

Mercedes Toural, Chief Education Officer
and Deputy Superintendent of Schools

**SUBJECT: WORKERS COMPENSATION CLAIMS ADMINISTRATION AUDIT –
THE SCHOOL BOARD OF MIAMI-DADE COUNTY, FLORIDA, BY
DELOITTE CONSULTING LLP, PRESENTED BY THE OFFICE OF
MANAGEMENT AND COMPLIANCE AUDITS**

Deloitte Consulting LLP was engaged pursuant to a Request for Proposal reviewed by the Audit Committee at its November 26, 2002 meeting, and awarded a contract by the School Board at its March 12, 2003 meeting. In accordance with the proposal, Deloitte Consulting LLP performed a review and assessment of the Miami-Dade County Public Schools (M-DCPS) self-insured workers compensation and general liability, automobile liability, errors and omissions/professional liability claims to determine the issues and procedures that should be addressed to improve the M-DCPS Workers Compensation Claims Administration program. The report also included an assessment of managed care that should be considered to enhance the M-DCPS claims program.

Gallagher Bassett Services, Inc., (GB) and CorVel Corporation (CorVel), the managed care coordinator, administer M-DCPS workers compensation and third-party claims. Pursuant to feedback by the Audit Committee at its meeting of October 14, 2003, Deloitte was on site at CorVel during this audit and reviewed their physical files. Deloitte also visited GB on site during this audit, as they had in the prior audit.

Deloitte auditors noted that although there are opportunities to improve and refine the M-DCPS claims program, the program has evolved to a point where the basics are working well; coordination among the vendors, providers, and claimants is smooth; and unnecessary frictional costs and errors are being eliminated. The findings demonstrate that M-DCPS third-party vendors accepted and complied with last year's recommendations, thus improving the efficiency of the overall claims handling provided by GB and CorVel.

Responses are also being provided by M-DCPS administration to address three general and other specific findings and recommendations.

In accordance with the procedures of the Office of Management and Compliance Audits, the Workers Compensation Claims Administration Audit – The School Board of Miami-Dade County, Florida, by Deloitte Consulting LLP, is submitted to the School Board. The School Board Audit Committee will review this report at its June 29, 2004 meeting and will submit its recommendations to the School Board and the Superintendent of Schools by July 9, 2004.

B-91

Copies of the *Workers Compensation Claims Administration Audit* will be transmitted to School Board Members under separate cover and are available for inspection by the public in the Office of Board Recording Secretary, Room 924, and the Citizen Information Center, Room 158, 1450 NE Second Avenue, Miami, Florida 33132.

RECOMMENDED: That The School Board of Miami-Dade County, Florida, receive and file the *Workers Compensation Claims Administration Audit – The School Board of Miami-Dade County, Florida*, by Deloitte Consulting LLP, presented by the Office of Management and Compliance Audits.

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