



February 2, 2023

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

Re: Follow Up Audit Report 2022-F-30

Dear Ms. Inman:

Thank you for sharing the follow up report 2022-F-30 New York State Health Insurance Program: Payments by UnitedHealthcare for Medical/Surgical 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 recommendation OSC identified as being partially implemented.

**Recommendation 1:** *Review the \$5.7 million in claims paid for ineligible members and make recoveries, as warranted.*

The report accurately represents the current status of this recommendation. The Department will continue to work with UnitedHealthcare to recover the overpayments as warranted. The Department requires UnitedHealthcare to provide a quarterly report of the total eligible, actual, and outstanding recovery dollars.

**Recommendation 2:** *Take steps to ensure all recoverable claims are identified and pursued for recovery to the fullest extent practicable*

Fully Implemented.

**Recommendation 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.*

Fully Implemented

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

Sincerely,

A handwritten signature in black ink that reads "Daniel J. Yanulavich". The signature is written in a cursive style with a large initial "D".

Daniel Yanulavich  
Director  
Employee Benefits Division