



ARLINGTON COUNTY AUDITOR

FOLLOW UP AUDIT REPORT

REPORT NO. FRD2025FL002

INTRODUCTION

In accordance with the FY 2025 Audit Plan, the Office of County Auditor (OCA) conducted a follow up audit to the Fire Department Emergency Medical Services (EMS) audit report issued December 21, 2023. The objective of this follow up was to verify the remaining open audit recommendations taken by management adequately addressed the original finding noted by OCA.

BACKGROUND

As part of the FY 2024 Annual Audit Work Plan, OCA performed an audit of the Fire Department Emergency Medical Services (EMS). At the time of the audit, between FY 2018 through FY 2023, the number of EMS incidents was 107,300 patients requiring medical attention. OCA noted findings in the following areas:

- Billing and Report Conformity
- Billing Review
- Consideration Items Revenue and Oversight

Within these three areas, the findings noted could be categorized into four themes:

- Billing Conformity (Account Detail for Delinquent Accounts)
- Billing Review (Completeness and Accuracy)
- EMS Non-Billed Transports
- EMS Billed Transports

The Fire Department management team provided a comprehensive response and analysis to all findings and recommendations. While the original audit was underway, management addressed the findings for Billing Conformity and Review. Documentation provided to OCA during the original audit could not be located within the audit files. OCA requested the documentation during the follow up to ensure full corrective action was taken. The status for those items is noted below in the Audit Findings and Recommendation Status section.

The detailed management response and analysis provided at end of the original audit combined with the data maintained within the OCA audit files, provided further explanation for the Non-Billed and Billed Transport findings. Among other things, the conclusions reached by OCA did not consider a billable event occurs when a

patient is transported to the hospital in an ambulance. Also, a change in billing vendors started in FY 2021 which significantly improved billing completeness and accuracy did not get reflected in OCA conclusions.

AUDIT FINDINGS AND RECOMMENDATION STATUS

Audit Finding – Billing Conformity	ACFD and Treasury did not have account level reporting for the status of delinquent EMS billed accounts with Treasury.	
Recommendation	Action Taken	Conclusion
ACFD and Treasury should develop and implement a report which provides account level report for delinquent accounts.	A report was implemented and provided to OCA in November 2023. This report could not be located within OCA files. A subsequent report was provided to OCA during the follow up audit.	Implemented. No further action required by OCA.

Audit Finding - Billing Review	EMS reports are compiled with various unique data points which differ. This makes the reconciliation process between services provided, collections, and billed/unbillable claims extremely difficult.	
Recommendation	Action Taken	Conclusion
Create a process to ensure all accounts are accurately billed, reviewed, and closed.	The billing vendor makes three attempts to bill the account before transfer to Treasury for collection. The report created between ACFD and Treasury further ensures billing completeness and accuracy.	Implemented. No further action required by OCA.

CONCLUSION

Management has taken the necessary corrective actions to address the risk associated with the audit finding and effectively implemented corrective actions.

The Office of County Auditor would like to thank the Fire Chief and his team for their support and cooperation throughout the follow up process.

ABOUT US

Compliance Statement

The County Auditor conducted this follow up audit by applying the applicable principles of generally accepted government auditing standards. The government auditing standards do not cover follow up reviews. The County Auditor's follow-up work is informed especially by the principles articulated in the following key standards: evidence; documentation of auditor's work; communication with an audited entity; reporting of audit work to those charged with management and governance; and auditor professional judgment. The County Auditor employs a risk-based approach to follow-up work. The County Auditor requires verification of the implementation status for all recommendations that are initially reported by management to be implemented.

Authority

The County Auditor is appointed by the Arlington County Board under the authority of § 15.2-709.2 of the Code of Virginia, 1950, as amended.

County Auditor

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