



# Healthcare Audit Team

Our strong partnership with Michigan Medicine and our involvement with various professional organizations, like the Association of Healthcare Internal Auditors (AHIA), allow us to stay current with UM strategic initiatives and changes in the healthcare industry. Our team works together to effectively assess risk exposure and provide valuable input to leadership. Audit recommendations resulting from healthcare engagements highlight areas where improvement is needed to ensure compliance with laws and regulations, university policies and procedures, and Michigan Medicine requirements.

## Our audit team:

- ✓ Reviews processes related to clinical operations
- ✓ Assesses the effectiveness of financial controls (e.g., Revenue cycle processes)
- ✓ Validates the existence and strength of internal controls (e.g., billing controls)
- ✓ Evaluates compliance with applicable policies and regulations (e.g., privacy)
- ✓ Assesses security of information technology systems
- ✓ Performs compliance hotline investigations
- ✓ Conducts special projects that are strategically important

## Recent Audits

- ✓ Clinic Administrative Practices
- ✓ Department of Radiology
- ✓ Department of Pediatrics
- ✓ HIM Release of Information
- ✓ Kellogg Eye Center
- ✓ Metro Delivery Contract Review
- ✓ Red M-Card Management
- ✓ Ultra High Dollar Drugs
- ✓ Unit Level Charge Capture and Revenue Reconciliation

## Common Recommendations

- ✓ Document department processes
- ✓ Monitor mandatory training compliance
- ✓ Document leadership approval for staff promotions and non-common travel expenses
- ✓ Recognize and develop adequate segregation of duties controls
- ✓ Implement UM IT guidelines and controls
- ✓ Promptly remove system access from employees who transfer out of the unit



## Consultative Projects

- 340B Program Oversight Committee
- Wayne County Medical Examiner's Office
- Covid-19 Expense Relief Committee
- IRB Council Participation
- eResearch Production Support Team



## Emerging Health Risks

- Telehealth
- Consumerism
- Population Health
- Use of Bots and Artificial Intelligence
- Post COVID-19 Regulatory Changes
- Business Continuity

## Ongoing Healthcare Risks

- Privacy and Security
- Revenue Cycle: Patient Registration, Charge Capture, Billing, and Collections
- 340B Pharmacy Discount Program
- System Implementations
- Construction

Contact Audit Services Healthcare Team at:

[HealthcareAudit@umich.edu](mailto:HealthcareAudit@umich.edu)