

50th
Anniversary
PARMA Annual Conference
February 20-23, 2024
Indian Wells, CA

Learn how to turn auditors
into business partners

Scotty Benton, Sedgwick
Dawn Watkins, Los Angeles Unified School District

1

parma 50th
public agency risk management association *Anniversary*

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2

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SPEAKERS
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SPEAKERS



Dawn Watkins, ARM-P, AIC, SHRM-CP, PHR
Chief risk officer | Los Angeles Unified School District



Scotty Benton, ARM, AIC
VP workers' compensation practice | Sedgwick

3

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TOPICS
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- Types of audits
- Auditor engagement
- Standard protocol
 - Pre-audit
 - Managing the audit
 - Post-audit
- Conclusion

4

Audits

Purpose

To make an official examination of the quality or condition of something.

There are many different types of audits that can be conducted, each with its own specific focus and purpose.



5

Types of audits

The specific types of audits and their frequency may vary by jurisdiction, organization, and industry standards.

Department of Insurance (DOI)	Division of Workers' Compensation (DWC)	Office of Self Insurance Plans (OSIP)	Utilization review audits
Medical bill audits	Operational/internal compliance	Performance	Quality assurance
Independent financial	Data security and privacy	Inspector general	

6

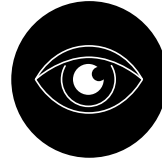
Auditor engagement



Be courteous



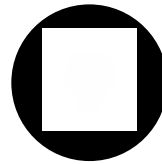
Be careful in communication



Be aware



Be professional



Be attentive

7

Pre-audit

Define scope of audit

Material preparation

Audit logistics

Communication



8

Managing the audit

Access/workspace

Designation of audit team

Communication

Responses



9

Post-audit

Summary/wrap up

Address specific items

Review findings

Implement improvement plan



10

Conclusion



Manage the audit process



Do not overreact to audit findings



Ensure accurate findings



Address negative findings



Debrief audit team



Implement improvement plan



Share audit findings



Embrace the audit

11

QUESTIONS?

12

Thank you



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13

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14