



# NH Insurance Department Time and Expense Tracker



## Summary

Using Lean principles, the Division was able to eliminate the duplicate entry and multi-layer approval of time and travel expense reporting/billing for auditing staff.

## Accomplishments

- Total first year cost savings of \$26,350
- Annual estimated cost savings of \$11,250 as a result of the reduction in time duplication
- Elimination of an outdated application and physical server.
- Utilization of NH First for reporting

## Team

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## The Service

The Insurance Department auditing staff is required to document exam time and expenses for billing. Records need to be available for LBA to review and ensure proper controls are in place for time and expense billing approvals. Detailed data also needs to be available for the National Association of Insurance Commissioners (NAIC) accreditation.

## The Problem

The process for time and expense billing required entry into NH First and Lotus Notes Tracker Suite, duplicating the effort for both the entry and approvals. The Lotus Notes application and server were at end of life and system errors were occurring on a regular basis which occasionally caused delay in billing.

## The Goal

The goal was to eliminate the duplicate entry and approval, eliminate the maintenance and replacement costs of the outdated system/server while preserving the audit requirements of the department/LBA and the NAIC accreditation requirements.

## The Lean Process

- Project need was determined by the department and charter was developed
- Staff members close to the process were selected along with requesting a facilitator through the LEAN network
- Current State was mapped and time/steps were documented
- Future State was mapped and vetted

- A PowerPoint was created for the sell and the team presented it to the sponsors
- Sponsors approved the future state with a resounding yes!

## The Results

- Time Entry is done in NH First
- Expense entry is done using state standard travel forms
- Lotus Notes Tracker Suite application and server can be decommissioned (currently in the process of extracting data for LBA auditing requirements before server shutdown)
- Dashboard reporting is done monthly for senior staff using reports from NH First (see below)
- First Year cost savings of approximately \$26,350
- Annual estimated cost savings of \$11,250
- Time and Expense reporting line up with State of NH pay schedule
- Future state was implemented less than one month after the sell was approved
- Process documentation was created as a reference for new staff

