

Office of the Internal Auditor

Advisory Memorandum

August 2022

Integrated Vendor Submission
System Implementation
(VIP Software)





Advisory Memorandum

Background

In an effort to automate the invoicing processes and replace the existing manual procedures for claims vendor invoices, Citizens procured an invoice management and submission system from VIP Software. The system is web-based Software as a Service (SaaS) solution and is expected to enhance the current process by ensuring consistency in the handling of vendor invoices and provide future opportunities for automatic processing and payment.

Following the completion of procurement, a project team was formed to work together with VIP Software and determine satisfactory development and delivery of the solution. The implementation team determined that the VIP Solution should be implemented in three phases, the first of which is a two-part process. Phase 1 of the project consists of developing, testing, and implementing the solution for invoicing by Non-Weather Water (NWW) IA firms in Phase 1A and Managed Claims Model (MCM) IA firms in Phase 1B.

Internal Audit monitored and observed the workgroup meetings, training sessions, discussions, and development of customizations and features to the base VIP Software solution to meet Citizens' needs.

Objectives and Scope

Internal Audit provided project advisory services and guidance in support of the implementation of VIP Software. This helped to ensure appropriate project management elements were in place to enhance the likelihood of a successful project and provide risk and control guidance as necessary.

Results

The collaborative efforts between the Citizens' project team and VIP Software resulted in the implementation of Phase 1A of VIP Software being completed. Phase 1A saw the onboarding of one (1) NWW IA firm into the production environment on June 29, as a pilot, and another seven (7) NWW IA firms onboarded to the production environment on July 18. This phase included training sessions for internal users and all NWW IA firms.

The following list highlights collaborative accomplishments in the implementation of Phase 1A of the software:

- Weekly Meetings to discuss the progress of development, issues, sandbox testing, and customizations
- Development of accesses and controls to ensure that vendors can only see their dashboard/platform within the solution
- Citizens created Job Aids for internal and external users
- Development and availability of VIP-provided web training
- Development and availability of VIP-provided job aids
- Regular meetings for training development
- Collaborative training sessions for invoice reviewers (Internal)
- Collaborative training sessions for all NWW IA firms individually (External)



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Phase 1B will include the onboarding of five (5) MCM IA firms on August 15, 2022, with their respective individual training sessions scheduled for the week of July 25, 2022.

Management continues to work with VIP Software on the workflows and timelines for the development and implementation of Phase 2 (preliminarily scheduled to roll out in January 2023) for Daily Rate vendor firms and Phase 3, to potentially onboard commercial claims vendors, CAT vendors, and other Claim Level vendors. Internal Audit will continue to monitor the implementation of the VIP Software solution as necessary.

We would like to thank management and staff for their cooperation and for utilizing IA advisory services.



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