



United HealthCare Insurance Company of New York
13 Cornell Road, Latham, NY 12110

March 28, 2022

New York State Office of the State Comptroller
Division of State Government Accountability
Attn: Andrea Inman – Audit Director
110 State Street, 11th Floor
Albany, NY 12236

Dear Ms. Inman:

This letter will respond to the Office of the State Comptroller's (OSC) Report titled Payments by UnitedHealthcare for Medical/Surgical Services for Ineligible Members (2020-S-34).

As a result of the OSC Audit, UHC continues to work collaboratively with DCS to perform quarterly reconciliations and have updated processes to further identify claims impacted by gaps in coverage and retro-termination. Please see the below notes regarding the OSC recommendations.

1. Review the \$5.7 million in claims paid for ineligible members and make recoveries, as warranted.
UHC Response: As of the writing of this response, UHC has recovered \$455,611.31 in overpaid benefits, and will continue to pursue recovery of overpaid benefits, as warranted.
2. Take steps to ensure all recoverable claims are identified and pursued for recovery to the fullest extent practicable.
UHC Response: UHC continues to identify opportunities to improve our overall performance, such as implementing enhanced processes to identify gaps in coverage and to pursue overpaid benefits due to retro-active changes in member coverage.
3. Take steps to ensure eligibility information in NYBEAS and United's eligibility system is complete, accurate and up to date, including, but not limited to, a periodic reconciliation process.
UHC Response: UHC and DCS have performed quarterly eligibility reconciliation for the Empire Plan with the first reconciliation being performed on 3/12/2021. As noted in our response to the Draft Report, the first reconciliation resulted in approximately 1,300 records requiring correction. The most recent quarterly reconciliation was performed on 1/21/2022, resulting in 27 records required updating. The reconciliation process will be performed quarterly moving forward in collaboration with DCS.

Thank you for providing us with the opportunity to review and respond to Office of the State Comptroller's (OSC) Draft Report concerning services for Ineligible Members (2020-S-34).

Sincerely,

A handwritten signature in cursive script that reads 'Paula Gazeley Daily, R.Ph.'.

Paula Gazeley Daily
Vice President, Empire Plan

UnitedHealthcare National Accounts

CC:

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