



## Department of Health

**ANDREW M. CUOMO**  
Governor

**HOWARD A. ZUCKER, M.D., J.D.**  
Commissioner

**SALLY DRESLIN, M.S., R.N.**  
Executive Deputy Commissioner

July 6, 2016

Mr. John Buyce  
Audit Director  
New York State Office of the State Comptroller  
110 State Street, 11<sup>th</sup> Floor  
Albany, New York 12236

Dear Mr. Buyce:

Pursuant to the provisions of Section 170 of New York State Executive Law, we transmit to you a copy of the New York State Department of Health's comments related to the Office of the State Comptroller's (OSC) final audit report 2015-S-80 entitled, "Program Oversight and Monitoring of the Maximus Contract for the NY State of Health Customer Service Center."

The audit indicated, "The Department has an effective quality assurance system to ensure that Maximus is complying with contract performance requirements and meeting established standards." OSC made no recommendations, as we were able to implement the suggested improvements during the course of the audit. We had no additional comments.

Please feel free to contact Amy Nickson, Assistant Commissioner, Office of Governmental and External Affairs at (518) 473-1124 with any questions.

Sincerely,

Howard A. Zucker, M.D., J.D.  
Commissioner of Health

cc: Ms. Nickson