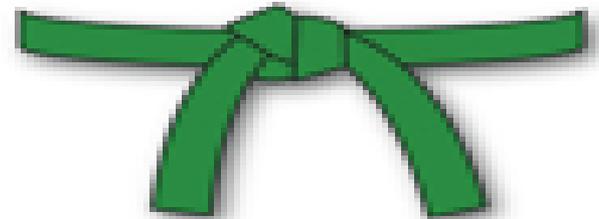


JONI BOOKER
Ohio Bureau of Workers'
Compensation



Six Sigma Green Belt Project Report Out
Joni D. Booker
Bureau of Workers' Compensation
March 19, 2015

APPLICATION (AC-26) AUDIT PROCESS

EMPLOYER PROGRAMS UNIT



Sponsor
Ronald Suttles,
Director



Process Owner
Michael Sendelbach,
Supervisor



**Team Lead & Subject Matter
Expert**
Joni D. Booker,
Underwriter

BACKGROUND

Why are we doing this project?

- ❑ Ohio Administrative Code(OAC)
- ❑ Staffing restrictions; not regularly audited



PROJECT GOALS

- The Employer Programs unit is now fully staffed; therefore, annual auditing must be implemented to ensure:



BASELINE DATA

- The Group Rating program year runs:
 - July 01 – June 30
- The data used to determine the current state of the program were applications from:
 - Program year 2013 (18,519 apps)
 - Program year 2014 (15,098 apps)



SCOPE

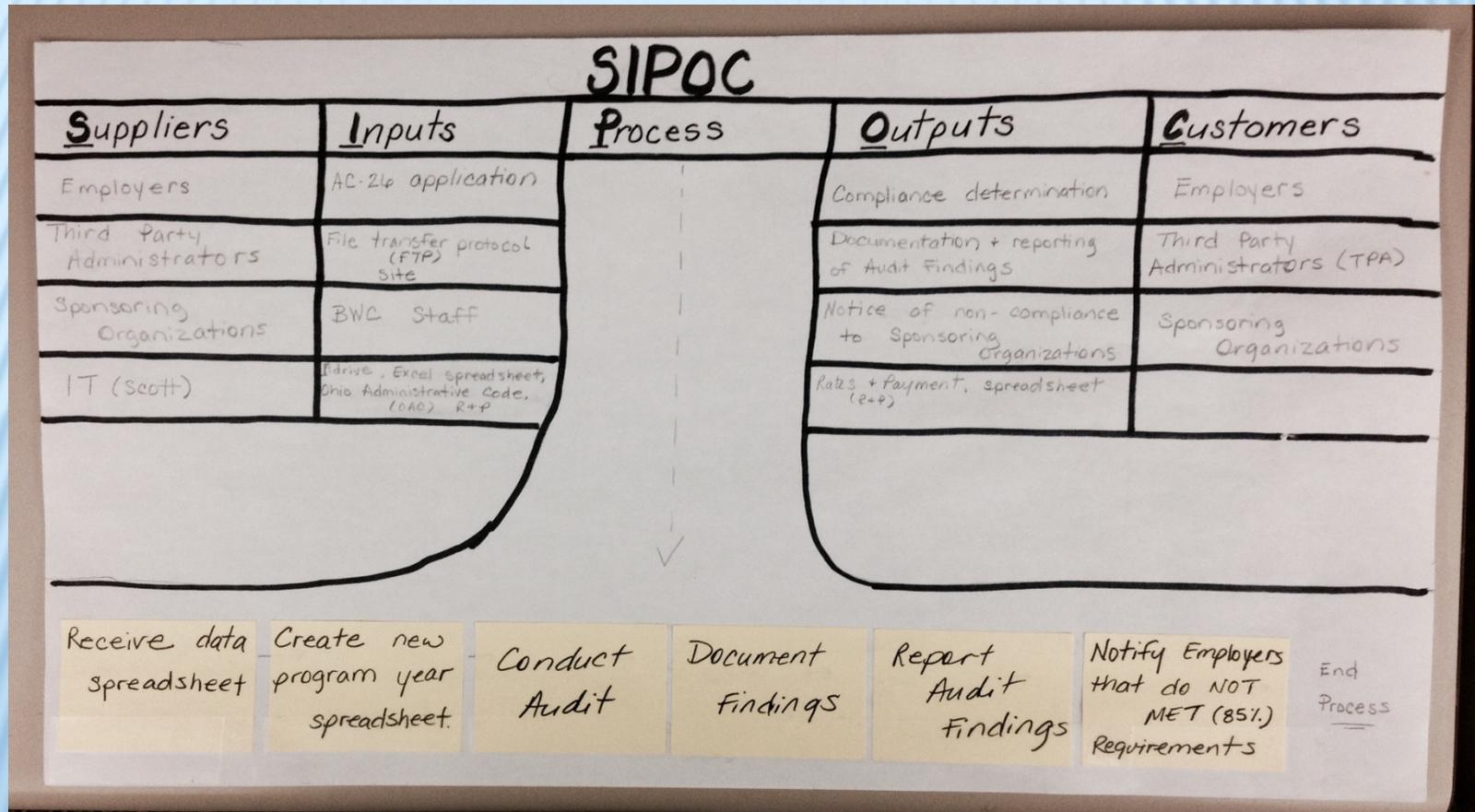
➤ First Step:

- Receive electronic applications (and group roster); prior to the annual deadline date

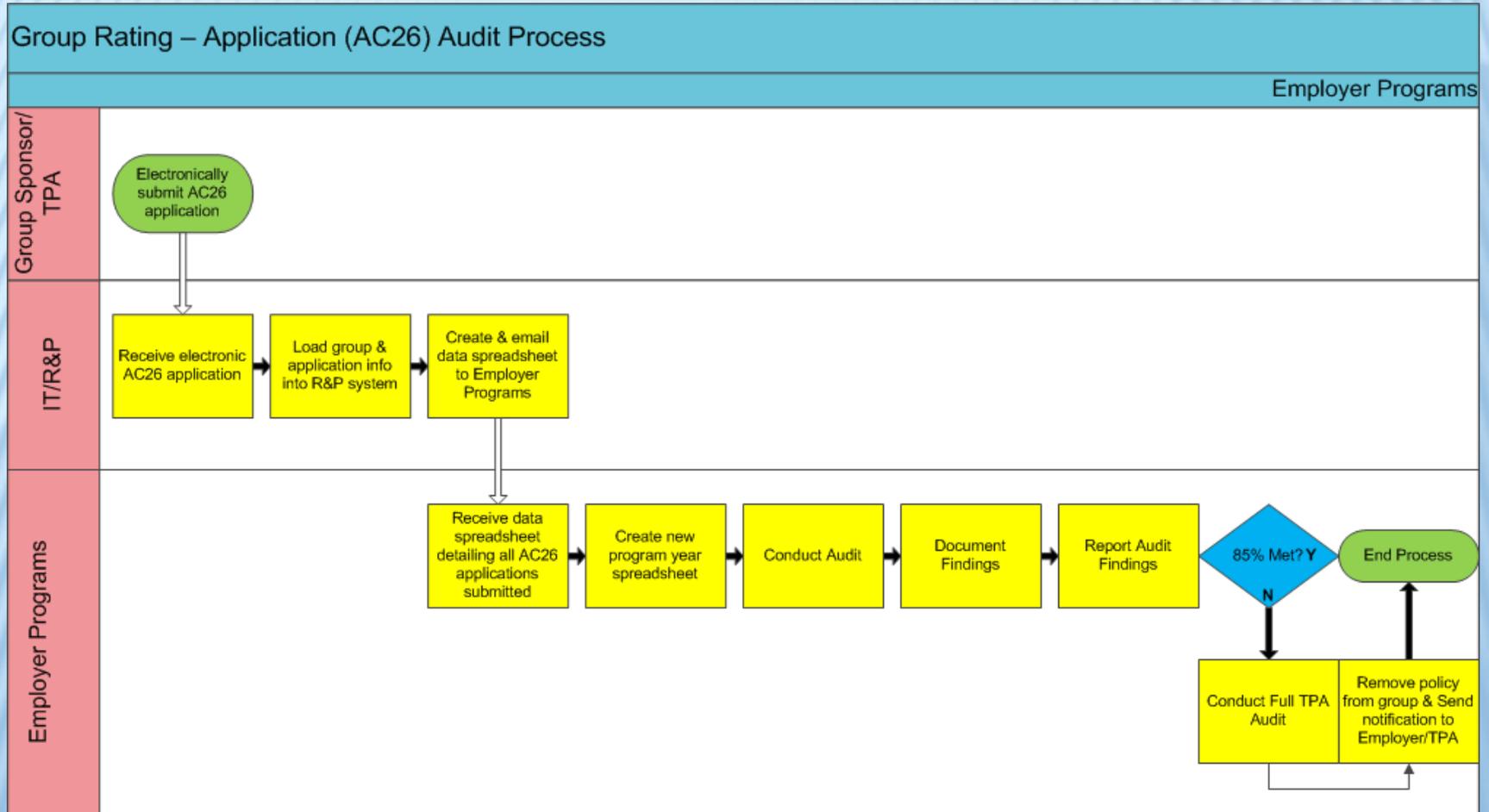
➤ Last Step:

- Issue notice of non-compliance & remove impacted policies from group participation

HIGH LEVEL PROCESS - SIPOC



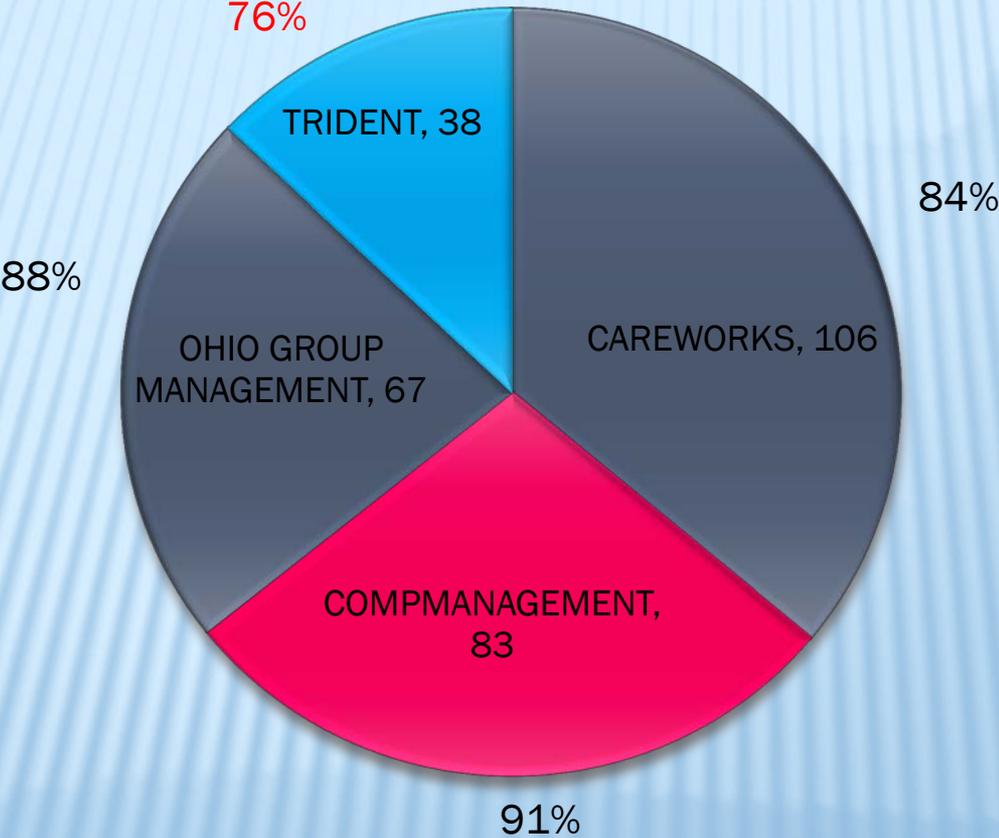
PROCESS MAP



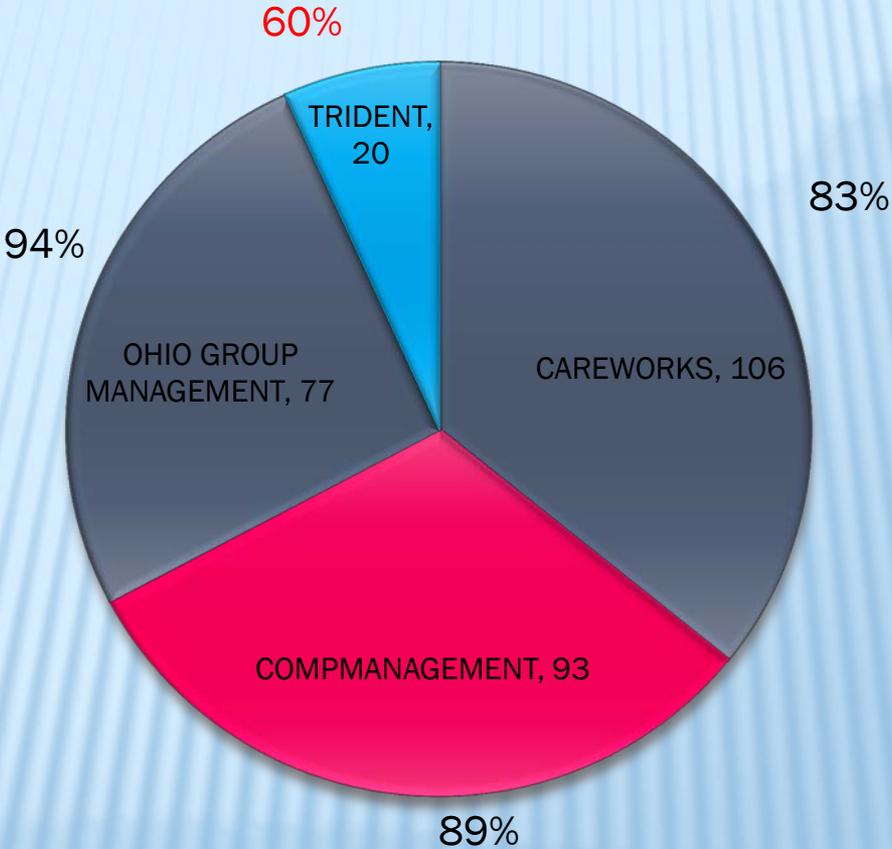
PROJECT PLAN & IMPLEMENTATION

Task	When	Status
Create process procedures	Oct. 27 - 31, 2014	Complete
Collect data	Nov. 4, 2014	Complete
Create spreadsheet (for tracking & documentation)	Nov. 11 - 17, 2014	Complete
Conduct audit	Nov. 17 - Dec. 19, 2014	Complete
Report findings	Dec. 22, 2014 & Feb. 24, 2015	Complete
Revise & finalize procedures	Dec. 29 - 30, 2014	Complete
Make Recommendation	Feb. 24, 2015	Complete
Train staff & Pilot Process (using 2015 data)	To Be Determined	Pending
Implement Process	To Be Determined	Pending

DATA COLLECTION - 2013 (% MET)



DATA COLLECTION - 2014 (% MET)



REJECT/NOT MET REASONS

Count of Policy Number	Column Labels		
	2013	2014	Grand Total
Duplicate	3	1	4
Incomplete	3	12	15
Lapse > 40 Days	6	1	7
No Coverage		1	1
No Group Indicator	1		1
Not Found	5	4	9
Not Grow Ohio Participant	3		3
Not Timely Submitted	3	3	6
Policy Cancel	9	10	19
Policy Combine		2	2
Not Found - Grow Ohio	4		4
Balance >\$200		1	1
Not Found - BMSO		2	2
FLAG	3		3
Grand Total	40	37	77



BENEFITS

➤ Tangible:

- Uncover fraudulent or inappropriate business practices
- Identify potential areas for improvement
- Assess quality, efficiency, and potential risks
- Reinforce and strengthen internal controls
- Evaluate opportunities for new technology

➤ Intangible:

- Increase in customer satisfaction
- Increase in employee satisfaction
- Accountability



IMPROVEMENT SUMMARY

Current Issues

No audit/compliance

High number of application rejects due to incomplete applications

Very low accountability

How to Improve

Implement audit process

Reduce rejects

Hold Sponsor/TPA & BWC accountable