



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

June 8, 2020

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 Reasonable and Customary Reimbursement Rates for Delayed Claims (2018-S-60). United Healthcare (UHC) has reviewed the Final Audit Findings and Recommendations and provides the following response to the two recommendations presented by OSC.

**Recommendations:**

1. Evaluate the feasibility of processing R&C claims based on their date of service (thereby using the R&C rate in effect on the date of the service) by, for example, making more rate periods available in UHC's claim processing system or manually processing delayed claims.

Response: UHC will be implementing a third R&C Rate period/table for the Empire Plan. The third table is targeted for implementation on July 1, 2020.

2. Review the claims identified in this audit and assess whether recoveries are warranted.

Response: UHC processed claims during the audit period in accordance with the Empire Plan Certificate (also consistent with how UHC processes claims for its Book of Business), and as such, there is no basis to go back and recover any payments made.

Thank you for providing UHC with the opportunity to respond to OSC's Final Report regarding Reasonable and Customary Reimbursement Rates for Delayed Claims (2018-S-60).

Sincerely,

Paula Gazeley Daily, RPh  
Vice President, Client Management, NYS Empire Plan  
UnitedHealthcare National Accounts

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