



February 16, 2022

Andrea Inman
Audit Director
Office of the State Comptroller
Division of State Government Accountability

Re: Follow Up Audit Report 2021-F-17

Dear Ms. Inman:

Thank you for sharing the follow up report 2021-F-17 Department of Civil Service and Empire BlueCross- New York State Health Insurance Program: Payments by Empire BlueCross for Hospital Services for Ineligible Members. As noted in the report, the Department of Civil Service (Department) has made significant progress addressing the issues identified in the initial audit. The Department is committed to continuing this progress toward full implementation. Please see the following discussion of the recommendations OSC identified as being partially implemented.

Recommendation 1:

The Department and Empire Blue Cross (Empire) recovered approximately \$1.4 million in claims the original audit identified as paid for ineligible members. Most of the remaining uncollected ineligible claims are not recoverable, however the Department and Empire will continue to pursue recoveries until only unrecoverable claims remain.

Recommendation 2:

As the follow up report explains in depth, the Department has worked diligently to improve the eligibility information in NYBEAS. Maintaining accurate eligibility records for 1.3 million people is a complex activity considering that accuracy depends on timely, accurate information from members and their employers. On an ongoing basis, the Department will continue to identify and implement new projects to improve the NYBEAS eligibility information.

Recommendation 3:

The Department is in the process including more accurate eligibility data in its paid claims database while adding software to improve its ability to query the database. After implementation, the Department will conduct periodic audits to verify the ineligible claims identified by Empire. Once the audit program is underway, Recommendation 3 will be fully implemented.

Recommendation 4:

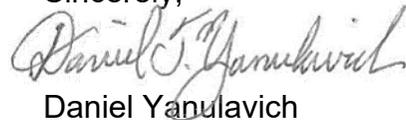
Fully Implemented

Recommendation 5:

Fully Implemented

Thank you for the opportunity to provide feedback on this follow up report.

Sincerely,

A handwritten signature in cursive script that reads "Daniel J. Yanulavich".

Daniel Yanulavich
Acting Director
Employee Benefits Division