

## Eleos Internal Audit Guidelines

The main purpose of the Eleos Audit Guidelines is to provide Eleos management and staff with guidance on how to effectively navigate the audit process and demonstrate their commitment to compliance for both internal and external audits.

This document provides guidelines for Eleos management and staff to follow during an audit. It covers understanding the audit's scope, identifying stakeholders, gathering necessary documentation, maintaining cooperation and communication with auditors, ensuring internal controls, demonstrating professional conduct, documenting the audit process, and taking corrective action after the audit. By adhering to these guidelines, Eleos staff can effectively navigate the audit process and demonstrate their commitment to compliance.

Being audited by regulators or compliance can be stressful, but being prepared and organized can make the process smoother. Here are some general guidelines for staff to follow:

### Key Points

#### 1. Understand the Audit:

- **Know the scope:** What areas are being reviewed? What time period is covered?
- **Identify the auditors:** Who are they and what are their roles?
- **Understand the reason:** Why are you being audited? Is it routine, triggered by a specific event, or due to a complaint?

#### 2. Identify the stakeholders:

- **Who All Impacted:** Who will be affected by the audit? Which departments and staff?
- **Confirm Stakeholders Role:** Their needs and expectations should be considered when developing the audit plan.

#### 3. Gather Documentation:

- **Review the audit request:** What documents and information have been requested?

- **Organize our records:** Ensure all relevant documents are readily accessible and well-organized. This might include financial statements, policies and procedures, contracts, and employee records.
- **Prepare supporting documentation:** Gather any evidence that supports our compliance with regulations.

### 3. Cooperation and Communication:

- **Be cooperative and responsive:** Provide timely and complete responses to the auditors' requests.
- **Establish a point of contact:** Designate a specific person to interact with the auditors.
- **Maintain open communication:** Keep communication channels open with the auditors throughout the process.
- **Ask clarifying questions:** If you don't understand something, don't hesitate to ask for clarification.

### 4. Internal Control:

- **Review our internal controls:** Ensure our internal controls are adequate and functioning effectively.
- **Identify any weaknesses:** Be prepared to discuss any weaknesses in our internal controls and our plans for remediation.

### 5. Professional Conduct:

- **Be professional and respectful:** Maintain a professional demeanor throughout the audit process.
- **Be honest and transparent:** Provide accurate and truthful information to the auditors.
- **Avoid defensiveness:** If issues are identified, be open to feedback and willing to take corrective action.

### 6. Documentation of the Audit:

- **Keep records of all interactions:** Document all meetings, phone calls, and email exchanges with the auditors.
- **Maintain a log of documents provided:** Keep track of all documents and information provided to the auditors.

### 7. Post-Audit:

- **Review the audit findings:** Carefully review the audit report and understand any findings or recommendations.
- **Corrective action plan:** If deficiencies are identified, we are likely to receive a remediation plan and time frame to implement them.
- **Implement corrective actions:** Compliance will take lead and have oversight of implementation activities, the corrective action plan and monitoring its effectiveness.

**Additional Tips:**

- **Seek advice if necessary:** If you have any concerns or questions, consult with the Compliance Manager, Executive Director and President.
- **Don't volunteer information:** Answer the auditors' questions directly and avoid providing unnecessary information.
- **Stay calm and focused:** Audits can be stressful, but it's important to remain calm and focused throughout the process.

Following these guidelines will help us to navigate the audit process effectively, efficiently and demonstrate our commitment to compliance. Remember that the specific requirements and procedures may vary depending on the type of audit and the regulatory agency involved (DDD, DHS, CSOC, Medicaid or the State).

If you have questions or need assistance regarding our guidelines please contact our Compliance Manager via email at [m.johnson@eleosfamilyservices.com](mailto:m.johnson@eleosfamilyservices.com).

