



February 12, 2024

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

Re: Follow Up Audit Report 2023-F-30

Dear Ms. Inman:

Thank you for sharing the follow up report 2022-F-30 New York State Health Insurance Program: Payments by Beacon Health Options for Mental Health and Substance Abuse 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 \$3.21 million in ineligible payments and ensure appropriate recoveries are made.*

The follow-up report accurately reports the status of this recommendation. The Department is working with Carelon (previously Beacon) to recover ineligible payments. Since the follow up report was issued, recoveries have increased from \$726,000 to \$803,000 and efforts will continue.

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

Implemented

Recommendation 3: *Take steps to ensure eligibility information is complete, accurate, and up to date, including but not limited to continuing to perform periodic reconciliations and improving the reconciliation process.*

Implemented

Recommendation 4: *Continue to take steps to ensure HBAs are properly informed of their responsibilities (including the importance of the timeliness and accuracy of coverage updates) and continue to monitor whether HBAs are up to date on relevant training.*

Implemented

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

Sincerely,

A handwritten signature in black ink, appearing to read "Daniel J. Yanulavich". The signature is written in a cursive style with a large initial 'D'.

Daniel Yanulavich

Director

Employee Benefits Division