



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

- ✓ Revenue Cycle Compliance
- ✓ UM Health-West: Cash Handling, Procurement, and Accounts Payable
- ✓ Transition audits in the departments of Pediatrics, Dermatology, and Neurology
- ✓ Fire Safety
- ✓ Contract reviews of Metro Delivery and Manpower Inc.
- ✓ Department of Psychiatry: Research Staff
- ✓ Revenue Cycle: Compliance with AR Allowances and Write Off Policies
- ✓ Ultra High Dollar Drugs
- ✓ Unit Level Revenue Recognition and Charge Capture

Common Recommendations

- ✓ Document department processes, including onboarding and offboarding
- ✓ 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

Contact Audit Services Healthcare Team at:

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Consultative Projects

- 340B Program Oversight Committee
- Michigan Medicine Corporate Compliance
- Covid-19 Expense Relief Committee
- eResearch Production Support Team



Emerging Healthcare Risks

- Virtual Care (including Telehealth)
- Consumerism
- Cyber Threats
- Population Health
- Use of Bots and Artificial Intelligence
- Post COVID-19 Regulatory Changes
- Business Continuity
- Government Funding

Ongoing Healthcare Risks

- Privacy and Security
- Third Party Risk Management
- Revenue Cycle: Patient Registration, Charge Capture, Billing, and Collections
- 340B Pharmacy Discount Program
- Mergers and Acquisitions
- Construction