POTENTIAL AUDIT CONSIDERATIONS:

1. We need to define improper payments.
2. What does "an evaluation that provides likelihood of a data breach being a contributing factor to any fraudulent payments" mean?
3. Define "forensic endpoint images related to the claims and the external perimeter housing the claims systems."

*Defined Times:
- Pre-pandemic: January 1, 2019 through February 29, 2020
- Pandemic: March 1, 2020 through January 31, 2021
- Post-Multi Factor Authentication (MFA): February 1, 2021 through March 31, 2022

Claims Processing and Processing Times:
   Claims Processing - # of Days to resolve open claims
- Weekly/Monthly Summaries
  - Pre-pandemic
  - Pandemic
  - Post-MFA

Systems:
   Emails to KDOL
- # of unemployment related emails received by KDOL
  - Claimant related
  - Employer related
  - Fraud related
- # of unemployment related emails read and responded to by KDOL
  - Claimant related
  - Employer related
  - Fraud related
   Claimant Profile PINS
1. PIN resets
   a. Weekly/Monthly Summaries
      i. Pre-pandemic
      ii. Pandemic
      iii. Post-MFA
   b. Does KDOL allow common PINS
      i. 0000, 1111, 1234, etc.
   Claimant Payment Method
- Direct Deposit - # and % of claimants
  - Pre-Pandemic
  - Pandemic
  - Post-MFA
- BoA Pay Cards: # and % of claimants
  - Pre-Pandemic
  - Pandemic
    - Were BoA pay cards issued to claimants with addresses that did not match the address on file for BoA pay card holder?

- o Post-MFA
  - Non-BoA Pay Cards: # and % of claimants
    - o Pre-Pandemic
    - o Pandemic
    - o Post-MFA

Fraud
- What is the determining factor for KDOL regarding a fraudulent claim?
- KDOL has stated that they monitor the dark web as part of their fraud detection and awareness.
    1. When did KDOL and the Kelly Administration first learn of any security breaches/hacks to KDOL systems, if any?
- Any documentation detailing how individuals whose identity was compromised as part of a fraudulent claim were notified.
- Reported fraud on www.FraudReport.ks.gov website portal
    1. # of claims and $ associated with
        - Employer **reporting for an Employee/Employees**
            - Unique SSN
            - Unique Names
            - Benefits Paid Out for Claims: Regular KS, PUA, PEUC, EB, LWA
            - Benefits Recouped for Claims: Regular KS, PUA, PEUC, EB, LWA
        - Reporting a Notice **for Myself**
            - Unique SSN
            - Unique Names
            - Benefits Paid Out for Claims: Regular KS, PUA, PEUC, EB, LWA
            - Benefits Recouped for Claims: Regular KS, PUA, PEUC, EB, LWA
        - Reporting a Notice **for Someone Else**
            - Unique SSN
            - Unique Names
            - Benefits Paid Out for Claims: Regular KS, PUA, PEUC, EB, LWA
            - Benefits Recouped for Claims: Regular KS, PUA, PEUC, EB, LWA
- Form 1099-G's
    1. Issued: Total # and $ amount
    2. Mailed: Total # and $ amount
    3. Withheld (not mailed): Total # and $ amount
    4. Returned / Reported as fraud: Total # and $ amount
    5. # and % determined to be actual fraud
- Claims Summary Lists for Claims: Regular KS, PUA, PEUC, EB, LWA
    1. # and $ of claims flagged as fraud
    2. # and $ of claims flagged as *potential* fraud
    3. # and $ claims filed with the same home/mailing address
    4. # and $ claims filed with same bank account
    5. # and $ claims filed from same IP address
    6. # and $ claims of banks/financial Institutions where benefits were deposited
    7. # and $ claims of states where were claims issued
- Crosscheck Summary Lists with # and $ claims of claims issued
    1. SSA crosschecks: SSN not matching name
    2. New hires: National Directory of New Hires
    3. Systematic Alien Verification for Entitlements Program: Verification of citizenship
    4. State and federal prison database records

5. Interstate benefits cross-match - SSN with multiple claims
- Number of unique individuals/SSN received benefits for Claims: Regular KS, PUA, PEUC, EB, LWA
    1. Number of weeks each unique individual received benefits
    2. Total amount of benefits paid to each unique individual
    3. Average amount of benefits paid to each unique individual
- Claims per capita by state – how does KS compare pre-pandemic, pandemic, and POST-MFA
    1. Claims as a percentage to population state and compared to National
    2. Claims as a percentage to employment in the state and compared to National
    3. Comparisons to neighboring state metrics
- Employer account summaries
    1. Employer claim **counts:**
        - Pre-pandemic: 5 year average claim count
        - Claim charges by year 2015-2020
        - Claims YTD 2021
        - # of Fraudulent flagged claims by KDOL per employer account
        - High spike accounts – conduct employer interview to understand how many additional fraudulent claims were not flagged by KDOL
    2. Employer claim **charges:**
        - Pre-pandemic: 5 year average claim charge
        - Claim charges by year 2015-2020
        - Charges YTD 2021
        - High spike accounts – conduct employer interview to understand how many additional fraudulent claims were not flagged by KDOL