



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

April 25, 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 UnitedHealthcare Insurance Company of New York: Improper Payments for Acupuncture and Acupuncture-Related Services (2020-S-07).

UHC is providing an update and actions taken based on OSC's findings, please see the below responses to OSC's recommendations:

1. Review the \$210,068 in overpayments identified by the sample and make recoveries, as warranted. Take steps toward recovery of overpayments pertaining to the \$7,010,427 in projected overpayments.
UHC Response: UHC has requested refunds from the providers noted in the sample population, where warranted.
2. Recover the \$302,368 (\$205,102 + \$97,266) in duplicate payments identified by our audit and recover overpayments, as warranted, and continue to the recovery process for the \$18,663 in duplicate payments already reviewed.
UHC Response: UHC has requested overpayments for duplicate payments identified by OSC, where warranted.
3. Enhance controls designed to prevent duplicate payments for the same service.
UHC Response: UHC has addressed preventing duplicate payments via enhanced internal processing guidelines and continue to communicate to staff the correct handling of duplicate submissions.
4. Continue to monitor and place acupuncture providers on pre-payment review, as warranted.
UHC Response: UHC continues to monitor and place acupuncture providers on pre-payment review, where warranted.

Thank you for providing us with the opportunity to review and respond to the Office of the State Comptroller's (OSC) Report concerning Improper Payments for Acupuncture and Acupuncture-Related Services (2020-S-07)

Sincerely,

Paula Gazeley Daily
Vice President, Empire Plan
UnitedHealthcare National Accounts

CC:

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