



COLLIN COUNTY

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Date: December 20, 2011
To: Candy Blair, Healthcare Services Director
From: Jeff May, County Auditor 
Subject: First & Second Quarters FY11 Audit Results – Final

Internal Audit began an examination of Collin County Health Care Service's financial books and records on June 30, 2011 in accordance with Texas Local Government Code §115.002. The audit objectives were to provide reasonable assurance that receipts were promptly accounted for and accurately recorded, and that internal controls were sufficient to protect County assets.

This review covered the period between October 1, 2010 and March 31, 2011. The audit procedures included a cash count, a test of deposits and receipts, a review of the fee schedule, and an examination of other financial aspects of your office.

During the review, we identified certain practices and procedures we believe could be enhanced to strengthen internal controls and increase efficiencies. This review was not intended to be a comprehensive examination of every procedure, activity, or control. Accordingly, the findings and recommendations presented in this report should not be considered all-inclusive of the areas where improvements may be needed.

Your office personnel were extremely helpful and courteous in assisting with this review. An exit conference was held with you on August 31, 2011.

Please feel free to contact us with any questions you may have.

Cash Receipts

Findings:

1. On October 1, 2010, manual receipt 882680 shows a testing fee for \$120, but computer receipt 97 shows \$140 (testing for \$120 and influenza vaccine for \$20); \$140 was deposited.
2. On October 4, 2010, the deposit for the day was for \$980, but should have been for \$1000 using the manual receipt total. The manual receipt 882555 shows 2 influenza vaccines for \$40, but computer receipt 208 shows 1 vaccine for \$20.
3. On October 13, 2010, manual receipt 882836 was written for \$15, but there was only 1 vaccine given so the payment amount under Vaccines for Children (VFC) should have been \$0, \$5, \$10 or \$14 according to the fee schedule.

Recommendations:

1. The collected amount should be the same on the corresponding manual and electronic receipt.
2. Verify whether the amount that was received at the time the manual receipt was written is accurate and provide an explanation explaining the \$20 difference between the manual receipt and the electronic receipt.
3. Payment amount should match the Healthcare approved fee schedule amount.

Response:

1. A mandatory staff meeting was held with all employees that are responsible for receipts on January 28, 2011 and March 28, 2011. The Collin County Cash Handling Policy and Procedure was signed on April 26, 2011 and the Healthcare Cash Handling Policy and Procedure was signed on May 16, 2011 by employees who handle and process payments for CCHCS services. Education sheets were signed by each employee and placed in their individual employee education file. Each employee was also given a copy of recent audit findings, acceptable vaccine abbreviations for receipts, receipt codes, and receipt etiquette. The signature sheets of attendance for the mandatory meetings are on file. Lastly, corrective action has been taken in harmony with the audit findings for each employee who handles cash where a discrepancy was discovered.
2. In order to balance the \$20.00 shortage Candy Blair replaced the shortage with her own personal funds. Receipt number 8350.
3. Education has been completed with all staff members who handle cash receipts as shown in response #1. To provide additional insight into this discrepancy, this transaction occurred at a school outreach. The check the staff accepted was prewritten by the parent and sent to the school for their child's immunizations. The check was written for \$15.00 instead of \$14.00 which was the actual charges.

A \$1.00 credit will be placed on the child's file toward future immunizations. If there is another option available, such as a County-approved stamp or procedure that allows staff members to document lowering the value of a prefilled check, we would appreciate the information.

Fee Verification

Finding:

Healthcare personnel collected \$15 instead of \$25 when receipt 3975 was written for 3 vaccines and 5 vaccines were given.

Recommendation:

The cost of all shots should be paid by the client at the time of service.

Response:

We offer vaccines on a sliding fee scale from \$0.00 to \$14.00 dollars. This fee schedule allows all children to be vaccinated regardless of their parent's ability to pay for services. If a parent can only pay for some of the vaccines, staff members have been instructed to accept the amount the parent can pay. However, in doing so, staff members must also notate the receipt to reflect this adjustment. Staff education has been completed with regards to this audit finding during a mandatory staff meeting which was held with all employees that are responsible for receipts on January 28, 2011 and March 28, 2011. The Collin County Cash Handling Policy and Procedure was signed on April 26, 2011 and the Healthcare Cash Handling Policy and Procedure was signed on May 16, 2011 by employees who handle and process payments for CCHCS services. Education sheets were signed by each employee and placed in their individual employee education file. Each employee was also given a copy of recent audit findings, acceptable vaccine abbreviations for receipts, receipt codes, and receipt etiquette. The signature sheets of attendance for the mandatory meetings are on file. Lastly, corrective action has been taken in harmony with the audit findings for each employee who handles cash where a discrepancy was discovered.