



# Department of Health

**ANDREW M. CUOMO**  
Governor

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

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

November 12, 2019

Ms. Andrea Inman, Audit Director  
Office of the State Comptroller  
Division of State Government Accountability  
110 State Street – 11<sup>th</sup> Floor  
Albany, New York 12236-0001

Dear Ms. Inman:

Enclosed are the Department of Health's comments on the Office of the State Comptroller's Follow-Up Audit Report 2019-F-28 entitled, "Improper Medicaid Payments to a Transportation Provider." (Report 2018-S-10).

Thank you for the opportunity to comment.

Sincerely,

Sally Dreslin, M.S., R.N.  
Executive Deputy Commissioner

Enclosure

cc: Marybeth Hefner  
Diane Christensen  
Jeffrey Hammond  
Jill Montag  
Elizabeth Misa  
Geza Hrazdina  
Dan Duffy  
Michael Spitz  
Lori Conway  
OHIP Audit

**Department of Health**  
**Comments on the Office of the State Comptroller's**  
**Follow-Up Audit Report 2019-F-28 entitled,**  
**"Improper Medicaid Payments to a Transportation Provider"**  
**(Report 2018-S-10)**

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The following are the Department of Health's (Department) comments in response to the Office of the State Comptroller's (OSC) Follow-Up Audit Report 2019-F-28 entitled, "Improper Medicaid Payments to a Transportation Provider" (Report 2018-S-10).

**Recommendation #1:**

Review the \$1.4 million in Medicaid payments to the transportation provider and recover any inappropriate payments, as warranted.

Status – Partially implemented

Agency Action – Our initial audit found that the transportation provider could not provide the required documentation to support a sample of transportation claims that we requested for services prior to 2016. In fact, the provider stated it did not have all required supporting documentation for any services that occurred prior to 2016. As such, we were unable to determine if services had been provided, and we recommended the Department review all the provider's transportation claims prior to 2016.

OMIG investigates and recovers improper Medicaid payments on behalf of the Department. As a result of our audit, OMIG initiated an investigation of the provider in March 2018 and, as of September 2019, the investigation was still ongoing and no recoveries had been made. According to OMIG officials, recovery of claim overpayments will occur, if appropriate, at the conclusion of the investigation.

**Response #1:**

The Office of the Medicaid Inspector General (OMIG) has an open investigation on this provider. OMIG has referred this provider to the appropriate authorities for review. Upon completion of that review, OMIG will then determine a suitable course of action.