Appendix: GAO-IG Act Reporting for Budget Fiscal Year 2025

The Good Accounting Obligation in Government Act (GAO-IG Act, Pub. L. No. 115-414, 132 Stat. 5430 (2019)) requires each agency to include, in its annual budget justification, a report that identifies each public recommendation issued by the Government Accountability Office (GAO) and the agency's inspectors general (IGs) which has remained unimplemented for one year or more from the annual budget justification submission date. In addition, the Act requires a reconciliation between the agency records and the IGs' Semiannual Report to Congress (SAR). In compliance with the GAO-IG Act, OPM provides reports listing each public recommendation from GAO and OPM's Office of the Inspector General (OIG).

GAO Open Recommendations Report

Final Report Date	Audit Number	Recommendation Number	Title	Recommendation Detail	Status
9/17/2012	GAO-12-878	1	Federal Training Investments: Office of Personnel Management and Agencies Can Do More to Ensure Cost-Effective Decisions	To improve federal training investment decision-making processes, the Director of OPM should include in existing or new OPM guidance or technical assistance additional information in the following areas: (1) Steps agencies should take and factors they should consider when prioritizing federal training investments agency-wide, including developing a process to rank training using criteria, such as expected demand for the investment from internal sources, availability of resources to support the effort, potential for increased revenue, and risk of unfavorable consequences if investments are not made. (2) Steps agencies should take and factors they should consider for comparing the merits of different delivery mechanisms and determining the mix of mechanisms to use, in order to ensure efficient and cost-effective delivery of federal training. Such guidance could include requesting that agencies consistently utilize Standard Form-182 to document and report training costs associated with the different delivery mechanisms employed.	OPM has developed training prioritization criteria for agencies that also includes examples of how agencies could rank their training investments. In addition, OPM formed a working group to gain a better understanding of how agencies document, track, and report training information. The group consisted of members from USDA, EEOC, FMC, HUD, PTO, DOD, Energy, USAID, FTC, Treasury, and State. The working group recommended and OPM made changes to the SF 182 designed to help improve federal training investment decision-making. According to OPM, these changes include updating its training sub-type codes to better align with the information being collected and adding additional boxes to assist agencies with tracking group training and receiving complete information on vendors. GAO has asked OPM for documentation on when and how its training prioritization criteria has been disseminated to agencies and also for documentation of instances where OPM has shared good practices in this area with agencies and/or provided agencies a forum for discussing prioritization practices.

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9/17/2012	GAO-12-878	2	FEDERAL TRAINING INVESTMENTS: Office of Personnel Management and Agencies Can Do More to Ensure Cost-Effective Decisions	In line with statutory and regulatory provisions on maintenance and reporting of training information, work with the CHCO Council to improve the reliability of agency training investment information by: • ensuring that agencies are familiar with and follow guidance outlined in OPM's Guide for the Collection and Management of Training Information regarding which training events should be documented as training and reported to OPM; • developing policies to strengthen the utilization of Standard Form-182 to document and report training costs; • encouraging agencies through guidance and technical assistance, to develop policies that require consistent reporting of training data to their learning management systems; and • encouraging each agency to assess its existing training information system(s) and identify whether it is providing complete and reliable data and, if not, to develop approaches to improve the system(s), in order to do so.	OPM provided a refresher to the Chief Learning Officers Council on OPM's guidance on Reporting of Training Data. This included reviewing OPM's and agencies' responsibilities for the collection and reporting of data and reviewing the process of how agency data is transmitted to EHRI. Further, OPM highlighted the Guide to Human Resources Reporting as the source for the required format for reporting training data to EHRI and provided the Guide for Collection and Management of Training Information. Both guides are also located on OPM's website. OPM's training data report summaries encourage agencies to review their data, to check for submission errors and consistencies in reporting, and to validate that all training events are included. GAO asked OPM to provide documentation of OPM encouraging agencies, through guidance and/or technical assistance, to assess their reporting systems and to develop policies and procedures to help ensure accurate reporting of training data.
11/6/2013	GAO-14-65	1	Review of Agencies' Implementation of OMB's PortfolioStat Process	To improve the agency's implementation of PortfolioStat, the Director of the Office of Personnel Management should direct the CIO to report on the agency's progress in consolidating the help desk consolidation and IT asset inventory to shared services as part of the OMB integrated data collection quarterly reporting until completed.	Fully meeting the software application inventory practice to regularly update the inventory with quality controls to ensure reliability is dependent upon completion of in-progress technology and process changes within OPM. Recent OPM technology changes require that OPM's software registry (SWR) use new end-point management applications, Microsoft Defender for Endpoint (MDE) and Intune, for automated software application discovery. Intune is being deployed currently with full implementation expected by April 2024. Considering the automated software inventory data to be available, the SWR Team will be working with software lifecycle management process owners to incorporate use of the SWR in their processes and to include specific inventory quality controls. Relevant process owners are identified in OPM's previously provided Software Asset Management Policy.

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5/22/2014	GAO-14-413	6	Government-wide Policies and Practices for Managing Software Licenses	Provide software license management training to appropriate agency personnel addressing contract terms and conditions, negotiations, laws and regulations, acquisition, security planning, and configuration management.	Corrective actions are in progress. There are technology process changes occurring which are delaying completion. Once these are completed OPM can finalize the training processes and documentation.
9/2/2014	GAO-14-677	1	Federal Employee Classification System	Director of OPM, working through the Chief Human Capital Officer Council, and in conjunction with key stakeholders such as the Office of Management and Budget, unions, and others, should use prior studies and lessons learned from demonstration projects and alternative systems to examine ways to make the GS system's design and implementation more consistent with the attributes of a modern, effective classification system. To the extent warranted, develop a legislative proposal for congressional consideration.	In February 2023, OPM reported that it continues to provide Federal agencies with technical assistance on classification, as well as updating and establishing classification policy. Additionally, OPM reported on the development of a new classification policy for artificial intelligence work. To fully implement the recommendation, OPM still needs to work through the CHCO Council and in conjunction with key stakeholders, such as OMB and unions, to complete its review of studies and lessons learned; and, if warranted, develop a legislative proposal to make the GS system's design and implementation more consistent with the attributes of a modern, effective classification system. Doing so could help OPM better position itself to help ensure that the federal classification system is keeping pace with the government's evolving requirements.

Final Report Date	Audit Number	Recommendation Number	Title	Recommendation Detail	Status
10/19/2014	GAO-15-79	1	Federal Paid Administrative Leave: Additional Guidance Needed to Improve OPM Data (GAO 15-79)	Develop guidance for agencies on which activities to enter, or not to enter, as paid administrative leave in agency time and attendance systems.	In July 2019, OPM officials told us that they have not finalized the remaining regulations due to legal and practical concerns related to employees serving overseas. For example, the proposed rules could conflict with overseas personnel observing local holidays for security, diplomatic, and practical reasons. OPM also announced that it is reconvening its interagency working group for dismissal and closure procedures to update its "DC Dismissal and Closure Procedures" guidance to reflect the new "weather and safety leave" procedures. In addition, in response to our recommendation, in May 2015, OPM issued a fact sheet on administrative leave, which discusses the appropriate use of an agency's administrative leave authority, including a definition of administrative leave as well as applicable government-wide, individual agency, and emergency policies on the use of administrative leave. However, this fact sheet will need to be revised to reflect the newly issued regulations for "weather and safety leave" in addition to the regulations for the other categories of paid leave when they are in effect. Once all regulations are finalized, the proposed rules, along with updated fact sheet guidance, should help agencies and federal employees appropriately use, record, and report administrative leave. As of January 2024, OPM had not issued final regulations. OPM's Unified Agenda includes an April 2024 publication target.

Final Report Date	Audit Number	Recommendation Number	Title	Recommendation Detail	Status
10/19/2014	GAO-15-79	2	Federal Paid Administrative Leave: Additional Guidance Needed to Improve OPM Data (GAO 15-79)	Provide updated and specific guidance to payroll service providers on which activities to report, or not to report, to the paid administrative leave data element in EHRI.	In July 2017, OPM proposed new rules to regulate paid administrative leave, but has not finalized all these rules. In April 2018, OPM issued final regulations for "weather and safety leave" and announced that it would issue separate final regulations for "administrative leave," "investigative leave," and "notice leave" at a later date. To accompany the final regulations for "weather and safety leave," OPM issued two new data standards for agencies to report Paid Holiday Time Off and Weather and Safety Leave Hours Used that became effective in May 2018. Also, in November 2018, OPM released an update to its "DC Dismissal and Closure Procedures" guidance to reflect the new "weather and safety leave" procedures. Once all regulations are finalized, the proposed rules, along with updated guidance to payroll providers for reporting paid administrative leave and the new leave categories, should help agencies report comparable and reliable data to EHRI. As of January 2024, OPM had not issued final regulations. OPM's Unified Agenda includes an April 2024 publication target.
9/1/2016	GAO-16-521	2	Federal Hiring: OPM Needs to Improve Management and Oversight of Hiring Authorities	To help strengthen the government's ability to compete in the labor market for top talent, and to improve the federal hiring process, the Director of OPM, in conjunction with the CHCO Council, should use this information to determine whether opportunities exist to refine, consolidate, eliminate, or expand agency-specific authorities to other agencies and implement changes where OPM is authorized, including seeking presidential authorization (as necessary) in order to do so. In cases where legislation would be necessary to implement changes, OPM should work with the CHCO Council to develop legislative proposals.	OPM agreed with this recommendation. In February 2023, OPM reported that, since 2021, it has been working to identify opportunities to consolidate and streamline Federal Hiring regulations. Additionally, OPM reported that it has authorized a variety of hiring flexibilities to assist agencies to address hiring surges resulting from the Infrastructure Investment and Jobs Act, the American Rescue Plan Act, the Inflation Reduction Act, and the Creating Helpful Incentives to Produce Semiconductors (CHIPS) and Science Act, among others. To fully implement this recommendation, OPM needs to prioritize and follow through on its planned actions to streamline hiring authorities and, as appropriate, develop legislative proposals in consultation with the CHCO Council. By doing so, OPM could improve the federal hiring process and strengthen the government's ability to compete in the labor market for top talent.

Final Report Date	Audit Number	Recommendation Number	Title	Recommendation Detail	Status
9/29/2016	GAO-16-511	1	Federal Agencies' Use of Application Rationalization	To improve federal agencies' efforts to rationalize their portfolio of applications, the heads of the Departments of Agriculture, Commerce, Education, Energy, Health and Human Services, Housing and Urban Development, the Interior, Labor, State, Transportation, the Treasury, and Veterans Affairs; and heads of the Environmental Protection Agency; National Aeronautics and Space Administration; National Science Foundation; Nuclear Regulatory Commission; Office of Personnel Management; Small Business Administration; Social Security Administration; and U.S. Agency for International Development should direct their Chief Information Officers (CIOs) and other responsible officials to improve their inventories by taking steps to fully address the practices we identified as being partially met or not met.	Fully meeting the software application inventory practice to regularly update the inventory with quality controls to ensure reliability is dependent upon completion of in-progress technology and process changes within OPM. Recent OPM technology changes require that OPM's software registry (SWR) use new end-point management applications, Microsoft Defender for Endpoint (MDE) and Intune, for automated software application discovery. Intune is being deployed currently with full implementation expected by April 2024. Considering the automated software inventory data to be available, the SWR Team will be working with software lifecycle management process owners to incorporate use of the SWR in their processes and to include specific inventory quality controls. Relevant process owners are identified in OPM's previously provided Software Asset Management Policy.
10/7/2016	GAO-17-127	1	Reliability of the Enterprise Human Resources Integration System's Payroll Data	To support its strategic and open data goals, the Director of OPM should improve the availability of the EHRI payroll data--for example, by preparing the data for analytics, making them available through online tools such as FedScope, and including them among the EHRI data sources on the OPM website and Data.gov.	Priority Rec. In December 2023 OPM finalized a two-year improvement plan for EHRI payroll data with a target end date of Fiscal Year 2025.
10/7/2016	GAO-17-127	4	Reliability of the Enterprise Human Resources Integration System's Payroll Data	To integrate the payroll data into the larger suite of EHRI databases, the Director of OPM should develop a schedule for executing these plans.	Priority Rec. As of March 2023, OPM has not functionally integrated payroll with other EHRI databases and has not developed a schedule for implementing plans to do so.
10/7/2016	GAO-17-127	5	Reliability of the Enterprise Human Resources Integration System's Payroll Data	To integrate the payroll data into the larger suite of EHRI databases, the Director of OPM should evaluate existing internal control activities and develop new control activities for EHRI payroll data, such as implementing transactional edit checks that leverage the information in the other EHRI datasets.	Priority Rec. OPM has not updated control activities for payroll data to include transactional edit checks that draw from other EHRI databases. However, OPM has begun to implement new control activities, including nearly 250 new validation edits for EHRI payroll data and provided supporting documentation for the new validation edits. OPM has also edit development to be part of their overall improvement plan.

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3/20/2017	GAO-17-247	2	FEDERAL TELEWORK: Additional Controls Could Strengthen Telework Program Compliance and Data Reporting	Strengthen controls for reviewing, validating, and reporting telework data in annual Status of Telework in the Federal Government reports. Specifically, OPM should follow up with agency officials on data outliers, including significant changes in year-to-year data.	In December 2020 and again in September 2021, OPM officials told GAO the agency continues to not concur with the recommendation, saying its processes provide agencies with opportunities to correct their own data. GAO agrees that OPM should not independently validate agency data, but OPM should take the steps necessary to identify and explain data outliers and limitations that agencies otherwise do not identify. Because OPM is the agency responsible for reporting telework data, OPM should ensure its annual reports to Congress include a clear discussion of data reliability limitations. Following up on data outliers and large year-to-year changes can help OPM identify data errors that could be corrected by agencies and provide OPM with the opportunity to discuss data limitations with agencies. Including such information clearly in the annual telework reports to Congress can make them more useful to Congress and to others.
9/6/2017	GAO-17-448	1	Review of Data Center Optimization Progress	The Secretaries of Agriculture, Commerce, Defense, Homeland Security, Energy, HHS, Interior, Labor, State, Transportation, Treasury, and VA; the Attorney General of the United States; the Administrators of EPA, GSA, and SBA; the Director of OPM; and the Chairman of NRC should take action to, within existing OMB reporting mechanisms, complete plans describing how the agency will achieve OMB's requirement to implement automated monitoring tools at all agency-owned data centers by the end of fiscal year 2018.	OPM has two agency-owned data centers. One was on target to implement monitoring solutions, with a target completion date of CY 2022. We were 75% complete with doing the implementation of the product to provide the monitoring. In 2022, the company that owned the solution that was being implemented deprecated the support for the product and as such that project was not able to be completed. There are currently point solutions in place but the integrated product is no longer in existence because the support was deprecated. Therefore, the implementation team began looking for a replacement product when OPM determined that all the systems located in that data center would be migrated to the cloud and no additional investment in on-prem capability was to occur. This location is now targeted for closure in late 2026/early 2027. The second data center closure that was to occur in 2023 has been delayed. However, this data center will be closed and no additional investment and monitoring tools will occur.

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9/25/2017	GAO-17-675	1	Offices of Small and Disadvantaged Business Utilization (OSDBU) Reforms	To address demonstrated noncompliance with section 15(k) of the Small Business Act, as amended, the Director of the Office of Personnel Management should comply with sections 15(k)(2), (k)(8), and (k)(17) or report to Congress on why the agency has not complied, including seeking any statutory flexibilities or exceptions believed appropriate.	In September 2023, OPM posted the SES Vacancy announcement for the Director of the Office of Small and Disadvantaged Business Utilization on USAJOBS. The announcement closed on 9/21/2023. This address the 1st part of the recommendation. OPM has identified and is considering several possible solutions to address the 2nd part of the recommendation but a final decision has not been made at this time. Supporting documents for the 3rd part of the recommendation was sent on 5/24/2022.
11/7/2017	GAO-18-148	1	Agencies' Efforts in Implementing Provisions of FITARA Related to Incremental Development	The Director of OPM should ensure that the CIO of OPM updates the agency's policy and process for the CIO's certification of major IT investments' adequate use of incremental development, in accordance with OMB's guidance on the implementation of FITARA, and confirm that it includes a description of the CIO's role in the certification process and a description of how CIO certification will be documented.	OPM decided to not move forward with the separate incremental development policy and is including incremental development in our IT Portfolio Management policy which we expect to be finalized by Q4 FY24. In addition, OPM is drafting an IT Portfolio Management Guide which will provide more detailed information regarding processes and is expected by Q1 FY25.

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12/14/2017	GAO-18-91	2	Federal Special Pay Authorities	The Director of OPM, together with the CHCO Council, should provide guidance on assessing effectiveness and tools—such as best practices or frequently asked questions—for the range of Title 5 special payment authorities.	After GAO's report was issued in December 2017, OPM also posted new templates on its website to help agencies provide required information and facilitate the request and approval process for waivers of the normal payment limitations on recruitment, relocation, and retention incentives. GAO asked OPM to provide examples of related guidance or tools it provides to agencies to help them assess the effectiveness of the special pay authorities. We requested additional documentation in September 2019 and further coordinated with OPM in June 2020. In April 2021, GAO clarified the additional information needed and contacted OPM for an update. In May 2021, OPM provided documentation, but it did not clearly address efforts to work with the CHCO Council to provide guidance on assessing effectiveness. GAO requested an update from OPM in September 2021 and again in October 2022. As of November 2022, OPM informed GAO that it is still developing guidance on assessing effectiveness. GAO asked OPM for status updates in December 2022 and June 2023--including a request for a timeline and plan for implementing the recommendation--and will update the status when we complete review of any additional documents OPM provides. OPM will continue to develop guidance for agencies on assessing the effectiveness of special pay authorities (e.g., special rates, 3Rs, and other pay flexibilities) in addressing their recruitment and retention difficulties.

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12/14/2017	GAO-18-91	3	Federal Special Pay Authorities	The Director of OPM should establish documented procedures to assess special payment authority requests requiring OPM approval and periodically review approval procedures to consider ways to streamline them.	In January 2023, OPM provided updated procedure documents which demonstrated progress in implementing the recommendation, as they included questions to ask and steps to assess the sufficiency of information agencies submit with the requests. For example, the procedures for special pay rate requests included a question to guide an assessment of how various measures of pay rates for comparable jobs in non-federal salary data compare to the proposed special rate. Furthermore, the guidance on assessing agency requests to waive the normal payment limitations on recruitment and relocation incentives provided guidance to assess the success of recent efforts to recruit candidates using indicators such as offer acceptance rates, proportion of positions filled, and the length of time required to fill similar positions. The procedures documents also demonstrated progress in implementing the recommendation by referring to OPM plans, beginning in January 2024, to conduct annual reviews of the procedures to identify possible improvements, including consideration of ways to streamline the procedures. However, the format of the documents and lack of specifics on the annual reviews made the procedures appear to be in a draft or interim status. In June 2023, we requested that OPM provide documentation that the procedures are working management directives that have been appropriately internally communicated, including consideration of the audience, nature and purpose of the information, and accessibility of the information when needed to guide decision-making for assessments of agency special payment authority requests, as well as responsibilities and controls in place to prompt and conduct annual reviews of the procedures to potentially streamline them. As of January 2024, in response to OMB's response that the notification, documentation, and training to PLW that has been completed to date is insufficient to close this recommendation, the PLW Deputy Associate Director will notify staff via memorandum of the Standard Operating Procedures (guidelines, controls, processing considerations) that must be followed in assessing special pay requests and that they will be included in PLW work plans and reviewed and reissued annually.

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5/31/2018	GAO-18-377	1	Improper Payments: Actions and Guidance Could Help Address Issues and Inconsistencies in Estimation Processes	The Director of OPM should assess the processes to estimate Retirement improper payments to determine whether they effectively address key risks of improper payments - including eligibility and whether older claims face different risks of improper payments than new claims - and take steps to update the processes to incorporate key risks that are not currently addressed.	On January 30, 2024, OPM met with the GAO representatives regarding feedback and clarification on previous submitted documentation. OPM is currently working to address the feedback and will provide additional documentation for closure.
8/2/2018	GAO-18-93	1	Federal Chief Information Officer Authorities	The Director of the Office of Personnel Management should ensure that the agency's IT management policies address the role of the CIO for key responsibilities in the five areas we identified. (Recommendation 24)	OPM submitted a request for closure on January 19, 2024, and is awaiting GAO's response.
8/15/2018	GAO-18-48	3	Federal Employee Misconduct: Actions Needed to Ensure Agencies Have Tools to Effectively Address Misconduct	The Director of OPM, after consultation with the CHCO Council, should provide guidance to agencies to enhance the training received by managers/supervisors and human capital staff to ensure that they have the guidance and technical assistance they need to effectively address misconduct and maximize the productivity of their workforces.	As of January 2024, OPM is close to finishing working with the developer on an updated online training course which can be made available for agencies to use for supervisory training on misconduct matters. Once completed, OPM will need to determine where this course can be hosted and identify funding to cover ongoing costs for making this course available online. Vacancies in the responsible program office and a focus on other government-wide priorities have impacted the progress OPM has made. However, this team is beginning to work on a plan to develop updated agency guidance on training supervisors and human resources staff on addressing federal employee misconduct and make this information available to supervisors and human capital practitioners. Doing so will enhance the guidance and technical assistance needed to effectively address misconduct and maximize the productivity of the workforce. Finally, OPM developed and released guidance to agencies on Maximizing Effective Use of Probationary Periods on December 13, 2023. Making effective use of probationary periods is a critical element of supervisors effectively addressing misconduct and maximizing the productivity of their workforces. www.chcoc.gov/content/maximizing-effective-use-of-probationary-periods

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11/20/2018	GAO-19-35	2	Non-SES Agency Performance Management Systems	The Director of OPM, in consultation with the CHCO Council, should develop and implement a mechanism for agencies to routinely and independently share promising practices and lessons learned, such as through allowing agencies to post such information on OPM's Performance Management portal. (Recommendation 2)	In September 2023, OPM reported that the Max.gov repository will be sunsetting, and that they are working to identify and implement a new platform to host relevant information. OPM stated that in the interim, they will re-engage agency partners to obtain new and updated promising practices and lessons learned. To fully address this recommendation, OPM needs to continue identifying and implementing mechanisms that encourage agencies to share lessons learned. As of January 2024, there has been no status change.
11/20/2018	GAO-19-35	3	Non-SES Agency Performance Management Systems	The Director of OPM, in consultation with the CHCO Council, should develop a strategic approach for identifying and sharing emerging research and innovations in performance management. (Recommendation 3)	In September 2023, OPM reported that they intend to make progress on this recommendation, but changing priorities combined with resource bandwidth, team member research experience, as well as budgetary constraints to support the need for fee-based research presents a challenge. To fully address this recommendation, OPM needs to finalize and issue its strategy to share emerging research and innovations in performance management. As of January 2024, there has been no status change.
6/14/2019	GAO-19-217	1	Federal Retirement: OPM Actions Needed to Improve Application Processing Times	The Associate Director of OPM's Retirement Services, working in coordination with the Chief Information Officer, should develop, document, and implement a Retirement Services IT modernization plan for initial project phases that is consistent with key aspects of IT project management, such as determining objectives, costs, and time frames for each initial phase.	RS and CIO have developed an RS IT road map that sets a plan to automate. It includes estimated costs and estimated timeframes. Work has begun on three key initiatives but consistent progress will require sustained funding.
6/14/2019	GAO-19-217	2	Federal Retirement: OPM Actions Needed to Improve Application Processing Times	The Associate Director of OPM's Retirement Services should adopt management practices to enhance the use of performance information on processing timeliness to inform how OPM manages operations, identifies problem areas, and allocates resources. For example, OPM could enhance use of performance measures at the operational level or establish a timeliness performance goal for reviewing disability retirement eligibility.	Retirement Services has provided the developed disability operational reports and is responding to GAO questions on how they are used.

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6/14/2019	GAO-19-217	4	Federal Retirement: OPM Actions Needed to Improve Application Processing Times	The Associate Director of OPM's Retirement Services should develop and implement policies and procedures for assessing strategies intended to improve processing times, including collecting and improving data needed to support those strategies, such as collecting better productivity data or staffing data and linking them to processing outcomes.	RS provided GAO the developed production review summary report which consolidates the RS Operations Inventory and Production reports into one report. The report is used to assist management in making operational decisions. Trend analysis of the current fiscal year's inventory and production is a vital component of this report to assist management. This report is a primary resource to identify and mitigate potential issues.
6/14/2019	GAO-19-217	5	Federal Retirement: OPM Actions Needed to Improve Application Processing Times	The Associate Director of OPM's Retirement Services should examine its process for assessing its assistance to agencies on retirement applications. For example, OPM could incorporate into its assessment process more agency feedback or documentation of assessment results, which could improve its partnership with agencies to strengthen the assistance provided.	RS continues to train and assist agencies to strengthen the application process. We intend to gather vital feedback through the Benefit Officer Survey.
6/14/2019	GAO-19-217	6	Federal Retirement: OPM Actions Needed to Improve Application Processing Times	The Associate Director of OPM's Retirement Services should work with agencies to determine if there are cost-effective ways to make the retirement application error report that it sends to agencies more user-friendly. For example, explore whether there are cost-effective ways to provide the error report in a format that could be manipulated (e.g., Excel spreadsheet), or to include additional information, such as incorporating disability retirement applications or providing clearer descriptions of errors or trend data, some of which OPM already collects.	Retirement Services has recently forged a working group, established a framework of proposed changes to the agency audit report. Meetings with HR and Payroll partners are being scheduled to discuss the proposed changes.
7/25/2019	GAO-19-384	2	Cybersecurity Risk Management	The Director of OPM should establish a process for conducting an organization-wide cybersecurity risk assessment. (Recommendation 54)	The Organizational Risk Assessment Plan (ORA) that addresses cybersecurity has been drafted. OPM is reviewing the Risk Management Framework (RMF) processes for existing risk assessment procedures and will update the draft Organizational Risk Assessment Plan accordingly. Once completed, OPM will finalize the ORA plan through the appropriate review processes and provide GAO with the documentation when completed.

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7/25/2019	GAO-19-384	1	Cybersecurity Risk Management	The Director of the Office of Personnel Management (OPM) should update the agency's policies to require (1) an organization-wide cybersecurity risk assessment and (2) the use of risk assessments to inform control tailoring. (Recommendation 53)	OPM is in process of finalizing the cybersecurity policies to remediate this recommendation and will provide GAO with the documentation when completed.
10/30/2019	GAO-20-129	15	Information Technology: Agencies Need to Fully Implement Key Workforce Planning Activities	The Director of the Office of Personnel Management should ensure that the agency fully implements each of the eight key IT workforce planning activities it did not fully implement. GAO Comments: When we confirm what actions the agency has taken in response to this recommendation, we will provide updated information.	OPM is continuing progress to address GAO's recommendation. OPM has a corrective action plan (CAP) in place and expects remediation to be completed by end of Q4 FY24.
3/30/2020	GAO-20-59	3	Electronic Records Management	The Director of the Office of Personnel Management should establish a time frame to develop a plan to manage permanent electronic records. (Recommendation 32 in the report)	Priority Rec. OPM began taking steps to manage all of its permanent records in an electronic format. Specifically, OPM was in process of procuring a contract that will, among other things, help OPM maintain all permanent records electronically by December 2022.
3/30/2020	GAO-20-59	2	Electronic Records Management	The Director of the Office of Personnel Management should establish a time frame to develop an inventory of electronic information systems used to store agency records that includes all of the required elements. (Recommendation 31 in the report)	Implementation of this recommendation is expected by the end of FY 2024
3/30/2020	GAO-20-59	4	Electronic Records Management	The Director of the Office of Personnel Management should establish a time frame to update its policies and procedures to include all of the required electronic information system functionalities for recordkeeping systems. (Recommendation 33 in the report)	Implementation of this recommendation is expected by the end of FY 2024

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3/30/2020	GAO-20-59	5	Electronic Records Management	The Director of the Office of Personnel Management should establish a time frame to update the agency's policies and procedures on retention and management for email to include retaining electronic calendars and draft documents. (Recommendation 34 in the report)	Implementation of this recommendation is expected by the end of FY 2024
9/16/2020	GAO-20-559	1	SES Reassignments	The Acting Director of the Office of Personnel Management should use OPM's oversight authority to monitor career SES reassignments to ensure that federal agencies meet requirements contained in statute or regulation, and follow OPM's related guidance. In situations where OPM finds that an agency has taken a career SES reassignment action contrary to these requirements, it should use its authority to require the agency to take corrective action, as appropriate.	In June 2023, OPM reiterated that it did not concur with the recommendation for these same reasons. However, as discussed in the report, GAO maintains that OPM should use its oversight authority to ensure agencies' reassignments of SES staff are consistent with requirements. As of January 2024, there has been no status change.
10/25/2021	GAO-22-104297	1	Federal Hiring: OPM Should Collect and Share COVID-19 Lessons Learned to Inform Hiring During Future Emergencies	The Director of OPM, in conjunction with the Chief Human Capital Officers Council, should develop and implement a process for collecting and sharing comprehensive government-wide information on the lessons learned associated with agencies' use of different hiring authorities in response to the COVID-19 pandemic.	OPM had administered surveys and completed its data review in an effort to collect and share government-wide information on the lessons learned associated with agencies' use of different hiring authorities in response to the COVID-19 pandemic. OPM had drafted a report of its survey and data findings that is currently going through OPM's internal clearance process.

Final Report Date	Audit Number	Recommendation Number	Title	Recommendation Detail	Status
1/27/2022	GAO-22-104414	2	Intergovernmental Personnel Act (IPA) mobility program	The Director of OPM should establish a process and update its guidance to obtain complete and accurate data about the number of non-federal mobility program participants on detail to federal agencies.	OPM disagreed with this recommendation, in part because they said it would create a reporting burden for agencies. However, this data could be used to determine where there are opportunities for agencies to more fully leverage the mobility program to address critical skills and occupation gaps, which has been a government-wide high risk area since 2001. Therefore, GAO continues to believe that establishing a process and updating its guidance to collect these data are essential for informing the customer service and assistance OPM provides to federal agencies and encourage OPM to explore reasonable steps to do so. As of January 2024, there has been no status change.
2/23/2022	GAO-22-104206	1	Office of Personnel Management Federal Financial System Modernization	The Director of OPM should direct the CFO to ensure that the FFS-R project conducts a comprehensive M3 risk assessment and defines and meets exit criteria for the Migration phase Release 1 and Release 2 tollgates before proceeding to the next phase of the modernization.	OPM provided GAO a response and related documentation to address the recommendation, in June 2023.
2/23/2022	GAO-22-104206	2	Office of Personnel Management Federal Financial System Modernization	The Director of OPM should direct the CFO to ensure that the TFM program develops cost estimates using best practices described in GAO's Cost Estimating and Assessment Guide.	In June 2023, OPM provided GAO documentation to address the recommendation. GAO provided follow-up questions to which OPM will provide responses and related documentation for closure.
2/23/2022	GAO-22-104206	3	Office of Personnel Management Federal Financial System Modernization	The Director of OPM should direct the CFO to ensure that the TFM program updates the TFM schedule using best practices described in GAO's Schedule Assessment Guide, in particular, by addressing those schedule characteristics that were not substantially or fully met.	OPM provided GAO a response and related documentation to address the recommendation, in June 2023.
2/23/2022	GAO-22-104206	4	Office of Personnel Management Federal Financial System Modernization	The Director of OPM should direct the CFO to ensure that interagency agreements, including service level agreements, identify how security requirements will be conducted and the level of services, including cybersecurity, that will be provided.	OPM provided GAO a response and related documentation to address the recommendation, in June 2023.

Final Report Date	Audit Number	Recommendation Number	Title	Recommendation Detail	Status
2/23/2022	GAO-22-104206	5	Office of Personnel Management Federal Financial System Modernization	The Director of OPM should direct the CFO to ensure that the OCIO and TFM Program Management Office have identified and acquired sufficient systems and cybersecurity experts to adequately staff the TFM program, including the FFS-R project.	OPM provided GAO a response and related documentation to address the recommendation, in June 2023.
9/22/2022	GAO-22-105065	1	Federal Agency Privacy Programs	The Director of OPM should establish a time frame for updating the agency's policy for creating, reviewing, and publishing system of records notices, and make these updates. (Recommendation 52)	We plan to review the current SORN process and policy documentation by the end of Q2 of FY 24, as our operational priorities and resources permit.
9/22/2022	GAO-22-105065	2	Federal Agency Privacy Programs	The Director of OPM should define and document procedures for coordination between privacy and information security functions. (Recommendation 53)	Since our previous response, OPM has continued to hold a weekly executive meeting with the Senior Agency Official for Privacy (SAOP) and the Chief Information Security Officer (CISO) and their respective deputies to ensure coordination on projects and issues of mutual interest. Additionally, in FY 24 OPM continues to work on implementing the privacy and security controls in NIST 800-53 rev. 5, and any policies and procedures related to that implementation will reflect the necessary coordination. A draft agency-level Cybersecurity and Privacy policy is currently proceeding through OPM's internal review and clearance process, which is planned to clear in FY 24.
9/22/2022	GAO-22-105065	3	Federal Agency Privacy Programs	The Director of OPM should fully define and document a policy and process for ensuring that the senior agency official for privacy or other designated privacy official is involved in assessing and addressing the hiring, training, and professional development needs of the agency with respect to privacy. (Recommendation 54)	OESPIM's Executive Director, who serves as OPM's SAOP, as the head of OPM's privacy program and in accordance with OMB Circular A-130, has and exercises the authority to recruit and fill Privacy positions, subject to staffing and budgetary guardrails. During FY 24, OESPIM is planning to hire for a supervisory GS-15 Privacy specialist position, a GS-14 Privacy specialist position, and a GS-11 Privacy employee position. Additional positions may be posted and filled in FY 24 and FY 25 subject to staffing and funding requirements. As noted in our previous response, OESPIM will consider formally documenting the SAOP's role in hiring, training, and professional development by the end of FY 24 as priorities and resources allow.

Final Report Date	Audit Number	Recommendation Number	Title	Recommendation Detail	Status
9/22/2022	GAO-22-105065	4	Federal Agency Privacy Programs	The Director of OPM should incorporate privacy into an organization-wide risk management strategy that includes a determination of risk tolerance. (Recommendation 55)	In FY 24 and FY 25 we plan to continue examining our approach to privacy risk management and will look to expand activities consistent with this recommendation, including continuing to work on implementing the privacy and security controls in NIST 800-53 rev. 5.
9/22/2022	GAO-22-105065	5	Federal Agency Privacy Programs	The Director of OPM should establish a time frame for fully defining the role of the senior agency official for privacy or other designated privacy official in reviewing and approving system categorizations, overseeing privacy control assessments, and reviewing authorization packages, and document these roles. (Recommendation 56)	In FY 24 and FY 25, we will continue to look for opportunities to document the role of the SAOP more fully in these activities; this should be satisfied by the draft agency-level Cybersecurity and Privacy policy that is currently proceeding through OPM's internal review and clearance process, which is planned to clear in FY 24. In addition, we are currently assessing the ATO process and FIPS 199 reviews.
9/22/2022	GAO-22-105065	6	Federal Agency Privacy Programs	The Director of OPM should fully develop and document a privacy continuous monitoring strategy. (Recommendation 57)	As the privacy and security programs work collaboratively to implement the NIST 800-53, rev. 5, we plan to further evaluate our approach to continuous monitoring and documentation by Q4 of FY 24 or Q1 of FY 25.
9/29/2022	GAO-22-105187	1	CyberCorps® Scholarship for Service (SFS) Program	The Director of the Office of Personnel Management, in coordination with the Director of the National Science Foundation, should establish a time frame for implementing a process to ensure that all CyberCorps® Scholarship for Service Program scholarship recipients provide their institutions of higher education and the Office of Personnel Management (in coordination with the National Science Foundation) with annual verifiable documentation of post-award employment and up-to-date contact information for a period of at least through the end of their work service obligation.	In September 2023, OPM provided documents to address the recommendation. As of January 2024, GAO is still reviewing the documents.
9/29/2022	GAO-22-105187	2	CyberCorps® Scholarship for Service (SFS) Program	The Director of the Office of Personnel Management, in coordination with the Director of the National Science Foundation, should ensure the collection of complete and consistent data that relate to the fulfillment of all post-award obligations or requirements pursuant to the CyberCorps® Scholarship for Service Program.	In September 2023, OPM provided documents to address the recommendation. As of January 2024, GAO is still reviewing the documents.

Final Report Date	Audit Number	Recommendation Number	Title	Recommendation Detail	Status
12/20/2022	GAO-23-105562	1	CASES Act Implementation	The Director of the Office of Personnel Management should establish a reasonable time frame for when the agency will be able to accept remote identity proofing with authentication, digitally accept access and consent forms from individuals who were properly identity proofed and authenticated, and post access and consent forms on the agency's privacy program website. (Recommendation 11)	OPM plans to use a platform that relies on the General Services Administration's (GSA) Login.gov for remote identity proofing and authentication to digitally accept access and consent forms. OPM's timeline is dependent on Login.gov's ability to provide the requisite identity assurance level necessary for Privacy Act requests. In the meantime, OPM will proceed to develop and obtain clearance of its access and consent forms and anticipates posting them at opm.gov/privacy by the end of second quarter of FY 2024.
1/9/2023	GAO-23-105222	1	Eligibility Verification in the Federal Employee Health Benefit Program (FEHB)	The Director of OPM should implement a monitoring mechanism to ensure employing offices and carriers are verifying family member eligibility as required by OPM's 2021 guidance.	We released Benefits Administration Letter (BAL) on August 21, 2023, requiring agencies/retirement systems to provide annual notification to employees/annuitants about which family members they may cover under their FEHB enrollments. This is designed to educate enrollees and discourage the addition of ineligible family members to their coverage. It also encourages them to verify that all current family members are eligible. Agencies must perform this notification by October 31 each year, and must provide OPM with evidence that the task has been done.
1/9/2023	GAO-23-105222	2	Eligibility Verification in the Federal Employee Health Benefit Program (FEHB)	The Director of OPM should implement a monitoring mechanism to identify and remove ineligible family members from the FEHB program.	We are currently drafting a Benefits Administration Letter (BAL) that will require agencies and retirement systems to verify a random sample (percentage of Self Plus One and Self & Family elections) each Open Season in the effort to identify ineligible family members and prohibit their enrollment. This process was introduced in a previous BAL, but has never before been required for Open Season elections. We hope to release this BAL in late June 2024.
1/9/2023	GAO-23-105222	3	Eligibility Verification in the Federal Employee Health Benefit Program (FEHB)	The Director of OPM should assess the likelihood and impact of the fraud risk related to ineligible FEHB members.	OPM has assessed the likelihood and impact of the fraud risk related to ineligible FEHB members and documented this in the fraud risk profile. With the controls in place, it is low risk. The risk profile is going through internal review and approval.
1/9/2023	GAO-23-105222	4	Eligibility Verification in the Federal Employee Health Benefit Program (FEHB)	The Director of OPM should document its assessment of the fraud risk related to ineligible members in its fraud risk profile for the FEHB program.	OPM has assessed the likelihood and impact of the fraud risk related to ineligible FEHB members and documented this in the fraud risk profile. With the controls in place, it is low risk. The risk profile is going through internal review and approval.

Final Report Date	Audit Number	Recommendation Number	Title	Recommendation Detail	Status
2/27/2023	GAO-23-105528	1	Skills Gaps in the Federal Workforce	The Director of OPM should establish an action plan to address OPM's skills gaps identified in the workforce assessment, either as an update to its HCOP or a separate effort.	OPM agreed with the recommendation. OPM's 2022 - 2026 Human Capital Operating Plan (HCOP) outlines the agency's action plan and milestones to address skills gaps, under Priority One: Build the Skills of the Workforce and Attract Skilled Talent. The agency has been strategic in its approach to address and close skills gaps through various talent management and workforce development efforts led by OPM's Workforce and Talent Strategies and Workforce Development Divisions. In an effort to address agency skill gaps, the Workforce and Talent Strategies Division is targeting early career talent through an internship program, which was first launched in May 2023; working closely with hiring officials to target candidates with the desired skills; and encouraging hiring officials to use the Agency Talent Portal to identify candidates with the skills needed to fill job vacancies. In May 2023, the agency's new Chief Learning Officer was onboarded to establish the Workforce Development Division and address skill and competency gaps through targeted talent development and training strategies. This division is developing and executing a plan and strategies to assess and address agency skill and competency gaps; integrating a third-party e-learning content library within OPM's learning management systems to provide employees with on-demand access to training that will support the closure of gaps; managing professional development programs to support employees and leaders; and automating career development processes and resources, such as the Individual Development Plan.
2/27/2023	GAO-23-105528	2	Skills Gaps in the Federal Workforce	The Director of OPM should document, select risk responses for, and monitor progress addressing the risks OPM's skills gaps pose to achieving its strategic objectives, either as part of the process for monitoring strategic plan implementation or through other risk management processes.	OPM agreed with the recommendation. OPM's 2022 – 2026 Agency Strategic Plan highlights its plan to identify and address workforce skill and competency gaps under Goal 2.1: Build the skills of the OPM workforce and attract skilled talent. OPM senior executives and goal owners meet bi-monthly to document, update risk responses, and monitor progress addressing the risks OPM's skills gaps pose to achieving its strategic objectives. OPM's milestones related to addressing skills gaps are currently in progress and on target.

IG Open Recommendations Report

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
11/14/2008	4A-CF-00-08-025	Audit of the Office of Personnel Management's Fiscal Year 2008 Consolidated Financial Statements	1	The OCIO should continue to update and implement entity-wide security policies and procedures and provide more direction and oversight to Program Offices for completing certification and accreditation requirements. In addition, documentation on application access permissions should be enhanced and linked with functional duties and procedures for granting logical access need to be refined to ensure access is granted only to authorized individuals.	Actions to address the recommendation are in progress.
11/10/2010	4A-CF-00-10-015	Audit of the Office of Personnel Management's Fiscal Year 2010 Consolidated Financial Statements	2	KPMG recommends that the CIO identify common controls, control responsibilities, boundaries and interconnections for information systems in its system inventory.	Actions to address the recommendation are in progress.
9/14/2011	1K-RS-00-11-068	Stopping Improper Payments to Deceased Annuitants	1	Capitalizing on Retirement Systems Modernization Technology: We recommend that OPM actively begin discussions with their contractor, Hewitt Associates, regarding the edit capabilities of their solution to flag records and produce management reports for anomalies or suspect activity. We also recommend that OPM and the RSM contractor finalize the development of processes for the death match and surveys and begin to put processes in place to perform these operations.	Closure documentation has been submitted for consideration.
11/14/2011	4A-CF-00-11-050	Audit of the Office of Personnel Management's Fiscal Year 2011 Consolidated Financial Statements	1	KPMG recommends that the OPM Director in coordination with the CIO and system owners, including the Chief Financial Officer and system owners in Program offices, ensure that resources are prioritized and assigned to address the information system control environment weaknesses.	Actions to address the recommendation are in progress.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
11/10/2014	4A-CF-00-14-039	Audit of the Office of Personnel Management's Fiscal Year 2014 Consolidated Financial Statements	1	KPMG recommends that the OPM Director in coordination with the CIO and system owners, including the Chief Financial Officer and system owners in Program offices, ensure that resources are prioritized and assigned to implement the current authoritative guidance regarding two-factor authentication.	Actions to address the recommendation are in progress.
11/10/2014	4A-CF-00-14-039	Audit of the Office of Personnel Management's Fiscal Year 2014 Consolidated Financial Statements	2	KPMG recommends that the OPM Director in coordination with the CIO and system owners, including the Chief Financial Officer and system owners in Program offices, ensure that resources are prioritized and assigned to document and map access rights in OPM systems to personnel roles and functions, following the principle of "least privilege."	Actions to address the recommendation are in progress.
11/10/2014	4A-CF-00-14-039	Audit of the Office of Personnel Management's Fiscal Year 2014 Consolidated Financial Statements	3	KPMG recommends that the OPM Director in coordination with the CIO and system owners, including the Chief Financial Officer and system owners in Program offices, ensure that resources are prioritized and assigned to enhance OPM's information security control monitoring program to detect information security control weakness by: • Implementing and monitoring procedures to ensure system access is appropriately granted to new users, consistent with the OPM access approval process. • Monitoring the process for the identification and removal of separated users to ensure that user access is removed timely upon separation; implementing procedures to ensure that user access, including user accounts and associated roles, are reviewed on a periodic basis consistent with the nature and risk of the system, and modifying any necessary accounts when identified.	Actions to address the recommendation are in progress.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
7/8/2016	4A-CA-00-15-041	Office of Personnel Management's Contract Management Operations	5	We recommend that OPO provide documentation to verify that the closeout process has been administered on the open obligations for the 46 contracts questioned.	In August 2023, OPM provided additional documentation to OIG. As of January 2024, OIG provided some feedback and requests for additional information. Corrective action is in progress.
7/8/2016	4A-CA-00-15-041	Office of Personnel Management's Contract Management Operations	6	We recommend that OPO deobligate the $108,880,417 in open obligations, for the 46 contracts questioned, if support cannot be provided to show that the contract should remain open and the funds are still being utilized.	In August 2023, OPM provided additional documentation to OIG. As of January 2024, OIG provided some feedback and requests for additional information. Corrective action is in progress.
11/14/2016	4A-CF-00-16-030	Audit of the Office of Personnel Management's Fiscal Year 2016 Closing Package Financial Statements	11	Document access rights to systems to include roles, role descriptions, and privileges/activities associated with each role and role or activity assignments that may cause a segregation of duties conflict.	Actions to address the recommendation are in progress.
11/14/2016	4A-CF-00-16-030	Audit of the Office of Personnel Management's Fiscal Year 2016 Closing Package Financial Statements	14	Review audit logs on a pre-defined periodic basis for violations or suspicious activity and identify individuals responsible for follow up or elevation of issues to the Security Operations Team for review. The review of audit logs should be documented for record retention purposes.	Actions to address the recommendation are in progress.
11/14/2016	4A-CF-00-16-030	Audit of the Office of Personnel Management's Fiscal Year 2016 Closing Package Financial Statements	16	Establish a methodology to systematically track all configuration items that are migrated to production and be able to produce a complete and accurate listing of all configuration items for both internal and external audit purposes, which will in turn support closer monitoring and management of the configuration management process.	Actions to address the recommendation are in progress.
11/14/2016	4A-CF-00-16-030	Audit of the Office of Personnel Management's Fiscal Year 2016 Closing Package Financial Statements	17	Enforce existing policy requiring mandatory security configuration settings, developed by OPM or developed by vendors or federal agencies, are implemented and settings are validated on a periodic basis to ensure appropriateness.	Actions to address the recommendation are in progress.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
11/14/2016	4A-CF-00-16-030	Audit of the Office of Personnel Management's Fiscal Year 2016 Closing Package Financial Statements	2	Create and/or update system documentation as follows: 1. System Security Plans – Update the plans and perform periodic reviews in accordance with the organization defined frequencies. 2. Risk Assessments – Conduct a risk assessment for financially relevant applications and systems and document comprehensive results of the testing performed. 3. Authority to Operate – Perform security assessment and authorization reviews in a timely manner and create up-to-date authority to operate packages for systems. 4. Information System Continuous Monitoring – Document results of continuous monitoring testing performed for systems.	Actions to address the recommendation are in progress.
11/14/2016	4A-CF-00-16-030	Audit of the Office of Personnel Management's Fiscal Year 2016 Closing Package Financial Statements	5	Establish a means of documenting a list of users with significant information system responsibility to ensure the listing is complete and accurate and the appropriate training is completed.	Actions to address the recommendation are in progress.
11/14/2016	4A-CF-00-16-030	Audit of the Office of Personnel Management's Fiscal Year 2016 Closing Package Financial Statements	8	Perform a comprehensive review of the appropriateness of personnel with access to systems at the Agency's defined frequencies.	Actions to address the recommendation are in progress.
6/20/2017	4A-CI-00-17-014	Audit of the U.S. Office of Personnel Management's Security Assessment and Authorization (SAA) Methodology	2	We recommend that the OCIO perform a thorough security controls assessment on the LAN/WAN. This assessment should address the deficiencies listed in the section above, and should be completed after a current and thorough SSP is in place (see Recommendation 1).	Corrective actions are in progress to address the recommendation.
9/29/2017	4A-CI-00-17-030	Audit of the Information Technology Security Controls of the U.S. Office of Personnel Management's SharePoint Implementation	3	We recommend that OPM require employees with administrative or managerial responsibilities over SharePoint to take specialized training related to the software.	Corrective actions are in progress to address the recommendation.

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9/29/2017	4A-CI-00-17-030	Audit of the Information Technology Security Controls of the U.S. Office of Personnel Management's SharePoint Implementation	5	We recommend that OPM implement a formal process to routinely audit SharePoint user accounts for appropriateness. This audit should include verifying individuals are still active employees or contractors and their level of access is appropriate.	Corrective actions are in progress to address the recommendation.
9/29/2017	4A-CI-00-17-030	Audit of the Information Technology Security Controls of the U.S. Office of Personnel Management's SharePoint Implementation	6	We recommend that OPM document approved security configuration settings for its SharePoint application.	Corrective actions are in progress to address the recommendation.
9/29/2017	4A-CI-00-17-030	Audit of the Information Technology Security Controls of the U.S. Office of Personnel Management's SharePoint Implementation	7	We recommend that OPM implement a process to routinely audit the configuration settings of SharePoint to ensure they are in compliance with the approved security configuration standards. Note – this recommendation cannot be implemented until the controls from Recommendation 6 are in place.	Corrective actions are in progress to address the recommendation.
9/29/2017	4A-CI-00-17-030	Audit of the Information Technology Security Controls of the U.S. Office of Personnel Management's SharePoint Implementation	8	We recommend that OPM implement a process to test patches on its SharePoint servers. Once this process has been implemented, we recommend OPM implement controls to ensure all critical patches are installed on SharePoint servers and databases in a timely manner as defined by OPM policies.	Corrective actions are in progress to address the recommendation.
1/16/2018	4A-CF-00-15-049	U.S. Office of Personnel Management's Travel Card Program	1	We recommend that Travel Operations ensure that all travel card policies and procedures, governing OPM's travel card program, are accurate and consistent with one another and contain all areas/requirements outlined by laws and regulations pertaining to OPM's government travel card program.	The OPM travel charge card management plan (CCMP) has been updated to contain all areas/requirements outlined by laws and regulations pertaining to OPM's government travel card program.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
1/16/2018	4A-CF-00-15-049	U.S. Office of Personnel Management's Travel Card Program	10	We recommend that Travel Operations develop written procedures for their Compliance Review and Voucher Review processes. At a minimum, procedures should include verifying and validating travel authorizations, receipts, and vouchers.	The OPM travel charge card management plan (CCMP) has been updated to include procedures related to verifying and validating travel authorizations, receipts, and vouchers. Evidence and supporting documents were submitted for closure.
1/16/2018	4A-CF-00-15-049	U.S. Office of Personnel Management's Travel Card Program	11	We recommend that Travel Operations ensure organizational program coordinators review and certify monthly ATM Reports to help identify cardholder cash advances taken in excess of their ATM limit.	OCFO has revamped the process by which program offices review ATM reports. Guidance on this process is outlined in the OPM travel charge card management plan (CCMP).
1/16/2018	4A-CF-00-15-049	U.S. Office of Personnel Management's Travel Card Program	12	We recommend that Travel Operations follow up with organizational program coordinators to ensure that appropriate actions are taken against employees who have used their travel card for unauthorized transactions during each billing cycle.	Reinforcement of the organizational program coordinators' roles is contained within the OPM travel charge card management plan (CCMP).
1/16/2018	4A-CF-00-15-049	U.S. Office of Personnel Management's Travel Card Program	15	We recommend that Travel Operations ensure that an analysis is routinely performed to certify that travel cards are not used after the separation date.	The employee travel card account is closed upon notification of an employee separation. This process is outlined in the OPM travel charge card management (CCMP). Evidence and supporting documents will be submitted for closure.
1/16/2018	4A-CF-00-15-049	U.S. Office of Personnel Management's Travel Card Program	18	We recommend that Travel Operations enforce policies and procedures to conduct periodic reviews of travel card accounts to ensure cards are needed by the employees to which they are issued.	Reviews of all travel card accounts are conducted monthly. This procedure is outlined in the OPM travel charge card management (CCMP) - Section 4.5. Evidence and supporting documents was submitted for closure.
1/16/2018	4A-CF-00-15-049	U.S. Office of Personnel Management's Travel Card Program	19	We recommend that Travel Operations establish and implement controls to properly document and retain support for the periodic reviews of inactivity.	Reviews of all travel card accounts are conducted monthly. This procedure is outlined in the OPM travel charge card management (CCMP) - Section 4.5. Evidence and supporting documents will be submitted for closure.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
1/16/2018	4A-CF-00-15-049	U.S. Office of Personnel Management's Travel Card Program	6	We recommend that Travel Operations formally appoint approving officials and program coordinators through appointment letters, which outline their basic responsibilities and duties related to the travel card operations for their respective program office.	OCFO will issue appointment letters to approving officials and program coordinators, which outline their basic responsibilities and duties related to the travel card operations for their respective program offices. This process will be executed in FY24 - Q3 (April).
1/16/2018	4A-CF-00-15-049	U.S. Office of Personnel Management's Travel Card Program	7	We recommend that Travel Operations coordinate and partner with OPM program approving officials, program coordinators, and any appropriate program offices to implement controls to ensure card users and oversight personnel receive the required training on the appropriate use, controls and consequences of abuse before they are given a card, and/or appointment to the position. Documentation should be maintained to support the completion of initial and refresher training.	OCFO requires annual training of OPM program approving officials, program coordinators, and employees. This requirement is outlined in the OPM travel charge card management (CCMP) - Section 3. OCFO maintains documentation to support the completion of initial and refresher training. Evidence and supporting documents are being gathered for closure.
1/16/2018	4A-CF-00-15-049	U.S. Office of Personnel Management's Travel Card Program	8	We recommend that Travel Operations strengthen its oversight and monitoring of travel card transactions, to include but not be limited to, ensuring travel cards are being used and approved in accordance with regulations and guidance.	Reviews of all travel card accounts are conducted monthly. This procedure is outlined in the OPM travel charge card management (CCMP) - Section 4.5. Evidence and supporting documents will be submitted for closure.
1/16/2018	4A-CF-00-15-049	U.S. Office of Personnel Management's Travel Card Program	9	We recommend that Travel Operations provide frequent reminders to the approving officials on their responsibilities when reviewing travel authorizations and vouchers. Reminders should include such things as GSA's best practices for travel charge cards to ensure travel cardholders submit receipts for expenses over $75 when submitting their vouchers, and that travel authorizations are approved prior to travel.	Reviews of all travel card accounts are conducted monthly. This procedure is outlined in the OPM travel charge card management (CCMP) - Section 4.5. OCFO also conducts quarterly travel management briefings with the approving officials. Evidence and supporting documents will be submitted for closure.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
2/5/2018	L-2018-1	Management Advisory OPM's Non-Public Decision to Re-Apportion Annuity Supplements	1	We recommend that OPM cease implementing the RIL 2016-12 and OS Clearinghouse 359 memoranda to apply the state court-ordered marital share to Annuity Supplements unless those court orders expressly and unequivocally identify the Annuity Supplement to be apportioned.	These recommendations are related to active litigation. OPM is following the advice and guidance of OGC on these cases.
2/5/2018	L-2018-1	Management Advisory OPM's Non-Public Decision to Re-Apportion Annuity Supplements	2	We recommend that OPM take all appropriate steps to make whole those retired LEOs and any other annuitants affected by this re-interpretation. This would include reversing any annuities that were decreased either prospectively or retroactively that involved a state court order that did not expressly address the Annuity Supplement.	These recommendations are related to active litigation. OPM is following the advice and guidance of OGC on these cases.
2/5/2018	L-2018-1	Management Advisory OPM's Non-Public Decision to Re-Apportion Annuity Supplements	3	We recommend that OPM determine whether it has a legal requirement to make its updated guidance, including Retirement and Insurance Letters, publicly available.	These recommendations are related to active litigation. OPM is following the advice and guidance of OGC on these cases.
3/29/2018	4A-CF-00-16-055	OPM's Common Services	1	We recommend that the OCFO implement a process to correct identified errors in the same fiscal year.	OPM has implemented this recommendation. As part of the final fiscal year billing, an error check process has been included in the process. Evidence and supporting documents will be submitted for closure.
3/29/2018	4A-CF-00-16-055	OPM's Common Services	5	We recommend that the OCFO reformat their budget levels to ensure all costs are appropriately itemized and/or contain full disclosure of all costs, to ensure transparency.	OPM does not concur with this recommendation. No further corrective actions planned.
5/10/2018	4A-HR-00-18-013	Audit of the Information Technology Security Controls of USA Staffing - FY 2018	3	We recommend that OPM apply the approved security configuration settings for the USA Staffing System.	Corrective actions are in progress to address the recommendation.
5/10/2018	4A-HR-00-18-013	Audit of the Information Technology Security Controls of USA Staffing - FY 2018	4	We recommend that OPM apply system patches in a timely manner and in accordance with policy.	Corrective actions are in progress to address the recommendation.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
11/15/2018	4A-CF-00-18-024	Office of Personnel Management's Fiscal Year 2018 Consolidated Financial Statements	1	We recommend that the Office of the Chief Information Officer (OCIO), in coordination with system owners, enforce and monitor the implementation of corrective actions to: Security Management - Review and update system documentation (System Security Plans and Authority to Operate Packages) and appropriately document results of Risk Assessments and Information System Continuous Monitoring) in accordance with agency policies and procedures.	Actions to address the recommendation are in progress.
11/15/2018	4A-CF-00-18-024	Office of Personnel Management's Fiscal Year 2018 Consolidated Financial Statements	23	We recommend that the Office of the Chief Information Officer (OCIO), in coordination with system owners, enforce and monitor the implementation of corrective actions to: Interface / Data Transmission Controls - Develop interface / data transmission design documentation that specifies data fields being transmitted, controls to ensure the completeness and accuracy of data transmitted, and definition of responsibilities.	Actions to address the recommendation are in progress.
12/21/2018	4K-CI-00-18-009	Evaluation of OPM's Preservation of Electronic Records	3	We recommend that OCIO implement guidance on the official use of smartphones to include restrictions on usage and details on maintenance and preservation of records.	OPM is currently updating the IT Security policy published by the OCIO-Cybersecurity Division to reflect personal use of GFE.
3/5/2019	1C-LE-00-18-034	Audit of the Information Systems General Controls at Priority Health Plan	2	We recommend that Spectrum Health/Priority Health segregate its internal network in order to separate sensitive resources from user-controlled systems.	OPM deemed this recommendation Resolved on 8/30/2019. Corrective actions are planned and in progress but not yet fully complete.
4/25/2019	4A-CI-00-18-037	IT Audit of OPM's Compliance with FITARA U.S. OPM FY 2018	1	We recommend that the Office of the Director ensure that the CIO has adequate involvement and approval in all phases of annual and multi-year planning, programming, budgeting, and execution decisions in line with FITARA and OMB Caircular A-130 requirements.	Corrective actions are in progress to address the recommendation.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
4/25/2019	4A-CI-00-18-037	IT Audit of OPM's Compliance with FITARA U.S. OPM FY 2018	4	We recommend that the OCIO update its procedures to only allow the CIO's direct reports to review and approve the IT checklists for non-major procurements as defined in FITARA and by OMB.	Corrective actions are in progress to address the recommendation.
10/23/2019	4A-CI-00-19-008	Audit of OPM'S Compliance with the Federal Information Technology Acquisition Reform Act – DCOI, GSS – FY 2019	2	Recommendation 2: We recommend that OPM perform a gap analysis to identify the monitoring, inventory, and management tools that it needs to implement automated infrastructure management as required by the DCOI and OMB.	Corrective actions are in progress to address the recommendation.
10/23/2019	4A-CI-00-19-008	Audit of OPM'S Compliance with the Federal Information Technology Acquisition Reform Act – DCOI, GSS – FY 2019	3	Recommendation 3: We recommend that OPM install automated power metering in all of its data centers in accordance with the requirements in the DCOI.	Corrective actions are in progress to address the recommendation.
10/23/2019	4A-CI-00-19-008	Audit of OPM'S Compliance with the Federal Information Technology Acquisition Reform Act – DCOI, GSS – FY 2019	4	Recommendation 4: We recommend that OPM assess the current state of its infrastructure to accurately report data center metrics, including the correct number of data centers (including non-tiered spaces), the correct operational status of data centers, and accurate energy usage.	Corrective actions are in progress to address the recommendation.
10/23/2019	4A-CI-00-19-008	Audit of OPM'S Compliance with the Federal Information Technology Acquisition Reform Act – DCOI, GSS – FY 2019	11	Recommendation 11: We recommend that OPM complete and approve a PTA and PIA (if required by the PTA) for the LAN/WAN GSS in accordance with the requirements of the E-Government Act of 2002 and OPM policy.	Since the issuance of this recommendation, the OCIO separated the former LAN/WAN FISMA system into five distinct systems that best align with the aspect of OPM's mission they support. Those systems are Infrastructure & Network Tools (I&N), Endpoint Service (ES), Application Development Tools (ADT), Collaboration Tools (CT), and Cyber General Support System (GSS). Each of these five systems completed a PTA and PIA (if required) in FY2023 as per OPM requirements. Supporting documentation for closure were provided to OIG.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
11/18/2019	4A-CF-00-19-022	Office of Personnel Management's Fiscal Year 2019 Consolidated Financial Statements	11	We recommend that the Office of the Chief Information Officer (OCIO), in coordination with system owners, enforce and monitor the implementation of corrective actions to: Establish a means of documenting all users who have access to systems, and all users who had their systems access revoked.	Actions to address the recommendation are in progress.
11/18/2019	4A-CF-00-19-022	Office of Personnel Management's Fiscal Year 2019 Consolidated Financial Statements	10	We recommend that the Office of the Chief Information Officer (OCIO), in coordination with system owners, enforce and monitor the implementation of corrective actions to: Prepare audit logging and monitoring procedures for databases within application boundaries. Review audit logs on a pre-defined periodic basis for violations or suspicious activity and identify individuals responsible for follow up or elevation of issues to the appropriate team members for review. The review of audit logs should be documented for record retention purposes.	Actions to address the recommendation are in progress.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
1/17/2020	4K-ES-00-19-032	Evaluation of the Presidential Rank Awards Program	4	Recommendation 4: We recommend that the Senior Executive Resources Services manager update and finalize its standard operating procedures to include instructions for processing interagency agreement obligation forms for on-site evaluation. The standard operating procedures should include: • Instructions for initiating interagency agreement with nominating agencies, processing procedures, collecting payments, and de-obligating funds to ensure: • No work will commence and no costs will be incurred until the agreement is fully executed; • Agreed upon milestones are set each year to ensure agencies are promptly notified when final costs are known; and • Notify agencies promptly to close out agreements before the end of the calendar year. • Ongoing monitoring and quality control measures for the interagency agreements process.	Supporting documentation has been submitted for closure consideration for the remaining recommendations.
2/27/2020	1H-01-00-18-039	Management Advisory Report related to Prescription Drug Costs in the Federal Employees Health Benefits Program	1	We recommend that OPM conduct a new, comprehensive study by seeking independent expert consultation on ways to lower prescription drug costs in the FEHBP, including but not limited to the possible cost saving options discussed in this report.	Corrective actions are planned and in progress but not yet fully complete.
2/27/2020	1H-01-00-18-039	Management Advisory Report related to Prescription Drug Costs in the Federal Employees Health Benefits Program	2	We recommend that OPM evaluate any study conducted pursuant to Recommendation 1 and, with due diligence, formulate recommendations and a plan for agency action based on the best interests of the government, the FEHBP, and its enrollees.	Corrective actions are planned and in progress but not yet fully complete.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
4/2/2020	4A-RS-00-18-035	OPM's Federal Employees Health Benefits Program and Retirement Services Improper Payments Rate Methodologies	1	We recommend that OPM's Healthcare and Insurance office update its improper payments rate calculation, including a plan to do so with target dates, and documentation of any analysis conducted and conclusions reached in developing the updated methodology. This methodology, at a minimum, should include estimations for the population of FEHBP carriers that have not been audited each year and statistically valid sampling to provide a more accurate representation of improper payments for reporting.	Corrective actions are planned and in progress but not yet fully complete.
4/2/2020	4A-RS-00-18-035	OPM's Federal Employees Health Benefits Program and Retirement Services Improper Payments Rate Methodologies	2	We recommend that Healthcare and Insurance evaluate the data in the FWA Report to determine if the data can be simplified and validated, as necessary, to be used as a tool for its improper payments rate reporting.	Corrective actions are planned and in progress but not yet fully complete.
4/2/2020	4A-RS-00-18-035	OPM's Federal Employees Health Benefits Program and Retirement Services Improper Payments Rate Methodologies	3	We recommend that Healthcare and Insurance work with the FEHBP carriers to develop a process for reporting more uniform data in the FWA Report.	Corrective actions are planned and in progress but not yet fully complete.
4/2/2020	4A-RS-00-18-035	OPM's Federal Employees Health Benefits Program and Retirement Services Improper Payments Rate Methodologies	10	We recommend that Retirement Services conduct an analysis to determine if other types of data mining reviews can be performed, using the annuity roll data, to identify improper payments.	RS has submitted evidence for closure.
4/2/2020	4A-RS-00-18-035	OPM's Federal Employees Health Benefits Program and Retirement Services Improper Payments Rate Methodologies	11	We recommend that Retirement Services develop a plan of action to utilize the data mining reviews identified in response to Recommendation 10 and report the results of those reviews in its improper payment calculation, including documenting any issues identified.	RS has submitted evidence for closure.

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4/2/2020	4A-RS-00-18-035	OPM's Federal Employees Health Benefits Program and Retirement Services Improper Payments Rate Methodologies	4	We recommend that Retirement Services continue to periodically meet with the DNP representatives to discuss new capabilities of the DNP Portal and determine whether it can be a beneficial addition in identifying improper payments for the most susceptible annuity payment cycle(s), i.e., pre-payment and post-payment.	RS has submitted evidence for closure.
4/2/2020	4A-RS-00-18-035	OPM's Federal Employees Health Benefits Program and Retirement Services Improper Payments Rate Methodologies	6	We recommend that Retirement Services analyze the results from previous Over Age 90 projects to determine if the results can be projected to years where the Over Age 90 projects are not conducted and included in RS's improper payments reporting.	OPM experienced technical delays on the current Over Age 90 Project. However, we plan to analyze the results from our next Project.
4/2/2020	4A-RS-00-18-035	OPM's Federal Employees Health Benefits Program and Retirement Services Improper Payments Rate Methodologies	7	We recommend that all payments made to deceased annuitants be classified as improper in the year in which they are identified.	OPM is working to document the process to capture all improper payments timely.
4/2/2020	4A-RS-00-18-035	OPM's Federal Employees Health Benefits Program and Retirement Services Improper Payments Rate Methodologies	8	We recommend that Retirement Services provide support to show the final results of the 9,169 cases in which reclamation was initiated and the 43 cases referred to the Survivor Processing Section from its review of returned 2016 tax year Form 1099-Rs.	OPM still does not support using resources to review 1099R's from 2016.
4/2/2020	4A-RS-00-18-035	OPM's Federal Employees Health Benefits Program and Retirement Services Improper Payments Rate Methodologies	9	We recommend that Retirement Services maintain support for future reviews of returned Form 1099-Rs, including an accounting of overpayments made to annuitants dropped from the annuity rolls, identified as deceased, or referred for further research and/or drop action, and include the total of such payments in the annual calculation of improper payments.	OPM is continuing to explore methods to document and account for improper payments identified in the review of returned 1099-Rs.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
8/5/2020	4A-DO-00-20-041	Delegation of Authority to Operate and Maintain the Theodore Roosevelt Building and the Federal Executive Institute	1	We recommend that OPM work with GSA to formally request and complete the documentation necessary to effectuate the return of the delegation to operate and maintain the TRB to OPM.	FSEM concurred with this recommendation. GSA informed OPM in July 2019 of their decision to rescind the Delegation of Authority (DOA) effective Oct 2020. Since July 2020, the recission date was extended three times (July 2020, June 2021, and March 2025). GSA's latest extension was contingent on their further understanding OPM's space needs within the TRB. In extending this date, GSA requested daily occupancy usage data gathered through OPM's Physical Access Control System (PACS) for the months of June 2022 through November 2022. In addition, GSA requested OPM's future space requirements within the TRB to include required storage space and planned personnel actions. OPM intends to provide January 2024 occupancy data to GSA next month. Closure evidence was sent to OIG for review.
8/5/2020	4A-DO-00-20-041	Delegation of Authority to Operate and Maintain the Theodore Roosevelt Building and the Federal Executive Institute	2	We recommend that OPM delay any feasibility study related to its space needs until after completion of the NAPA study and any resulting decision by Congress.	OPM received the final version of the NAPA study on August 11, 2021. Supporting documentation has been submitted for closure consideration.
9/18/2020	4A-CI-00-20-009	Audit of the Agency System Assessment and Authorization Process FY 2020	8	We recommend that OPM develop and implement a process that ensures SOs of contractor- operated systems work with internal process owners, leadership and business managers to create an OPM BIA.	Corrective actions are in progress to address the recommendation and expected to be completed by FY24 Q3.
10/30/2020	4A-HI-00-19-007	Audit of the Federal Employee Insurance Operations (FEIO) as Administered by OPM's Healthcare and Insurance Program Office	11	We recommend that OPM establish PBM transparency standards for all new, renewed, or amended contracts that are specific to community-rated HMOs.	OPM is gathering evidence to provide to the OIG to support closure of the recommendation.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
10/30/2020	4A-HI-00-19-007	Audit of the Federal Employee Insurance Operations (FEIO) as Administered by OPM's Healthcare and Insurance Program Office	12	We recommend that OPM implement the following rate instruction changes: (1) Include transparency standards requiring the carriers to provide support for all claims, encounters, and capitated rates, including those from their provider-owned networks or related entities used in the MLR, rate proposal, and rate reconciliation calculations; and (2) Improve MLR criteria to provide complete, clear, and concise instructions of the FEHBP MLR process, including specific instructions concerning provider-sponsored health plans and capitated arrangements in its cost reporting.	OPM does not concur with this recommendation and will explore further options for closure.
10/30/2020	4A-HI-00-19-007	Audit of the Federal Employee Insurance Operations (FEIO) as Administered by OPM's Healthcare and Insurance Program Office	13	We recommend that OPM develop formal policies to ensure that site visits are conducted every three years for FEHBP carriers in accordance with its control to meet OMB Circular A-123 requirements. If the time and costs to perform the site visits outweigh the benefits, OPM should modify its controls and report new procedures to mitigate risks for the FEHBP payment process.	OPM is gathering evidence to provide to the OIG to support closure of the recommendation.
10/30/2020	4A-HI-00-19-007	Audit of the Federal Employee Insurance Operations (FEIO) as Administered by OPM's Healthcare and Insurance Program Office	16	We recommend that OPM eliminate the self-certification process for FEDVIP and implement an enrollment verification process that requires documentation to prove family member relationships at the time of enrollment. In the meantime, BENEFEDS, as the sole enrollment portal for FEDVIP, should have the authority to request eligibility documentation that includes marriage and birth certificates.	OPM does not concur with this recommendation and will explore further options for closure.
10/30/2020	4A-HI-00-19-007	Audit of the Federal Employee Insurance Operations (FEIO) as Administered by OPM's Healthcare and Insurance Program Office	22	We recommend that OPM develop standard performance metrics with penalties to be included in all new or renewed contracts with FEDVIP carriers.	OPM is gathering evidence to provide to the OIG to support closure of the recommendation.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
10/30/2020	4A-HI-00-19-007	Audit of the Federal Employee Insurance Operations (FEIO) as Administered by OPM's Healthcare and Insurance Program Office	9	We recommend that OPM work with the OCFO to establish internal procedures for properly reviewing and verifying the accuracy and completeness of the working capital schedules reported in the AAS by FFS and ER HMO carriers.	OPM deemed this recommendation Resolved on 9/21/2021. Corrective actions are planned and in progress but not yet fully complete.
10/30/2020	4A-RS-00-19-038	U.S. Office of Personnel Management's Retirement Services' Disability Reconsideration Appeals Process	1	We recommend that RS implement internal controls to ensure that all staff responsible for processing disability cases, including but not limited to Medical Specialists, Paralegals, and Legal Administrative Specialists, take the required training to perform their job functions and that supporting documentation for completed training is maintained.	Corrective actions have been implemented. All personnel responsible for processing disability cases have taken the required training and supporting documentation is completed and maintained.
10/30/2020	4A-RS-00-19-038	U.S. Office of Personnel Management's Retirement Services' Disability Reconsideration Appeals Process	2	We recommend that RS establish a plan to complete the Medical Call-ups that are past the annual review period and stop any payments for which annuitants are no longer eligible.	Corrective actions to address this recommendation are in progress. We have requested additional funding and staffing to address the Medical Call Up workload.
10/30/2020	4A-RS-00-19-038	U.S. Office of Personnel Management's Retirement Services' Disability Reconsideration Appeals Process	3	We recommend that RS ensure that Medical Call-ups are conducted timely and that supporting documentation is maintained.	Corrective actions to address this recommendation are in progress. We have requested additional funding and staffing to address the Medical Call Up workload.
10/30/2020	4A-RS-00-19-038	U.S. Office of Personnel Management's Retirement Services' Disability Reconsideration Appeals Process	4	We recommend that RS investigate the cases due for Medical Call-ups in FY 2019 to determine if improper payments were made and immediately initiate any funds recovery, if applicable.	Corrective actions to address this recommendation are in progress. We have requested additional funding and staffing to address the Medical Call Up workload.
10/30/2020	4A-RS-00-19-038	U.S. Office of Personnel Management's Retirement Services' Disability Reconsideration Appeals Process	8	We recommend that Retirement Services continue to work with OPM's Office of the Chief Information Officer to establish a modernized Information Technology system that has capabilities to ensure the proper tracking of cases throughout the disability process.	RS and OPM CIO have built an IT modernization plan and have begun development of key applications. However, wide scale implementation will require sustained funding.
3/9/2021	1C-GG-00-20-026	Audit of the Information Systems General Controls at Geisinger Health Plan	1	We recommend that GHP segregate its internal network in order to separate sensitive resources from user-controlled systems.	OPM deemed this recommendation Resolved on 6/30/2021. Corrective actions are planned and in progress but not yet fully complete.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
4/1/2021	4A-HI-00-18-026	Management Advisory Report – FEHB Program Integrity Risks Due to Contractual Vulnerabilities	1	We recommend that OPM modify FEHBP contract language for all applicable records retention clauses to require the retention and accessibility of claims for 10 years plus the current year in a manner of OPM/HI's choosing.	Corrective actions for this recommendation are being considered.
4/1/2021	4A-HI-00-18-026	Management Advisory Report – FEHB Program Integrity Risks Due to Contractual Vulnerabilities	10	We recommend that OPM modify FEHBP contracts to clarify the Agency's authority to recoup projected improper payments identified by statistical sampling.	OPM does not concur with this recommendation and will explore further options for closure.
4/1/2021	4A-HI-00-18-026	Management Advisory Report – FEHB Program Integrity Risks Due to Contractual Vulnerabilities	11	We recommend modifying Section 2.6(g), in the amendment to the Coordination of Benefits section of the FFS contract, to allow for the recovery of low dollar claims that result from claims system errors.	Corrective actions to address the recommendation are being considered.
4/1/2021	4A-HI-00-18-026	Management Advisory Report – FEHB Program Integrity Risks Due to Contractual Vulnerabilities	2	We recommend OPM modify or add language in Section 1.9 of all FEHBP contracts to include all relevant sections and attachments of CL 2017-13, or modify all FEHBP contracts to add relevant language stating that all CLs are an addendum to the contract language and enforceable as a contract requirement.	OPM does not concur with this recommendation and will explore further options for closure.
4/1/2021	4A-HI-00-18-026	Management Advisory Report – FEHB Program Integrity Risks Due to Contractual Vulnerabilities	3	We recommend OPM modify or add language to the appropriate Section of the FFS and ER HMO FEHBP contracts to state that all FWA-related recoveries must be deposited into the working capital or investment account within 30 days and returned to or accounted for in the FEHBP contingency reserve fund account within 60 days after receipt by the carrier.	Corrective actions to address the recommendations are being considered.
4/1/2021	4A-HI-00-18-026	Management Advisory Report – FEHB Program Integrity Risks Due to Contractual Vulnerabilities	4	We recommend that OPM add language to all FEHBP contracts requiring carriers to notify the OIG's Office of Investigations regarding their intention to share FEHBP fraudulent activity with outside parties, and obtain approval from OIG's Office of Investigations before sharing this information.	Corrective actions to address the recommendation are being considered.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
4/1/2021	4A-HI-00-18-026	Management Advisory Report – FEHB Program Integrity Risks Due to Contractual Vulnerabilities	5	We recommend that OPM modify or add language to all FFS and ER-HMO FEHBP contracts requiring PBMs or providers under a Large Provider Agreement, who provide services or supplies related to benefit administration, to have an FWA program that meets the OPM contract and CL 2017-13 requirements.	Corrective actions to address this recommendation have been partially completed, while corrective action for the remainder of this recommendation is being considered.
4/1/2021	4A-HI-00-18-026	Management Advisory Report – FEHB Program Integrity Risks Due to Contractual Vulnerabilities	6	We recommend that OPM modify the ER-HMO and FFS contracts to require that vendors under Large Provider Agreements return all FWA-related recoveries to the carrier within 30 days, whereby carriers must deposit these recoveries into their working capital or investment account within 30 days. Once deposited into one of these accounts, the carrier must return the recoveries to the contingency reserve fund.	Corrective actions to address the recommendation are being considered.
4/1/2021	4A-HI-00-18-026	Management Advisory Report – FEHB Program Integrity Risks Due to Contractual Vulnerabilities	7	We recommend that OPM modify Section 2.3(g) and 2.3(g)(ii) to provide expectations for how carriers are to proactively identify overpayments and to define what it means by egregious errors.	Corrective actions to address the recommendation are being considered.
4/1/2021	4A-HI-00-18-026	Management Advisory Report – FEHB Program Integrity Risks Due to Contractual Vulnerabilities	8	We recommend that OPM modify Section 2.3(g) requiring carriers to report on their collection efforts, including how promptly the carrier initiated collection once the erroneous payment was identified and the causes of the claim payment errors.	Corrective actions to address the recommendation are being considered.
4/1/2021	4A-HI-00-18-026	Management Advisory Report – FEHB Program Integrity Risks Due to Contractual Vulnerabilities	9	We recommend that OPM review the current recovery process in Section 2.3(g)(1) through (5) and consider whether the use of benefit offsets, after the first written notification is sent, would be more cost efficient.	Corrective actions to address the recommendation are being considered.
6/28/2021	1C-8W-00-20-017	Audit of the Federal Employees Health Benefit Operations at UPMC Health Plan, Inc.	1	We recommend that the Plan return $12,174,183 to the FEHBP for defective pricing in contract years 2014 through 2016.	Corrective actions to address the recommendation are being considered.

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6/28/2021	1C-8W-00-20-017	Audit of the Federal Employees Health Benefit Operations at UPMC Health Plan, Inc.	2	We recommend that the Plan remove all HIF loadings from the FEHBP premium rate developments and MLR filing denominators (as applicable) that have been submitted to OPM under Contract CS 2856.	Corrective actions to address the recommendation are being considered.
6/28/2021	1C-8W-00-20-017	Audit of the Federal Employees Health Benefit Operations at UPMC Health Plan, Inc.	10	We recommend that the Plan return $1,612,812 to the FEHBP for Lost Investment Income (LII), calculated through May 31, 2021. We also recommend that the Plan return LII on amounts due for the period beginning June 1, 2021, until all defective pricing finding amounts have been returned to the FEHBP.	Corrective actions to address the recommendation are being considered.
6/28/2021	1C-8W-00-20-017	Audit of the Federal Employees Health Benefit Operations at UPMC Health Plan, Inc.	11	We recommend that the Contracting Officer adjust the Plan's MLR credit for contract years 2014 through 2016 once the defective pricing findings discussed in this report are resolved.	Corrective actions to address the recommendation are being considered.
7/29/2021	1H-99-00-20-016	Reasonableness of Selected FEHBP Carriers' Pharmacy Benefit Contracts	1	We recommend that the Contracting Officer direct its carriers to consider pooling their resources into a common PBM agreement, which could potentially not only lower costs to the program but also to its Federal members.	OPM does not concur with this recommendation and will explore further options for closure.
7/29/2021	1H-99-00-20-016	Reasonableness of Selected FEHBP Carriers' Pharmacy Benefit Contracts	2	We recommend that the Contracting Officer complete a data analysis of the claims pricing for all FEHBP carriers who contract with the PBM to determine if the transparency standards are being implemented as intended.	Corrective actions to address the recommendations are being considered.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
7/29/2021	1H-99-00-20-016	Reasonableness of Selected FEHBP Carriers' Pharmacy Benefit Contracts	3	We recommend that the Contracting Officer require the carrier contracts to include a true-up to ensure that each carrier receives the full value of all discounts, rebates, credits, or any other financial guarantees or adjustments included within the PBM's contracts with pharmacies. The true-ups should ensure that only the final costs paid to the pharmacies and/or drug suppliers (including any post-POS reconciliations or true-ups) are passed on to the FEHBP.	Corrective actions to address the recommendations are being considered.
10/27/2021	4A-CI-00-21-012	FY 2021 FISMA	17	We recommend that the OCIO implement a process to apply critical operating system and third party vendor patches in a 30-day window according to OPM policy.	Corrective actions are in progress to address the recommendation.
11/22/2021	4A-CI-00-20-034	OPM's Office of the Chief Information Officer's Revolving Fund Programs - eOPF	2	We recommend that the OCIO and the HCDMM strengthen internal controls to ensure that all inputs used in the HRS IT PMO and the eOPF office's pricing methodologies are properly reviewed, approved, documented, and properly maintained. Documentation should include but not be limited to detailed reports, calculations, and methodology, to ensure the data is valid, complete, and transparent.	In August 2023, OPM provided documentation to OIG . OIG provided some feedback and requests for additional information. Corrective action is in progress.
2/14/2022	4A-CF-00-20-029	OPM's Utilization of the Improper Payments Do Not Pay Initiative	7	We recommend that OPM continue to work with the DNP Business Center to determine if OPM's program offices are targeting the best processes and data sources to meet their individual program needs of identifying improper payments.	In September 2023, OPM provided documents to address the recommendation. OIG sent some feedback, which OPM has responded. OIG is currently reviewing the documents.
2/23/2022	1A-10-17-21-018	Audit of Claims Processing and Payment Operations at Health Care Service Corporation for Contract Years 2018 through 2020	13	We recommend that the contracting officer direct the Association to update its debarment procedures to include the Guidelines for Implementation of FEHBP Debarment and Suspension Orders (Guidelines) proactive notification requirements.	Corrective actions are planned and in progress but not yet fully complete

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
2/23/2022	1A-10-17-21-018	Audit of Claims Processing and Payment Operations at Health Care Service Corporation for Contract Years 2018 through 2020	14	We recommend that the contracting officer direct the Association to include all required enrollee notifications as stated in the Guidelines in the messaging to enrollees for debarred providers.	OPM deemed this recommendation Resolved on 01/25/2024. Corrective actions are planned and in progress but not yet fully complete.
2/23/2022	1A-10-17-21-018	Audit of Claims Processing and Payment Operations at Health Care Service Corporation for Contract Years 2018 through 2020	15	We recommend that the contracting officer direct the Association to notify the OIG monthly of all claims submitted by debarred providers after the effective date of their debarments	Corrective actions are planned and in progress but not yet fully complete
2/23/2022	1A-10-17-21-018	Audit of Claims Processing and Payment Operations at Health Care Service Corporation for Contract Years 2018 through 2020	16	We recommend that the contracting officer direct the Association to review its reporting practices to ensure that all claims paid to debarred providers are reported to the OIG on its Semi-Annual Report (SAR).	Corrective actions are planned and in progress but not yet fully complete
6/23/2022	2022-IAG-002	OPM's Compliance with the Payment Integrity Information Act of 2019	3	We recommend that Retirement Services provide supporting documentation to substantiate that adjusting their FY 2021 reduction target further would be cost and mission prohibitive.	OPM met with OIG to discuss this recommendation on January 17, 2024. OIG is making a determination to close this recommendation.
8/16/2022	1C-59-00-20-043	Audit of the Federal Employees Health Benefits Program Operations at Kaiser Foundation Health Plan, Inc.	1	We recommend that OPM revise or replace the FEHBP MLR requirements to provide a reliable measure of the premium dollars spent on the FEHBP program, including the impact of carrier corporate structure and the current community-rated product market	Corrective actions to address the recommendations are being considered.
8/25/2022	1A-10-15-21-023	Audit of BlueCross BlueShield of Tennessee, Chattanooga, Tennessee	1	We recommend that the contracting officer require the Plan to return $607,204 to the FEHBP for the claim overpayments that were written off by the Plan without adequate support and/or justification, whether recovered or not, as diligent efforts to recover were not made.	Corrective actions to address the recommendation are being considered.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
8/25/2022	1A-10-15-21-023	Audit of BlueCross BlueShield of Tennessee, Chattanooga, Tennessee	3	We recommend that the contracting officer require the Association to implement corrective actions to ensure that the BCBS plans have followed proper overpayment recovery steps and demonstrated diligent recovery efforts, as required by Section 2.3(g) of Contract CS 1039, before the Association approves the plans' claim overpayment write-offs.	Corrective actions are planned and in progress but not yet fully complete+M115
9/12/2022	1G-LT-00-21-013	Audit of the Federal Long Term Care Insurance Program for Contract Years 2017 through 2019	2	We recommend that OPM instruct the Contractor to immediately notify FLTCIP subscribers of the change in funding level assumptions, and any corrective actions being considered to properly fund the program, so that participants have adequate time to plan for premium increases and/or benefit reductions.	OPM is gathering evidence to provide to the OIG to support closure of the recommendation.
12/12/2022	2022-ERAG-0011	Audit of Premera BlueCross Mountlake Terrace, Washington	1	We recommend that the contracting officer require the Plan to return $3,198,939 to the FEHBP for the questioned IHS claim overpayments of $500 or more that were considered uncollectible by the Plan, whether recovered or not, as prompt and diligent efforts to recover, including provider offsets, were not made timely. However, since we verified that the Plan subsequently returned $1,410,471 of these questioned claim overpayments to the FEHBP, the contracting officer only needs to ensure that the Plan returns the remaining questioned overpayments of $1,788,468 to the FEHBP.	Corrective actions are planned and in progress but not yet fully complete.
12/14/2022	2022-ISAG-0020	Audit of the Information Systems General and Application Controls at Blue Cross and Blue Shield of Kansas	2	We recommend that BCBSKS remediate the specific technical weaknesses discovered during this audit as outlined in the vulnerability scan audit inquiry that was provided to them.	OPM deemed this recommendation Resolved on 3/31/2023. Corrective actions are planned and in progress but not yet fully complete.
12/14/2022	2022-ISAG-0020	Audit of the Information Systems General and Application Controls at Blue Cross and Blue Shield of Kansas	5	We recommend that BCBSKS develop, document, implement and maintain approved security configuration settings for all operating system platforms and databases deployed in its technical environment.	OPM deemed this recommendation Resolved on 3/31/2023. Corrective actions are planned and in progress but not yet fully complete.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
12/14/2022	2022-ISAG-0020	Audit of the Information Systems General and Application Controls at Blue Cross and Blue Shield of Kansas	6	We recommend that BCBSKS implement a routine process to audit security configuration settings of its servers to ensure compliance with approved security configuration settings. Note – this recommendation cannot be implemented until the controls from Recommendation 5 about developing configuration settings are in place.	OPM deemed this recommendation Resolved on 3/31/2023. Corrective actions are planned and in progress but not yet fully complete.
2/2/2023	2022-CRAG-004	Audit of the Federal Employees Health Benefits Program Operations at MercyCare Health Plans	1	We recommend that the Plan return $103,555 to the FEHB Program for defective pricing.	Corrective actions to address the recommendation are being considered.
2/2/2023	2022-CRAG-004	Audit of the Federal Employees Health Benefits Program Operations at MercyCare Health Plans	2	We recommend that the Plan return $4,547 to the FEHBP for Lost Investment Income (LII), calculated through November 30, 2022. We also recommend that the Plan return LII on amounts due for the period beginning December 1, 2022, until all defective pricing finding amounts have been returned to the FEHBP.	Corrective actions to address the recommendation are being considered.
2/8/2023	2022-CAAG-009	Audit of Claims Processing and Payment Operations at Premera Blue Cross for Contract Years 2018 through 2020	1	We recommend that the contracting officer disallow $1,944,914 in overcharges to the FEHBP for 2,243 claims that were incorrectly paid due to a system error related to the bundling of ambulatory payment classification claims. The Plan did not attempt to identify FEHBP claim overpayments or make efforts to recover the overpayments.	OPM is gathering evidence to provide to the OIG to support closure of the recommendation.
2/8/2023	2022-CAAG-009	Audit of Claims Processing and Payment Operations at Premera Blue Cross for Contract Years 2018 through 2020	2	We recommend that the contracting officer disallow $64,500 in duplicate claim payment overcharges to the FEHBP. To date, $31,019 has been recovered, leaving a remaining amount of $33,481 due to the FEHBP.	OPM is gathering evidence to provide to the OIG to support closure of the recommendation.
2/8/2023	2022-CAAG-009	Audit of Claims Processing and Payment Operations at Premera Blue Cross for Contract Years 2018 through 2020	4	We recommend that the contracting officer direct the Association to have the Plan adjust all claims to reflect the appropriate member cost share.	OPM is gathering evidence to provide to the OIG to support closure of the recommendation.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
2/8/2023	2022-CAAG-009	Audit of Claims Processing and Payment Operations at Premera Blue Cross for Contract Years 2018 through 2020	5	We recommend that the contracting officer direct the Association to ensure the Plan notifies the members of the amounts they overpaid and direct the providers to reimburse them.	OPM is gathering evidence to provide to the OIG to support closure of the recommendation.
2/8/2023	2022-CAAG-009	Audit of Claims Processing and Payment Operations at Premera Blue Cross for Contract Years 2018 through 2020	6	We recommend that the contracting officer direct the Association to implement FEP-wide policies for local plans to follow to ensure member cost-share overcharges are properly reimbursed to them.	OPM is gathering evidence to provide to the OIG to support closure of the recommendation.
2/15/2023	2022-CRAG-0010	Audit of the Federal Employees Health Benefits Program Termination Process at Health Plan of Nevada, Inc.	16	We recommend that OPM conduct a comprehensive overview of the 2809/834 Companion Guides and 834 layouts to address dependent terminations due to tier reductions and changes to ensure all possible value combinations advise Carriers of the applicability of the 31-day Extension of Coverage (EOC) as required under the Standard Contract terms.	OPM does not concur with this recommendation and will explore further options for closure.
2/15/2023	2022-CRAG-0010	Audit of the Federal Employees Health Benefits Program Termination Process at Health Plan of Nevada, Inc.	17	We recommend that OPM conduct a comprehensive overview of the paper SF 2809 and the OPM 2809 Form to ensure all necessary information is reported for Carriers to process dependent terminations and determine 31-day EOC applicability as required under the Standard Contract terms.	OPM does not concur with this recommendation and will explore further options for closure.
2/15/2023	2022-CRAG-0010	Audit of the Federal Employees Health Benefits Program Termination Process at Health Plan of Nevada, Inc.	18	We recommend that OPM request that National Finance Center (NFC) revise the Centralized Enrollment Clearinghouse (CLER) system platform to establish an excessive discrepancy code fail count threshold and oversee the system to hold both agency payroll offices and Carriers accountable for making progress to resolve all discrepancy codes within an established period of time.	OPM does not concur with this recommendation and will explore further options for closure.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
2/15/2023	2022-CRAG-0010	Audit of the Federal Employees Health Benefits Program Termination Process at Health Plan of Nevada, Inc.	19	We recommend that OPM develop procedures to monitor and enforce progress towards resolution of the CLER for fail counts of 4 or higher for code 160. This includes ensuring payroll offices and Carriers are aware of and resolving the enrollment discrepancies. OPM should also consistently adjust Carrier Plan Performance Assessments for excessive discrepancy code 160 fail counts as a method of enforcing the terms of the Standard Contract.	OPM is gathering evidence to provide to the OIG to support closure of the recommendation.
2/15/2023	2022-CRAG-0010	Audit of the Federal Employees Health Benefits Program Termination Process at Health Plan of Nevada, Inc.	20	We recommend that OPM review its current and archived FEHB Carrier Letters (CL) on its website, OPM.gov, to ensure that all CLs are posted and available for Carriers and other users.	Corrective actions are planned and in progress but not yet fully complete.
2/16/2023	1H-08-00-21-015	Audit of Group Health Incorporated's Federal Employees Health Benefits Program Pharmacy Operations as Administered by Express Scripts, Inc. for Contract Years 2015 through 2019	1	We recommend that OPM's Contracting Officer require the Carrier to return $11,251,490 to the FEHBP for pass-through transparent drug pricing that was not received from the PBM for CYs 2015 through 2019.	Corrective actions to address the recommendation are being considered.
2/16/2023	1H-08-00-21-015	Audit of Group Health Incorporated's Federal Employees Health Benefits Program Pharmacy Operations as Administered by Express Scripts, Inc. for Contract Years 2015 through 2019	2	We recommend that OPM's Contracting Officer assess the Carrier $1,228,855 for Lost Investment Income (LII) on the questioned costs due back to the FEHBP for this finding, calculated through December 31, 2022. The LII should be adjusted to account for the date the questioned costs are returned to the program.	Corrective actions to address the recommendation are being considered.
2/16/2023	1H-08-00-21-015	Audit of Group Health Incorporated's Federal Employees Health Benefits Program Pharmacy Operations as Administered by Express Scripts, Inc. for Contract Years 2015 through 2019	3	We recommend that OPM's Contracting Officer require the Carrier to return $816,814 to the FEHBP for its portion of the PBM's non-specific drug discounts that were not received due to the Carrier's failure to move its FEHBP experience-rated group to a transparent PBM arrangement with pass-through pricing for CYs 2015 through 2019.	Corrective actions to address the recommendation are being considered.

Final Report Date	Audit Number	Title	Recommendation Number	Recommendation Detail	Status
2/16/2023	1H-08-00-21-015	Audit of Group Health Incorporated's Federal Employees Health Benefits Program Pharmacy Operations as Administered by Express Scripts, Inc. for Contract Years 2015 through 2019	4	We recommend that OPM's Contracting Officer assess the Carrier $100,559 for LII on the questioned costs due back to the FEHBP for this finding, calculated through December 31, 2022. The LII should be adjusted to account for the date the questioned costs are returned to the program.	Corrective actions to address the recommendation are being considered.
2/16/2023	1H-08-00-21-015	Audit of Group Health Incorporated's Federal Employees Health Benefits Program Pharmacy Operations as Administered by Express Scripts, Inc. for Contract Years 2015 through 2019	5	We recommend that OPM's Contracting Officer require the Carrier to return $531,868 to the Letter of Credit Account (LOCA) for drug pricing guarantees that were paid by the PBM to the Carrier for the FEHBP's portion of pharmacy claims from CYs 2015 through 2019.	The Carrier disagrees with this recommendation and OPM is exploring corrective actions to address this recommendation.
2/16/2023	1H-08-00-21-015	Audit of Group Health Incorporated's Federal Employees Health Benefits Program Pharmacy Operations as Administered by Express Scripts, Inc. for Contract Years 2015 through 2019	6	We recommend that OPM's Contracting Officer assess the Carrier $56,697 for LII on the questioned costs due back to the FEHBP for this finding, calculated through December 31, 2022. The LII should be adjusted to account for the date the questioned costs are returned to the program.	Corrective actions to address the recommendation are being considered.
2/16/2023	1H-08-00-21-015	Audit of Group Health Incorporated's Federal Employees Health Benefits Program Pharmacy Operations as Administered by Express Scripts, Inc. for Contract Years 2015 through 2019	7	We recommend that OPM's Contracting Officer require the Carrier to return $957,512 to the FEHBP for the underpayment of drug manufacturer rebates and corresponding administrative fees that were withheld by the PBM for CYs 2015 through 2019.	Corrective actions to address the recommendation are being considered.
2/16/2023	1H-08-00-21-015	Audit of Group Health Incorporated's Federal Employees Health Benefits Program Pharmacy Operations as Administered by Express Scripts, Inc. for Contract Years 2015 through 2019	8	We recommend that OPM's Contracting Officer assess the Carrier $90,895 for LII on the questioned costs due back to the FEHBP for this finding, calculated through December 31, 2022. The LII should be adjusted to account for the date the questioned costs are returned to the program.	Corrective actions to address the recommendation are being considered.

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2/16/2023	1H-08-00-21-015	Audit of Group Health Incorporated's Federal Employees Health Benefits Program Pharmacy Operations as Administered by Express Scripts, Inc. for Contract Years 2015 through 2019	9	We recommend that the Carrier return $45,986 to the FEHBP for the Federal group's portion of the penalties that were paid by the PBM to the Carrier for missed performance guarantees from CYs 2015 through 2019.	Corrective actions to address the recommendation are being considered.
2/16/2023	1H-08-00-21-015	Audit of Group Health Incorporated's Federal Employees Health Benefits Program Pharmacy Operations as Administered by Express Scripts, Inc. for Contract Years 2015 through 2019	10	We recommend that OPM's Contracting Officer assess the Carrier $5,595 for LII on the questioned costs due back to the FEHBP for this finding, calculated through December 31, 2022. The LII should be adjusted to account for the date the questioned costs are returned to the program.	Corrective actions to address the recommendation are being considered.
2/27/2023	2022-ISAG-0024	Audit of Information Systems General and Application Controls at American Postal Workers Union Health Plan	16	We recommend that APWUHP remove or acquire extended support for all unsupported software in its IT environment.	Corrective actions to address the recommendation are being considered.