



United HealthCare Insurance Company of New York  
13 Cornell Road 2nd Floor, Latham NY 12110

November 8, 2018

New York State Office of the State Comptroller  
Division of State government Accountability  
Attention: Andrea Inman, Audit Director  
110 State Street, 11<sup>th</sup> Floor  
Albany, NY 12236

Dear Ms. Inman:

This letter will respond to the Office of the State Comptroller's (OSC) Report concerning Overpayments for Out-of-Network Anesthesia Services Provided at In-Network Ambulatory Surgery Centers (Report 2017-S-35).

United Healthcare (UHC) has reviewed the Final Audit Findings and Recommendations and provides the following related to the two recommendations presented by OSC.

**Recommendations:**

***1. Recover the \$991,357 in overpayments and refund Civil Service accordingly.***

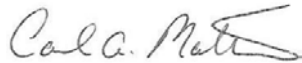
UHC has resolved \$730,478.00 of the overpayment, and Empire Plan Network Management continues recovery efforts with the impacted ASC's on the remaining balance of the overpayment noted in this recommendation.

***2. Enhance controls designed to prevent as well as identify and recover improper payments for out-of-network anesthesia services provided at In-Network ASC's, including instructing providers on the proper use and billing for out-of-network anesthesia services.***

As mentioned in the OSC Audit Report, UHC monitors In-Network ASC usage of out-of-network anesthesia. The \$730,478 in overpayments mentioned in the OSC report, were not identified by UHC due to misrepresentation of services by the out-of-network anesthesia group. UHC has updated our monitoring logic in an effort to identify future incorrect billings by out-of-network anesthesiologists when rendered at In-Network ASC's. In addition, UHC will be providing education to the entities that are contractually obligated to provide In-Network Anesthesia (the contracted ASC's). An article in the upcoming Network News will include verbiage reminding Participating Providers must ensure that all anesthesia services rendered at their locations must be rendered by a Participating Anesthesiologist.

Thank you for providing UHC with the opportunity to respond to OSC's Final Report regarding Overpayments for Out-of-Network Anesthesia Services Provided at In-Network Ambulatory Surgery Centers (Report 2017-S-35).

Sincerely,

A handwritten signature in cursive script, appearing to read "Carl A. Mattson".

Carl A. Mattson  
Vice President, Empire Plan  
United Healthcare National Accounts

CC:

Richard Maloney - UHC  
Thomas Coy - UHC  
Cliff Omstrom – UHC  
James Dewan - DCS  
Melinda Beyer – DCS  
Ronald Kuiken – DCS  
Jeffrey Stein – DCS  
Daniel Yanulavich – DCS