

**FORENSIC UNIT
PUBLIC RECOMMENDATIONS – NOT FULLY IMPLEMENTED**

Division: Pension, Payroll & Employee Benefits
Report Date: 06/12/2012
Report Title: Improving Reporting and Monitoring of Employee Benefits (Manulife)

No.	Recommendation	Management Comments
002	City Council requests the Director Pension Payroll and Employee Benefits, give consideration to the formal documentation of an annual evaluation of the benefit administrator performance as it relates to prevention, detection and investigation of benefit fraud including fraud related to the receipt of Long Term Disability benefits.	<p>The RFP for Long Term Disability (LTD) Administration/Insurance Benefits included requirements to address the Auditor General's recommendation including enhanced fraud detection systems, enhanced fraud reporting requirements and annual fraud prevention and detection reporting included in the performance evaluation.</p> <p>Performance measures were imbedded within the RFP. The City is currently finalizing the LTD Service Level Agreement with Manulife.</p> <p>The Division will engage our Benefits Consulting Provider to recommend effective performance measures based upon industry standards by Q4 2018.</p>