

# Appendix A. Benefit Recovery, Cash Receipts and Accounting Corrective Action Plan

Task Number	Milestone Task	Deliverable to Verify Completion of Milestone	Timeline	Reporting Objective/Schedule	Responsible Person
<b>Deficiency #1: Daily Balancing of the deposit to flow and the Benefit Recovery Job</b>					
1	Implement process to obtain SCDHHS approval prior to deleting check sessions.	SCDHHS BRT deletion approval e-mails.	Completed on 08/13/12	Approval e-mails available upon request.	Stephanie Ferrall
2	Performed retroactive balancing from 10/26 to 8/3 to balance BRT to deposit.	Electronic copy of balancing report presented to the state. This included the balancing of the deposit to the 8/3/12 categorization report. The file has three tabs: 1) Deposit Recon – compared the corrected 8/3 report to the deposit 2) Recon of reports from State compares the 8/1/12 report to the 7/26/12 report. 3) Daily recon differences – These are the differences between the deposit and the 8/3 report.	Completed on 08/10/12	Reports provided to SCDHHS during meeting on Friday 8/10/12 at 3:30.	Julie Canipe
3	Process corrections/deletions to resolve out of balances identified	Three spreadsheets were completed to show the detail listing of items that are causing out of balances. 1) TPL recon – Daily recon differences 2) Listing of BRT Corrections 3) Listing of BRT Check Deletion Requests for Deposit reconciliation	Target Date 10/31/12	Reports provided to the state at the 8/21/2012 weekly meeting to show how the corrections were going to be made for the deposit reconciliation. We submitted the Deletion request for approval. We received the approval on 9/11/12 from Rebecca Esslinger to make the corrections. Corrections are in process.	Julie Canipe
4	4a. Balance BRT to deposit through 8/22 to confirm the credit balance total correction to the BRT was completed.	4a. A BRT report was run on 8/22 and compared to the 8/3 report and deposit emails to ensure the Credit Balance total was showing as corrected.	4a. Completed 08/28/12	4a. Completed on 8/22/12 and presented to the state 8/28/12 at the Tuesday meeting.	Julie Canipe

	4b. Balance BRT to the deposit using the 10/15/12 report to ensure all corrections were completed	4b. The BRT report will be run to compare to the 8/3/12 report and deposit emails to verify all of the corrections have been made to the BRT for the deposit reconciliation	4b. Target date 10/31/12	4b. In process	
5	Establish new reporting process for mid-month and month end. New process incorporates reclassification report and balancing to deposit.	On 8/22 -completed a reconciliation of a BRT report from 10/26/12 to 6/30/12 to the original classification reports sent to the state. The differences were then compared to the reclassification reports sent to the state. 9/6 – The new reclassification report was sent out using new format and proposed new due dates.	Completed 09/12/12	8/28/12 – received approval from TPL, DHHS staff they approved the new format of the reclassification report. 9/12/12 – Met with State downtown and received approval for new format.	Julie Canipe
6	Establish process for SCDHHS fiscal staff to suspend other checks	Angela Holladay, Director, sent an e-mail to SCDHHS on Monday, 08/13/12 requesting that Fiscal Affairs suspend DCNs to TPL as opposed to closing the DCN unit.	SCDHHS confirmation of process received 9/27/12	Benefit Recovery notifies Fiscal Affairs of checks deposited on behalf of SCDHHS providing DCN(s) information for those check(s) assigned to that area.	Stephanie Ferrall
7	Implement iFlow enhancement to establish RC12 hold step for provider checks not subject to 100% QC.	iFlow DCN track history documents by-passing QA process step yet transference to Hold For RC12 process step.	Completed on 08/02/12	Provide example(s) to SCDHHS upon request of TPL deposited provider check(s) that did not pass through iFlow QA process step yet transferred to Hold For RC12 process step.	Stephanie Ferrall
8	Update iFlow to annotate classification discrepancies that occurred from 10/25/11 through 6/30/12.	On 8/28/12 a Reclassification report was presented to the state for items prior to 6/30/12.	Target date 11/15/12	Annotate the daily deposit report document in iFlow with the corrected classifications.	Julie Canipe
9	B0053 - New report for deleted (Inactive) BRT sessions for a specified time range	BRT Deletion Report	9/11/12 – In Coding Target Date - 12/1/12	Provide BRT Deletion Report upon request by SCDHHS or provide SCDHHS access to report.	e-Commerce
10	B0054 - 1] Ability to update BRT sessions after BRT session is completed (by management only).	1] Approved BRT Action Request Form and e-Commerce request to verify BRT enhancement	1] 09/14/12-In coding Target Date – 12/1/12	Report identifying updates to categorization or classification will be available to SCDHHS (B0059)	1] e-Commerce

2] Update check "Source" type in an open or completed session w/ applicable check template for data entry (no restricted access requested)	2] Approved BRT Action Request Form and e-Commerce request to verify BRT enhancement	2] 09/14/12-In coding Target Date – 12/1/12	2] e-Commerce
3] Deletion of BRT session limited to management only ( completed by Webport Admin on 08/09/12)	3] Webport e-mail confirmation that BRT check session deletion permission has been restricted only to management.	3] Permissions restricted only to management on completed 08/09/12	3] Webport..Admin Stephanie Ferrall
11 B0055 - Summation of each check classification column to cross-foot to the "Total Amount" column	Daily classification report approved BRT Action Request Form and eCommerce request to verify BRT enhancement.	Completed on 08/15/12	e-Commerce
12 B0056 - Update capability to edit DCN, ESI, Check Date, Check Number, Receipt Date and Check Amount during an open BRT session.	e-Commerce Notification of Deployment to Production	Completed on 08/21/12	e-Commerce
B0057 - Audit Trail – establish transaction record on the BRT Recovery Tool List that identifies all sessions updated/completed for a DCN. This will track the User ID and Date/Time of any updates made to an open session.	Approved BRT Action Request Form submitted to Webport..Admin and eCommerce.	09/11/12- Pending coding Target Date – 12/1/12	e-Commerce
14 B0058 - Update ESI field – Add "SCDHHS" as an acceptable ESI data entry.	Approved BRT Action Request Form submitted to Webport..Admin and eCommerce.	Completed 10/10/12	e-Commerce
15 B0059 - New report for Source & Check Class edits (Dependent on completion of B0054) – This will identify check	Approved BRT Action Request Form submitted to Webport..Admin and eCommerce.	09/11/12- Pending coding Target Date – 12/1/12	e-Commerce

	<p>source re-categorization and check reclassifications posted to the BRT. Date range parameters should be daily, weekly, monthly or quarterly.</p>				
16	<p>B0060 - Add value to Provider "Check Class" dropdown - Add "Insufficient Documentation" in the check classification picklist for provider check source. This classification will also be identified on the daily classification report and included in the Total Amount column.</p>	<p>Approved BRT Action Request Form submitted to Webport.Admin and eCommerce.</p>	<p>Completed 10/10/12</p>	<p>SCDHHS will be able to view Insufficient Documentation classification on the daily classification report.</p>	<p>e-Commerce</p>
17	<p>B0061 - Add Total Classified Amount and Total Unclassified Amount columns to the Recovery Tool Classification Report.</p>	<p>eCommerce Action Request submitted on 10/01 for approval.</p>	<p>Pending eCommerce request to test Target Date - 12/1/12</p>	<p>Total Classified and Unclassified column totals viewable to SCDHHS on daily classification report.</p>	<p>e-Commerce</p>
18	<p>B0062 - Revise BRT check source names for Casualty, Estate and Other to Casualty - NonProvider, Estate-NonProvider and Other - NonProvider</p>	<p>eCommerce Action Request submitted on 10/02 for approval.</p>	<p>Pending eCommerce request to test Target Date - 12/1/12</p>	<p>Casualty - NonProvider, Estate - NonProvider and Other Non-Provider viewable to SCDHHS on daily classification report.</p>	<p>e-Commerce</p>
19	<p>Perform a complete review of all checks classified as other</p>	<p>A listing of other checks was pulled from iFlow and compared to the listing of checks in the other category on the BRT.</p>	<p>Completed on 09/4/12</p>	<p>8/28/12 - Reconciliation presented to the state 9/4/12 - Updated reconciliation and request for deletions sent to state</p>	<p>Julie Canipe</p>
20	<p>Perform a sample review of checks classified as "billing error".</p>	<p>Billing errors were reviewed for the days of 11/14/11, 12/6/11, 3/22/12, 4/4/12, 4/16/12, 5/7/12, 7/23/12, and 7/30/12.</p>	<p>Completed on 09/4/12</p>	<p>8/28/12 - Findings were presented to the state for all sample dates with the exception of 11/14, 12/6, and 3/22.</p>	<p>Julie Canipe/ Clifford Wilson</p>

					9/4/12 – The final reconciliation was presented to the state	
21	Balance BRT/Deposit to iFlow	A report of Ins and Outs was pulled from iFlow and compared to the Deposit Capture emails for the period of 7/1/12 to 8/22/12	Completed 10/4/12		10/4/12 – The reconciliation is complete we have identified three differences. Two are related to misroutes in iFlow that were scanned two times. One is related to a check that was received on 8/17/12 and scanned in error to correspondence. It was received by Benefit Recovery on 8/27 and deposited on 8/27.	Julie Canipe
<b>Deficiency #2: RC12 Reporting some Provider Checks not Classified as Provider Checks</b>						
1	Perform review of checks classified as a source of other to determine if received from provider.	A listing of other checks was pulled from iFlow and compared to the listing of checks in the other category on the BRT.	Completed on 09/4/12		8/28/12 – Reconciliation presented to the state 9/4/12 – Updated reconciliation and request for deletions sent to state	Julie Canipe
2	Delete check sessions incorrectly sourced as “other”.	Approval received from state on 9/12/12 for deletions	Completed 09/12/12		9/12/12 – Deletions were completed	Julie Canipe/ Daniel Jacobs
3	Update BRT to reflect check source of “Provider” for “Other” checks received from a provider.	Other checks received from 7/1/12 to 8/31/12 were reviewed to see if they were provider checks. Four checks were classified as other during this time. One check is sourced as provider	Completed 9/24/2012		9/24/12 – Review was complete. The checks were sourced correctly	Julie Canipe
4	Perform review of checks sourced as casualty or estate to determine if any were received from a provider.	All Casualty and Estate checks received from 10/26/11 to 9/10/12 on the Categorization Report were reviewed to see if they were sourced correctly.	Completed 9/18/2012		9/4/2012 – Casualty checks were presented during the state meeting. Thirty-five checks were found to be sourced incorrectly. 9/18/12 – Estate checks were presented during the state meeting. There were no corrections to be made.	Stephanie Ferrall
5	Delete check sessions associated with 2012	Out of the thirty-five checks sourced incorrectly, permission to delete was	Completed 9/21/2012		Rebecca Esslinger approved the deletion request on behalf	Stephanie Ferrall

	checks incorrectly sourced as "casualty or estate" instead of provider.	requested on 25 of the checks. The remaining 10 were from 2011 and the State elected to put comments in iFlow on the documents to prevent impacting the providers 2012 1099.		of SCDHHS on 9/19/2012.	
6	Update BRT to reflect source of Provider for 2012 casualty/estate checks received from a provider.	The Casualty check corrections to the BRT were submitted on September 19, 2012. The State approved them on September 19 <sup>th</sup> .	Completed 9/21/2012	The Casualty check corrections were completed in the BRT on 9/21/2012. Print screens from the BRT are available upon request.	Stephanie Ferrall
7	Annotate iFlow with comment for 2011 casualty checks not sourced as provider.	Send request to state for approval to put a comment on the checks in iFlow to state that the check was incorrectly sourced as Casualty, but should have been provider and that it was not corrected in the BRT to prevent it from going to the 2012 RC12.	Completed 9/26/2012	9/26/12 – Permission received from the state and comments keyed to iFlow.	Stephanie Ferrall
<b>Deficiency #3: State Deposited Checks</b>					
1	Update iFlow to reflect ESI of "SCDHHS" for state deposited checks	iFlow ESI key index field identifies "SCDHHS" for State deposited checks.	Completed on 08/30/12	iFlow key index field viewable by SCDHHS	Augusta.IT
2	Implement daily process to update ESI in BRT for state deposited checks	Desk procedures will reflect instruction to enter "SCDHHS" in the BRT ESI field for State deposited checks.	Pending until BRT enhancement is fully completed Target Date – 12/1/12	BR Desk procedures	Stephanie Ferrall
3	Implement system enhancement to allow ESI of "SCDHHS" for state deposited checks	BRT system enhancement submitted to eCommerce on 08/23/12	As of 08/30/12 eCommerce runs daily script to update ESI until fully completed Target Date – 12/1/12	BRT ESI field currently viewable by SCDHHS	eCommerce
4	Update Benefit Recovery desk procedures	Desk procedures will be submitted to SCDHHS for review and approval once revisions are made to current desk procedures	Target Date – 12/1/12	BR Desk procedures	Stephanie Ferrall
<b>Deficiency #4: Indexing in iFlow</b>					
1	Implement iFlow	NPI and Provider ID key index fields	Completed on	NPI and Provider ID iFlow	Augusta.IT

	enhancement	available for all State Deposited Checks and Check – Casualty, Estate Recovery and Other doc types.	07/02/12 and 07/24/12	key index fields available for viewing to SCDHHS	
2	Implement iFlow enhancement to require Provider & NPI on casualty/estate checks	QA testing completed on 09/26 and approval sent to Augusta.IT	Pending iFlow PROD deployment Target Date – 12/1/12	Confirmation of deployment from Augusta.IT will be made available to SCDHHS upon request.	Augusta.IT
3	Annotate iFlow for all other/casualty/estate checks received from provider that do not contain both NPI/Legacy	iFlow comment will be posted to respective DCN identifying NPI and Provider ID	Complete 10/4/12	iFlow DCN comments available for viewing by SCDHHS.	Stephanie Ferrall
4	Update procedures	Desk procedures will be submitted to SCDHHS for review and approval once revisions are made to current desk procedures	Pending Target Date – 12/1/12	Desk procedures	Stephanie Ferrall
<b>Deficiency #5: Creation of Multiple ESI</b>					
1	iFlow enhancement to restrict one ESI per check DCN	Confirmation from Augusta.IT of iFlow deployment.	Completed to PROD on 09/26/12	SCDHHS able to view iFlow DCN ESI key index field	Augusta.IT
2	iFlow enhancement to eliminate ability to add multiple lines to ESI key index	iFlow Request For Change enhancement submitted on 10/02/12	Pending QA and PROD deployment Target Date – 12/1/12	SCDHHS able to view iFlow ESI key index field	Augusta.IT
3	iFlow enhancement to protect ESI key index field	iFlow Request For Change enhancement submitted on 10/02/12	Pending QA and PROD deployment Target Date – 12/1/12	SCDHHS able to view iFlow ESI key index field	Augusta.IT
4	Review of Checks for Multiple ESIs	Performed a review of all Checks completed from 8/2/12 to 10/2/12 for multiple ESIs	Completed 10/3/12	Eight checks were found to have multiple ESIs. Seven of the checks were processed prior to the communication of the procedure change to the staff. One check was processed on August 28 <sup>th</sup> , 2012 and is related to two Casualty receipts.	Stephanie Ferrall