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**MEDICAL BOARD**  
**&**  
**REGULATORY BOARD OF**  
**PHYSICIAN ASSISTANTS**

Katie Hobbs  
Governor

Gary Figge, MD  
AMB Chair

Susan Reina, PA  
ARBOPA Chair

Raquel Rivera  
Executive Director

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December 1, 2025

Lindsey A. Perry  
Auditor General  
2910 N. 44th Street, Suite 410  
Phoenix, AZ 85018-7271

Dear Ms. Perry:

On behalf of the Arizona Medical Board (AMB), please accept the enclosed formal response to the Arizona Auditor General Report related travel reimbursement payments through the Arizona Department of Administration's Central Services Bureau (CSB).

The AMB appreciates the review conducted by the Auditor General and acknowledges the identified deficiency involving a single PA board member claim that was incorrectly processed and not detected through post-payment verification. AMB agrees with the finding and is committed to strengthening its internal controls and oversight procedures to prevent similar occurrences in the future.

In response to the associated recommendations, the AMB has implemented a strengthened, multi-step review and reconciliation process for all board member travel claims to ensure compliance with SAAM requirements and to confirm the accuracy of payments issued.

The enclosed response details the actions taken and the procedural enhancements implemented to ensure accountability, accuracy, and consistency going forward.

Thank you for the opportunity to respond and to reinforce our commitment to strong fiscal oversight and continuous improvement. Please do not hesitate to contact me should you require any additional information.

Sincerely,

Raquel Rivera, MPH  
Executive Director

**Finding 1:** Arizona Department of Administration's Central Services Bureau (CSB) incorrectly processed some travel claim payments for 3 agencies and adjusted a travel claim without notifying another agency in sample of reimbursements we reviewed, and agencies did not verify payment amounts to identify errors/adjustment

Arizona Medical Board response: The Auditor General's finding is agreed to.

Response explanation: The AMB acknowledges that a single PA travel claim payment was incorrectly processed and the Board did not identify these errors through post-payment verification. The Board will strengthen its review procedures and work with ADOA CSB to ensure payment accuracy going forward.

**Recommendation 12:** Work with the CSB to correct the board member's travel claim payment error we identified, as applicable.

Arizona Medical Board response: The audit recommendation will be implemented.

Response explanation: The Board will coordinate with CSB to review and evaluate the sole travel claim payment identified in the audit. After assessing the circumstances and considering the minimal amount at issue (\$8), the Board has determined that recovery of the payment will not be pursued. We have ensured that appropriate internal controls are in place to prevent similar discrepancies in the future.

Develop and implement written policies and procedures for processing board member expense reimbursements, including requirements to:

**Recommendation 13:** Perform a detailed review and approval of board member claims to ensure reimbursements follow allowable rates outlined in the reimbursement schedule in SAAM based on travel dates and location.

Arizona Medical Board response: The audit recommendation will be implemented.

Response explanation: During the audit, the Board established a multi-step process to ensure travel reimbursements are accurate and properly reviewed as explained in more detail below.

**Recommendation 14:** Reconcile approved board member claims submitted to the CSB to amounts paid to ensure all board members were paid appropriately and follow up on any discrepancies.

Arizona Medical Board: The audit recommendation will be implemented.

Response explanation: During the audit, the Board established a multi-step process to ensure travel reimbursements are accurate and properly reviewed. The process begins with the Executive Assistant entering the lodging information into the designated reimbursement template. Once the travel claim form is completed and signed by the ED, the accompanying documentation is forwarded to accounting staff for review. At this stage, the team verifies all rates, calculations, and allowable expenses for compliance with SAAM, Topic 50, Section 95. Following this initial review, the COO conducts a final verification to ensure the claim is complete and accurate prior to submission to ADOA CSB. The COO then formally transmits the travel claim and all supporting documentation to CSB for processing. Upon completion of the reimbursement, CSB provides confirmation to the Board. After payment is issued, the Accountant II performs a reconciliation of the travel reimbursement records against AZ360 to confirm accuracy and ensure that all reimbursement amounts align with the documentation and approvals on file. This layered review process is designed to maintain accuracy and internal control throughout the reimbursement cycle.