



Chambers County Employee Wellness Program

2016-2017

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Nature of the Engagement:

The Auditor's Office completed a financial and compliance audit of accumulated Wellness Points earned by each eligible employee and retiree for the July 1, 2016 – June 30, 2017 wellness year.

The overall objective of this audit was:

- To reconcile the participants' recorded activity points, related documentation, and monetary reimbursements.

Chambers County Employee Wellness Program, "The Healthy Weigh of Life", encourages each eligible employee and retiree to become aware of the choices that lead to a healthier lifestyle. In addition to enjoying the health benefits related to participation in the Wellness Program, Chambers County also offers monetary reimbursement incentives to reward those individuals who choose to participate in the program. These monetary reimbursements are directly related to the points awarded for completion of the various requirements. Each point awarded is equivalent to a \$1.00 monetary reimbursement. The maximum reimbursement allowed for each participant is \$300.00 per program year. There were 361 employees who participated in the program out of 384 eligible. The Treasures Office distributes funds to each participating employee that coincides with the total number of points that employee has earned throughout the wellness year. The total wellness points reimbursed was \$50,605.00.

Audit and Procedures:

The Wellness Center is responsible for keeping record of all earned wellness points, proof of activity and ensuring that all received documents are in compliance with "The Healthy Weigh of Life" Policy. Each participant is given a quarterly statement to reconcile their total points earned and are given a chance to make necessary corrections if needed. The Auditor's Office reviewed all current eligible employee and retiree's activity points and analyzed documentation of activity for the July 1, 2016 – June 30, 2017 wellness year. The Wellness Center's totals were used to verify that each employee's points were recorded correctly based on documentation that was received by the Wellness Center. The Wellness Center's total balance was then compared to the monetary reimbursement distributed to each employee by the Treasurer's Office.

Observations and Findings:

All documentation was reviewed at the Wellness Center due to Protected Health Information (PHI). While reviewing each employee's folder for documentation compliance we observed the following:

- Each employee's proof of activity was scanned and saved in individual employee folders for ease of access to information for future reference.

- Numerous accepted physical examination affidavits used check marks as proof of patient examination. Per “The Healthy Weigh of Life” Policy, “All employees must have the healthcare provider initial each item, check marks are not acceptable for credit.”
- CPR sign in sheets were accepted as proof of CPR certification.
- Affidavit of completed wellness activity forms were accepted that were missing employee signatures and dates.
- There was a difference of \$525 between the Wellness Departments total and the Treasurer’s Office total. Five employees were no longer employed with the county, therefore they did not receive their reimbursement for Wellness.
- Per the “Healthy Weigh of Life” Policy, “Elected officials will receive reimbursements the following January due to setting and posting of annual salaries.” According to the Treasures records, all participating elected officials were paid their reimbursement in November along with all other county employees.
- Of the total monetary reimbursement distributed, there was \$175 paid out without supporting documents and \$10 not reimbursed to an employee who provided correct documentation.

Recommendations:

- To be in compliance with the “Healthy Weigh of Life” Policy, the Wellness Center employee accepting affidavits should verify that all performed examinations are initialed by a healthcare provider and signed and dated by the employee before submitting.
- There should be a copy of each employee’s non-expired CPR card for verification of CPR certification.
- Each sign in sheet needs to be identified with a proper label, location and date.
- All elected officials should be paid in accordance to the policy.

Conclusions:

The majority of supporting documentation for the July 1, 2016 – June 30, 2017 wellness year was accurately recorded. The total reimbursement distributed to employees without proper documentation equals less than one percent of the overall reimbursement to all county employees who participated in the wellness program. As recommended above, requiring proper document verification would eliminate this small margin of error. Overall, the wellness department properly maintained accurate records that validate the monetary reimbursement.

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THE COUNTY OF CHAMBERS
EMPLOYEE HEALTH AND WELLNESS CENTER

April 16, 2018

Re: Chambers County Wellness Program Audit

Thank you for the professional manner in which the Audit was conducted. We welcome the opportunity to improve our record keeping and documentation to maintain compliance in accordance with our "Healthy Weigh of Life" Policy. Annually we review the policy to update and modify the program and policy and make necessary changes that have arisen during the previous points' program year. Our ultimate goal is to "encourage employees to adopt healthy lifestyle behaviors."

Paula Richard, Office Manager, oversees the day to day operations of the Wellness Program. With a current enrollment of 370 employees, I will take this opportunity to say how pleased I was with the results of the audit, and would like to commend Paula for going above and beyond enrolling employees in the program, helping them obtain their points; all the while strictly adhering to the program policy as to maintain the integrity of the program.

Responses to audit findings are as follows:

1. "Numerous accepted physical examination affidavits used check marks as proof of patient examination. Per "The Healthy Weigh of Life" Policy, "All employees must have the healthcare provider initial each item, check marks are not acceptable for credit."
 - a. Response: The physical affidavits in question are the physicals that are completed at the Employee Health and Wellness Center. This affidavit was created in 2009 specifically for the Health and Wellness Center, for ease of use for employees who utilize the Health and Wellness Center. As such, the form is completed by myself or authorized clinical personnel in my office, dated, and turned directly into the Wellness Program. On this form, the column is marked "checked." Upon reviewing this finding, we will update the Wellness Program policy to include a section notifying participants that the "Affidavit of Completed Wellness Activity at the Wellness Center" Form will be completed ONLY at the Wellness Center, and signed as such by authorized employees. (form attached)
2. "CPR sign-in sheets were accepted as proof of CPR certification."
 - a. Response: This recommendation has already been implemented, July 1, 2017. We realized at the end of 2017 program points year that the CPR sign-in sheets were not a reliable source of completion of this activity. Since the beginning of the 2017-2018 program points year, the copy of the CPR card has been required.

3. "Affidavit of completed wellness activity forms were accepted that were missing employee signatures and dates."
 - a. Response: Per memory of the audit, an employee submitted a form via email, and both were printed; ie: her proof of completion as well as her email stating such, although the affidavit wasn't signed. Routinely these forms are required to be signed. Moving forward: all forms will be returned to program participants with denial letter until appropriate documentation is received.
4. "There was a difference of \$525 between the Wellness Departments total and the Treasurer's Office total. Five employees were no longer employed with the county, therefore they did not receive their reimbursements for Wellness."
 - a. Response: This is a general finding of the audit. The Wellness Program submits the total points program award totals to the Treasurer's Office at the end of the points' year. The County Treasurer then reviews the list and removes any participants who are no longer employed, as they are not eligible to receive Wellness Monies per the Program policy, rule #2.
5. "Per the "Health Weigh of Life" Policy, "Elected officials will receive reimbursements the following January due to setting and posting of annual salaries." According to the Treasurers records, all participating elected officials were paid their reimbursements in November along with all other county employees."
 - a. This error was realized, and the program policy was updated March 7, 2018 to reflect the changes to the payment schedule. Elected officials who are program participants will continue to receive their pay in November along with the other program participants.
6. "Of the total monetary reimbursement distributed, there was \$175 paid out without supporting documents and \$10 not reimbursed to an employee who provided correct documentation."
 - a. Response: Although without one hundred percent certainty, we feel that the majority of the \$175 correlates to the CPR cards that were listed on sign in sheets or sent in by email before the conversion to the new email addresses, and are unable to locate. Although points aren't awarded to a participant until proper documentation has been provided, we are in agreement that if the documentation is not on file to access, then this is our error. Steps were taken to rectify this at the beginning of the 2017-2018 program points year (July 1st, 2017), and we now require a copy of CPR cards on each participant to award points. We regret the error in underpaying the \$10 to the program participant.

Thank you again for your efficiency and recommendations,



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CHAMBERS COUNTY
 EMPLOYEE HEALTH AND WELLNESS CENTER

CHAMBERS COUNTY WELLNESS PROGRAM ~ "The Healthy Weigh of Life"
 AFFIDAVIT OF COMPLETED WELLNES ACTIVITY AT THE WELLNESS CENTER

Checked	Healthy	Checked	Healthy
	*****	Male Prostrate Exam/PSA (15)	*****
	Yes/No	Breast Exam or Mammogram	*****
	Yes/No	Colorectal Cancer Screening	
	Yes/No	(stool for occult blood, or colonoscopy)(15)	*****
	Yes/No	Cervical Cancer Screening (15)	*****
	Yes/No	Bone Density Screening (15)	*****
	Yes/No	EKG (15)	*****
	Yes/No	Body Mass Index (10)	Yes/No

Employee Initials Required Below

Non-Smoker or User of Tobacco Products

_____ | do not use tobacco products

Employee Name: _____ Date: _____

Wellness Center: _____