° Monthly NHRS subsidy revenue reconciliation processes developed and procedures drafted. ° Monthly reconciliation of NHRS retiree health enrollment to NHFirst retiree enrollment process developed and procedure drafted. 	Ongoing	●●●	
5	Revenue Reconciliation	Develop policies and procedures for the timely follow up and resolution of significant variances identified by control activities.	<ul style="list-style-type: none"> ° Developed written procedures of monthly revenue reconciliation process for HBP revenue sources. Different revenue reconciliation processes require follow up with different internal departments and/or HBP vendors. Each drafted revenue source procedure includes a process for timely follow up and resolution of revenue variances. 	Ongoing	●●●	Subject to limited staff and other resources.
6	Health Benefit Policies and Procedures	Establish policies and procedures for all significant aspects of the health benefit plan.	<ul style="list-style-type: none"> ° Policies and procedures to be developed. ° Processes in place to administer HBP. 	Ongoing	●●	Subject to limited staff and other resources.
7	Health Benefit Book	Publish all health benefit booklets in a timely manner.	<ul style="list-style-type: none"> ° Vendor project plans include timely publication of benefit books. ° Summary plan descriptions and “Benefits 101” presentation are available online. 	Ongoing	●●●	Subject to limited staff and other resources.
8	Working Rates	Implement evidenced review and approval control over the acceptance of actuarially determined working rates.	Developed written policies and procedures for evidence based review and approval control over the acceptance of actuarially determined working rates.	Completed	●●●●	
9	Accounts Receivable Policies and Procedures	Develop policies and procedures for accounting and reporting accounts receivable to provide guidance for consistent reporting.	<ul style="list-style-type: none"> ° Developed written policies and procedures. ° Processes in place to document accounts receivable. 	Completed	●●●●	
10	Financial Activity in The Appropriate Fund	Work with DAS, State agency, and the Legislature to develop policies and procedures for accurate financial reporting for the General Fund.	Work plan to be developed.	Ongoing	●	Subject to limited staff and other resources.

11	Transfer of Payroll Costs Policies and Procedures	Establish policies and procedures for timely payroll transfers, as directed by Chapter 1:9.	° RMU developed written policies and procedures for payroll transfers. Payroll transfers are conducted timely.	Completed	●●●●	DAS requested repeal of Chapter 1:9 (Laws of 2009); not repealed in 2015 legislative session.
12	Workers' Compensation to Internal Service Fund	Review the policies and procedures for posting workers' compensation revenues to the Internal Service Fund. Ensure revenues continue to be posted timely.	° DAS manual addresses posting workers' compensation revenues. ° Timely posting of revenue occurs now that office is fully staffed.	Completed	●●●●	
13	Changes to Collective Bargaining Agreement	Put changes to the CBA in writing with the agreement to the changes by Labor and Management.	DAS will work with the unions to put all CBA changes in writing.	Completed	●●●●	
14	Required Reporting	Submit timely reports of the self-funded Health Benefit program to the Fiscal Committee every 60 days, as required by Chapter 319:32.	Timely reports will be filed.	Completed	●●●●	
15	RSA 21-I Administrative Rules	Establish the administrative rules requires by RSA 21-I:14.	Policies and procedures to be developed.	Ongoing	●●	Subject to limited staff and other resources.