



Advance Payments of the Premium Tax Credit (APTC) Program Assessment Report

for

WellCare of New York (New York)

March 15, 2022

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I. EXECUTIVE SUMMARY

Background

WellCare of New York (WellCare) is a health insurance issuer that offered qualified health plans (QHPs) in the individual market State-Based Exchange (SBE) in New York during the 2015 benefit year. WellCare submitted its final restated 2015 benefit year data in the November 2016 Enrollment and Payment Data Workbook (EPDW). The issuer received a total of \$1,238,479.82 in advance payments of the premium tax credit (APTC) from CMS and reported a total of \$2,270,787.46 in premiums for its 2015 benefit year individual market plans.

This report is an assessment, conducted in coordination with the SBE, of WellCare's compliance with the APTC program established in sections 1401 and 1412 of the Patient Protection and Affordable Care Act (Pub. L. 111–148) enacted on March 23, 2010 and further amended and revised by the Health Care and Education Reconciliation Act of 2010 (Pub. L. 111–152) enacted on March 30, 2010 (collectively referred to throughout as PPACA), and implementing regulations. This report also details the results of the assessment of premiums for information purposes only as CMS did not charge user fees to issuers offering QHPs through SBEs during the 2015 benefit year.

Audits to Determine Compliance with the Administration of APTC Program

Under title 45 of the Code of Federal Regulations (CFR) sections §§ [155.1210](#) and [156.480](#), the Department of Health and Human Services (HHS) may audit¹ issuers that offer a QHP in the individual market through an Exchange to assess the degree of compliance with the APTC program requirements. HHS designates the Centers for Medicare & Medicaid Services (CMS) to conduct these audits and to achieve the following objectives:

- Safeguard Federal funds;
- Instill confidence amongst regulated entities of data quality, soundness, and robustness;
- Evaluate health insurance issuer compliance with program rules and regulations; and
- Develop a successful and coordinated risk-based, multi-year audit program that maximizes resources.

This audit is part of CMS's program to validate the enrollment and payment data reported in the final 2015 EPDW submitted by the issuer, and to analyze controls and policies of selected issuers pursuant to the authority defined in 45 CFR §§ 155.1210 and 156.480.

¹ To provide the flexibility needed when standing up a new oversight program and to ensure that issuers are able to provide CMS with their most accurate data, audit protocols allow for dialog between auditor and issuer to identify and correct errors in data submission that differ somewhat from some independence and reporting standards laid out under Generally Accepted Government Auditing Standards (GAGAS). These procedures were defined and executed consistent with the competence, integrity, and analytical discipline required for performance audits as defined by GAGAS.

The findings and observations are documented below. If CMS found an instance of issuer non-compliance with APTC program requirements that requires correction to the APTC reported in the final EPDW, then CMS classified it as a *finding*. If CMS found a deviation from CMS or Exchange requirements that we are calling to the attention of management for purposes of improving compliance in future program years, but that does not require correction to payment, then CMS categorized it as an *observation*.

Results of Review

CMS identified one (1) finding and four (4) observations for WellCare. The net APTC financial impact of the one (1) finding is an understatement of \$621.00 in APTC in the final EPDW and therefore a payment to WellCare of \$621.00 in APTC. The net premium impact of the four (4) observations is an understatement of \$499.03 in premiums in the final EPDW. The finding and observations include the following:

Finding:

1. Differences in APTC amounts identified in the comparison of the issuer's data included in the November 2016 EPDW submitted by WellCare to a Payment Desk Audit File containing subscriber level data from WellCare's systems.

Observations:

1. Differences in premium amounts identified in the comparison of the issuer's data included in the November 2016 EPDW submitted by WellCare to a Payment Desk Audit File containing subscriber level data from WellCare's systems;
2. Inclusion of enrollment and premium data in the Payment Desk Audit File for one (1) subscriber with coverage that was not effectuated in the issuer's systems;
3. Provision of coverage and reporting of enrollment and payment data in the Payment Desk Audit File for two (2) of the fifteen (15) selected subscribers with coverage that was effectuated in error in the issuer's systems; and
4. Provision of coverage and reporting of extra months of enrollment in the Payment Desk Audit File for one (1) of the (15) selected subscribers who did not pay all outstanding premiums prior to the end of the three (3) month grace period.

Please refer to section IV for details on the finding and observations listed above, including the condition, cause, effect, corrective actions, and the issuer's responses.

II. BACKGROUND, OBJECTIVES, SCOPE, AND METHODOLOGY

A. Background

Sections 1401 and 1412 of the PPACA established the APTC program to support the provision of affordable health care coverage to individuals.

CMS has the responsibility to confirm successful implementation of, and adherence to, the PPACA provisions and implementing regulations governing the APTC program. As such, CMS established this audit program.

Interim Payment Process

In 2015, CMS implemented a temporary process (“interim payment process”) to calculate and make monthly payments of APTC and advance cost-sharing reduction (CSR) amounts. CMS used this interim payment process to calculate payments for all SBE issuers for the 2014-2017 benefit years. CMS transitioned most SBE issuers to policy-based payments (PBP) in 2018 and transitioned the last SBE to PBP in 2020.

For the 2015 benefit year, the interim payment process required SBE issuer submitters, including issuers in New York, to self-report enrollment and payment data on a monthly basis, including any adjustments to previous months’ requests, via manual submission of an EPDW, and to attest to the accuracy of the data. SBE issuer submitters were required to calculate the QHP enrollment and payment amounts and to submit that information in the EPDW using their internal source data.

CMS calculated and made monthly payments based on the QHP data submitted in the EPDW. While using this interim process, CMS designed and implemented a robust set of internal controls within a larger program integrity framework to ensure payment accuracy. CMS required submitters to send the following QHP plan information at the variant level via the password-protected template:

1. State
2. Tax Identification Number (TIN)
3. Health Insurance Oversight System (HIOS) ID
4. QHP ID
5. Total premium amount for all enrollments
6. Total APTC amount
7. Total advance CSR amount
8. Total effectuated enrollment groups
9. Total effectuated enrollment groups with APTC
10. Total effectuated enrollment groups with advance CSR
11. Total effectuated members
12. Total effectuated members with APTC
13. Total effectuated members with advance CSR

CMS conducted a SBE payment close-out process for the 2015 benefit year in which CMS compared the EPDW data against the policy-level reporting (PLR) data submitted by the SBE. The PLR data was based on the monthly submissions that SBEs sent to the Internal Revenue Service (IRS) for reporting purposes and contained cumulative individual market enrollment APTC data. CMS requested that SBEs append an additional field for the QHP ID for each policy and separately submit these data to CMS for this purpose. CMS asked SBE or SBE issuers to explain any outlier discrepancies between EPDW and PLR data and to re-submit the EPDW, if necessary, or to verify that payment data was accurate despite discrepancies with PLR data.

B. Regulations Governing APTC Program

CMS established an audit protocol to assess health insurance issuers' compliance with the following regulations governing APTC program:

- [45 CFR § 155.1210](#): Maintenance of Records;
- [45 CFR § 156.460](#): Reduction of enrollee's share of premium to account for advance payments of the premium tax credit; and
- [45 CFR § 156.480](#): Oversight of the administration of the cost-sharing reductions and advance payments of the premium tax credit programs.

Please refer to Appendix 2 for the specific requirements established under the authorities listed above.

C. Objectives

The objectives of this audit are to:

- (1) Evaluate the accuracy and integrity of issuer-generated EPDW data reported for premiums and the APTC program;
- (2) Identify potential CMS APTC payment errors resulting from issuer data reporting errors;
- (3) Test accuracy and integrity of issuer processes for reducing an enrollee's share of premium to account for APTCs.

D. Scope and Methodology

CMS selected WellCare for an audit to assess the issuer's compliance with 45 CFR §§ 155.1210, 156.460 and 156.480. CMS evaluated WellCare's activities related to the 2015 benefit year (January 1, 2015 through December 31, 2015) individual market data reported in the final EPDW submitted in November 2016 by the issuer to CMS to support APTC payments and premium amounts.

CMS sent WellCare an electronic letter on February 15, 2019 to notify them of the scope of this audit. CMS's audit contractor sent a follow-up letter to WellCare on February 20, 2019 that identified data requirements required to conduct the audit. CMS's audit contractor reviewed the audit data file submitted by WellCare, as well as the final 2015 EPDW submitted by the issuer to CMS and the PLR data submitted by the SBE to CMS, and used CMS's audit procedures to assess compliance with APTC program rules and regulations².

CMS's audit contractor applied CMS's audit protocol to identify the findings and observations listed in section IV of this report. CMS's audit contractor performed the following procedures:

- Validations of the Payment Desk Audit File² data submitted to CMS:
 - EPDW Validations: Review and comparison of the issuer's final submitted 2015 EPDW to the Payment Desk Audit File from the issuer's systems.
 - Unreconciled Subscribers Review: Review and comparison of the subscribers reported in the Payment Desk Audit File to the subscribers included in the SBE's PLR data to determine if the subscribers existed and their coverage was effectuated in the issuer's system (i.e., the amount the subscriber is responsible to pay toward the first month's total premium amount has been paid in full by the subscriber).
 - Duplicate Exchange-assigned Subscriber IDs Check: Review of the Payment Desk Audit File containing subscriber level data from the issuer's systems to verify that duplicate Exchange-assigned subscriber IDs (i.e., Exchange-assigned subscriber IDs that were reported in the file twice in the same month with full month or incorrectly prorated payment data) were not reported in the file.
 - Premium Less than APTC Validation: Review of the Payment Desk Audit File to verify that the subscribers' premium amounts reported in the file were not less than the APTC amounts reported in the file.
 - Coverage Days Validation: Review of the Payment Desk Audit File to verify that enrollments of five (5) days or fewer reported in the file were effectuated and had active coverage in the issuer's systems.
- Validations on samples of issuer's systems data:
 - Forty-five (45) Subscribers Sample Review: Review and comparison of the coverage periods, premium and APTC amounts from the issuer's systems to the corresponding data included in the SBE's PLR data for a selected sample of forty-five (45) subscribers.
 - Fifteen (15) Subscribers Sample Review: Analysis and review of data and documentation from the issuer's systems to verify effectuation and the appropriate application of premium and APTC amounts to policies for a selected sample of fifteen (15) subscribers.
- Policy and Procedure Review: Review of issuer APTC policies and procedures for completeness and clarity.

² The Payment Desk Audit File is CMS's standard document for issuers to provide information in support of this audit.

III. RESULTS OF REVIEW

CMS assessed issuer compliance with regulations using the following procedures: EPDW Validations, Unreconciled Subscribers Review, Duplicate Exchange-assigned Subscriber IDs Check, Premium Less than APTC Validation, Coverage Days Validation, Forty-five (45) Subscribers Sample Review, Fifteen (15) Subscribers Sample Review, and Policy and Procedure Review.

To build collaborative relationships and identify process improvements that support program integrity goals, CMS conducted a discrepancy phase following the review of the initial audit data submission to work with the issuer to resolve or reduce audit findings, thereby improving compliance. Additional follow-up with the SBE was performed as necessary to confirm or resolve the identified audit findings. Below are the results of this review following the discrepancy phase.

EPDW Validation

One (1) finding and one (1) observation resulted from the comparison of the final 2015 EPDW submitted by the issuer to WellCare's Payment Desk Audit File. Please refer to Finding No. 1 and Observation No. 1 included in section IV for details on the finding and observation.

Unreconciled Subscribers Review

No findings and one (1) observation resulted from the review of WellCare's Payment Desk Audit File to determine if the subscribers reported in the file existed and their coverage was effectuated in the issuer's systems. Please refer to Observation No. 2 included in section IV for details on the observation.

Duplicate Exchange-assigned Subscriber IDs Check

No findings or observations resulted from the review of WellCare's Payment Desk Audit File to verify that duplicate Exchange-assigned subscriber IDs were not reported in the file.

Premium Less than APTC Validation

No findings or observations resulted from the review of WellCare's Payment Desk Audit File to verify that subscribers were not reported in the file with premium amounts that were less than the APTC amounts.

Coverage Days Validation

No findings or observations resulted from the review of WellCare's Payment Desk Audit File to verify that enrollments of five (5) days or fewer reported in the file were effectuated and had active coverage in the issuer's systems.

Forty-five (45) Subscribers Sample Review

No findings or observations resulted from the review and comparison of the data from WellCare's systems to the corresponding data included in the SBE's PLR data to determine accuracy of the reported enrollment months and the application of premium and APTC for a selected sample of forty-five (45) subscribers.

Fifteen (15) Subscribers Sample Review

No findings and two (2) observations resulted from the review of the data and documentation from WellCare's systems to verify effectuation and the appropriate application of premium and APTC amounts to policies for a selected sample of fifteen (15) subscribers. Please refer to Observation No. 3 and Observation No. 4 included in section IV for details on the observations.

Policy and Procedure Review

No findings or observations resulted from the review of WellCare's APTC policies and procedures.

IV. FINDINGS AND OBSERVATIONS

A finding is an identification of an instance of issuer non-compliance with APTC program requirements that requires correction to payment. CMS's audit procedures identified one (1) finding, which resulted in a change to the APTC amounts reported in WellCare's EPDW for individual market plans for the 2015 benefit year.

An observation is a deviation from CMS or Exchange requirements that we are calling to the attention of management for purposes of improving compliance in future program years but that does not require correction to payment. CMS's audit procedures identified four (4) observations, consisting of two (2) observations that resulted in a change to the premium amounts reported in WellCare's EPDW for individual market plans for the 2015 benefit year and two (2) observations that did not result in a change to the premium amounts reported in WellCare's EPDW but that are noted for purposes of improving compliance in future program years.

In light of the one (1) finding and four (4) observations, the adjusted 2015 benefit year EPDW APTC and premium amounts for individual market plans are shown in the following table.

Recalculated EPDW for the 2015 Benefit Year

	APTC	Premium (Observations)
EPDW as Filed in November 2016	\$1,238,479.82	\$2,270,787.46
Finding No. 1 and Observation No. 1 - EPDW Validations Adjustment	\$621.00	\$816.63
Observation No. 2 – Unreconciled Subscribers Review Adjustment	\$0.00	\$(317.60)
Observation No. 3 – Fifteen (15) Subscribers Sample Review (Effectuation) Adjustment	\$0.00	\$0.00
Observation No. 4 – Fifteen (15) Subscribers Sample Review (Grace Periods) Adjustment	\$0.00	\$0.00

	APTC	Premium (Observations)
EPDW As Recalculated	\$1,239,100.82	\$2,271,286.49
Total Impact	\$621.00	\$499.03*

Note: Positive APTC values indicate funds owed to the issuer.

The net financial impact of the one (1) finding is a payment of \$621.00, consisting of APTC paid to WellCare.

*Note: The premium impact of the four (4) observations is an understatement of \$499.03 in premiums. The premium impact is noted for purposes of improving compliance in future program years.

For the one (1) finding and four (4) observations, CMS documented the criteria, cause, effect, corrective actions, and WellCare's responses as seen in the charts below.

Finding No. 1 and Observation No. 1 – EPDW Validations	
Condition:	<p>APTC Differences (Finding) – For one (1) or more months of 2015 benefit year enrollment in seven (7) QHPs, the net "Total APTC Amount by QHP ID for effectuated enrollments" included in WellCare's EPDW was less than the total APTC amount included in WellCare's Payment Desk Audit File, resulting in an underpayment of \$621.00 in APTC. For the one or more months of 2015 benefit year enrollment in seven (7) QHPs, the total net enrollment in the EPDW was understated by two (2) APTC enrollment groups and eight hundred and one (801) APTC members.</p> <p>Premium Differences (Observation) – For one (1) or more months of 2015 benefit year enrollment in nine (9) QHPs, the net "Total Premium Amount by QHP ID for effectuated enrollments" included in WellCare's EPDW was less than the total premium amount included in WellCare's Payment Desk Audit File, resulting in an understatement of \$816.63 in premiums. For the one or more months of 2015 benefit year enrollment in nine (9) QHPs, the total net enrolment in the EPDW was understated by eleven (11) enrollment groups and sixteen (16) members.</p>
Criteria:	<p>Pursuant to CMS guidance and EPDW submission requirements:</p> <p>The "Total APTC amount by QHP ID for effectuated enrollments" submitted on the EPDW is the "total APTC toward the total premium amount for effectuated enrollments within a 16-digit QHP ID."</p> <p>The "Total premium amount by QHP ID for effectuated enrollments" submitted on the EPDW is the "total premium amount for the health coverage for all effectuated enrollments within that plan."</p>

Finding No. 1 and Observation No. 1 – EPDW Validations	
Cause:	The issuer indicated that the Payment Desk Audit File data was correct and noted “WellCare tested a sample of members at the QHP ID level in order to validate that APTC premiums were only received for the APTC member in that policy, and no exceptions were noted. WellCare tested a sample of members at the Subscriber level in order to validate that the premium and member data (at the member id level) was accurate and no exceptions were noted.” The issuer further indicated “the difference was due to subsequent 834 state files with retroactivity”.
Effect:	The APTC and premium differences resulted in a change to WellCare’s final, restated 2015 benefit year EPDW data.
Corrective Action Required:	<p>The net financial impact of this finding is a payment of \$621.00, consisting of APTC paid to WellCare. WellCare should confirm the financial impact and coordinate on resolution with CMS.</p> <p>The premium impact of this observation is an understatement of \$816.63 in premiums. CMS notes this observation for purposes of improving compliance in future program years.</p>
Management Response:	Agree with Finding No. 1 and Observation No.1

Observation No. 2 – Unreconciled Subscribers Review	
Condition:	WellCare overstated the 2015 benefit year premium amounts for one (1) subscriber in the Payment Desk Audit File by reporting enrollment and payment data for the subscriber with coverage that was not effectuated.
Criteria:	Pursuant to New York SBE guidance, "Enrollment is not effectuated until CONTRACTOR receives initial payment of premium, if applicable, from the prospective enrollee and sends a confirmation 834 transaction to the STATE (the "Coverage Effective Date"). Unless required otherwise by federal law, CONTRACTOR shall provide a grace period of no less than ten (10) days to Enrollees for their initial premium payment to effectuate coverage. Initial payments received by the 10th of the month in which the initial coverage is in effect shall be considered timely. Contractor will be financially responsible for any claims incurred by Enrollee during the ten (10) day grace period

Observation No. 2 – Unreconciled Subscribers Review	
	<p>provided that the Enrollee pays the initial premium prior to or during such ten (10) day grace period."</p> <p>Additionally, pursuant to CMS guidance and EPDW submission requirements, the EPDW should include data for effectuated enrollments where an effectuated enrollment is described as "any enrollment in which the amount the enrollment group is responsible to pay toward the total premium amount has been paid in full by the enrollment group."</p>
Cause:	The issuer indicated that "WellCare received the member's initial payment of \$317.60, but it was refunded to the member." The issuer further indicated on 9/12/2019 that "WellCare refunded the member's initial premium of \$317.60 since the account was not effectuated or active in the system. For the NY HIX Plan, the State of NY provides an enrollment file to WellCare which WellCare then provides a confirmation back to the State of NY. However, as a last step in order to activate the member, the State must provide an effectuation file back to WellCare. In the instance of this member, WellCare does not show an effectuation for this member."
Effect:	The inclusion of the one (1) non-effectuated enrollment resulted in a change to WellCare's final, restated 2015 benefit year EPDW data.
Corrective Action Required:	The premium impact of this observation is an overstatement of \$317.60 in premiums. CMS notes this observation for purposes of improving compliance in future program years.
Management Response:	Agree with Observation No. 2

Observation No. 3 - Fifteen (15) Subscribers Sample Review (Effectuation)	
Condition:	WellCare provided coverage and reported one (1) month of enrollment and payment data in the Payment Desk Audit File for two (2) of the fifteen (15) selected subscribers with enrollments that were updated to active in error as no binder payment was received.
Criteria:	Pursuant to New York SBE guidance, "Enrollment is not effectuated until CONTRACTOR receives initial payment of premium, if applicable, from the prospective enrollee and sends a confirmation 834 transaction to the STATE (the "Coverage Effective Date"). Unless required otherwise by federal law, CONTRACTOR shall provide a

Observation No. 3 - Fifteen (15) Subscribers Sample Review (Effectuation)	
	<p>grace period of no less than ten (10) days to Enrollees for their initial premium payment to effectuate coverage. Initial payments received by the 10th of the month in which the initial coverage is in effect shall be considered timely. Contractor will be financially responsible for any claims incurred by Enrollee during the ten (10) day grace period provided that the Enrollee pays the initial premium prior to or during such ten (10) day grace period."</p> <p>Additionally, pursuant to CMS guidance and EPDW submission requirements, the EPDW should include data for effectuated enrollments where an effectuated enrollment is described as "any enrollment in which the amount the enrollment group is responsible to pay toward the total premium amount has been paid in full by the enrollment group."</p>
Cause:	<p>The issuer indicated the following for the two (2) subscribers with one (1) total month of enrollment in December 2015 in the Payment Desk Audit File:</p> <ul style="list-style-type: none"> • "WellCare did not receive payment for the month of December 2015. The account had been canceled for non-payment effective 12/1/15, but the State reported transactions to WellCare, which resulted in the enrollment to change to "active". WellCare received another State transaction to terminate enrollment with a 12/31/15 term date." The SBE indicated "enrollment effective 12/1/15 with \$396.81 premium and APTC of \$54.69 was terminated effective 12/31/15. NYSOH did not receive any inbound non-pay cancellation transactions from WellCare for this coverage span." • "WellCare did not receive payment for the month of December 2015. Account was updated to active in error." <p>As a result, CMS concluded that the two (2) enrollments were effectuated and provided December 2015 coverage in error as no binder payment were received.</p> <p>The issuer further indicated for the two (2) subscribers that "no claims were submitted in December 2015, but the member would have had access to benefits as the member was active in our system." The issuer further indicated "We believe that these are isolated cases" and "we believe these isolated cases occurred due to the multiple disenrollment transactions for each of these members."</p>

Observation No. 3 - Fifteen (15) Subscribers Sample Review (Effectuation)	
Effect:	The issuer did not follow New York SBE guidance and requirements as the issuer provided coverage for enrollments that were updated to active in error as no payments were received.
Corrective Action Required:	CMS notes this observation for purposes of improving compliance in future program years.
Management Response:	Agree with Observation No. 3

Observation No. 4 - Fifteen (15) Subscribers Sample Review (Grace Periods)	
Condition:	WellCare provided coverage and reported extra months of enrollment in the Payment Desk Audit File for one (1) of the (15) selected subscribers who did not pay all outstanding premiums prior to the end of the three (3) month grace period. Additionally, WellCare re-enrolled the subscriber later in the year and reported enrollment and payment data and provided coverage for four (4) additional months, but only received one (1) month's premium payment during the second coverage period.
Criteria:	Pursuant to 45 CFR § 156.270, a QHP issuer must return advance payments of the premium tax credit paid on the behalf of such enrollee for the second and third months of the grace period if the enrollee exhausts the grace period. Additionally, if an enrollee receiving advance payments of the premium tax credit exhausts the 3-month grace period in paragraph (d) of this section without paying all outstanding premiums, the QHP issuer must terminate the enrollee's enrollment through the Exchange on the effective date described in 155.430(d)(4) of this subchapter (i.e., the last day of the first month of the 3-month grace period).
Cause:	For the one (1) subscriber, the Payment Desk Audit File included enrollment from March through July with a member responsibility amount of \$0.00 for March and a member responsibility amount of \$261.78 for April through July and included enrollment from September through December with a member responsibility amount of \$223.78. The issuer indicated "Account was effectuated for March 2015 because the premium was \$0. Internally, the member was termed for non-payment effective 4/30/15. Appropriate delinquency notices and notice of termination were sent timely. The member had APTC so it was subject to a 3 month grace period. It appears that the 4/30/15

Observation No. 4 - Fifteen (15) Subscribers Sample Review (Grace Periods)	
	<p>term date was replaced by 7/31/15 when the state termination notice was received, thereby opening up May, June and July. Member reapplied effective 9/1/15 and paid the September coverage. Member did not pay October when due and was sent the initial delinquency notice 10/19/15 advising of 3 month grace period. Member had until 12/31 to make the required payments. Notice of voluntary disenrollment was received in December prior to completion of FTP grace period, therefore October through December were still potentially active months.”</p> <p>The SBE indicated the subscriber was enrolled effective 3/1/15-7/31/15 and a termination was sent 7/17/15 and the subscriber was newly enrolled effective 9/1/19-12/31/15. The SBE noted “NYSOH did not receive any inbound non-payment of premium terminations or cancels from WellCare for these coverage spans.”</p> <p>The issuer further indicated that “no claims were submitted during the periods April through July and October through December 2015, but the member would have had access to benefits as the member was active in our system.” The issuer noted “We believe these isolated cases occurred due to the multiple disenrollment transactions for each of these members.”</p>
Effect:	The issuer did not follow CMS enrollment guidance and requirements as the issuer reported enrollment and payment data and provided coverage for an enrollment that should have been terminated the last day of the first month of the three (3) month grace period as premium payments were not received.
Corrective Action Required:	CMS notes this observation for purposes of improving compliance in future program years.
Management Response:	Agree with Observation No. 4

V. MANAGEMENT RESPONSES

Please provide management's response to the one (1) finding and four (4) observations identified in the draft audit report and complete the attached Appendix 1 - Issuer Management Response to Net Financial Adjustment (Appendix 1), within thirty (30) calendar days from the draft audit report date. Management's response should indicate agreement or disagreement.

Agreement

If management agrees with the one (1) finding and four (4) observations, complete the "Management Response" field of the finding and observations in the draft audit report, and initial "Agree" and sign the attached Appendix 1. Return the draft audit report including Appendix 1 within thirty (30) calendar days from the draft audit report date. Upon receipt of the signed Appendix 1, CMS will finalize and publish the report on the CCIIO webpage. CMS will process the final payment adjustment amount in the next available monthly payment cycle.

Disagreement

If management disagrees with the one (1) finding and corrective action or any of the four (4) observations, complete the "Management Response" field of the finding and observations in the draft audit report, and initial "Disagree" and sign the attached Appendix 1. Return the draft audit report including Appendix 1 and any supporting documentation that substantiates management's response within thirty (30) calendar days from the draft audit report date. This will be the final opportunity to provide information or supporting documentation to correct any inaccuracies in the report before it is finalized.

CMS will review the written explanations in the "Management Response" field of the finding and observations and any supporting documentation to determine if the report can be amended in a mutually acceptable manner. If you and CMS are unable to come to a mutually acceptable result, your response to this report will be included in the final published audit report.

Please return the updated Appendix 1 within fifteen (15) calendar days. Upon receipt of the signed Appendix 1, CMS will finalize and publish the report on the CCIIO webpage. CMS will process the final payment adjustment amount in the next available monthly payment cycle.

Appendix 1 – Issuer Management Response to Net Financial Adjustment

Issuer HIOS ID: 39595

Issuer Name: WellCare of New York (WellCare)

The undersigned Chief Executive Officer (CEO), Chief Financial Officer (CFO) or other individual who can legally and financially bind this issuer has reviewed the information included in the audit report of the issuer's 2015 benefit year APTC program participation, resulting in a payment of \$621.00 to WellCare and:

(INITIAL) TM Agrees with the audit net adjustment amount above, confirming the audit finding(s) and observation(s), if applicable, and as such this report will be considered final and published.

OR

(INITIAL) _____ Disagrees and requests a review of additional information that may impact the audit net adjustment amount resulting from the 2015 benefit year audit. If review is requested, CMS will consider this draft only a preliminary audit report. If the review option is selected, you must provide a written explanation with any additional documentation when you return this response within thirty (30) calendar days of the date of this draft audit report. CMS will review the written explanation and any supporting documentation to determine if the report can be amended in a mutually acceptable manner. If you and CMS are unable to come to a mutually acceptable result, your response to this report will be included in the final published audit report.

Signed: Thomas Meixner
(Signature of authorized person acting on behalf of the issuer)

Printed Name: Thomas Meixner
(Print name of signature)

Title: Chief Financial Officer
(Title of authorized person acting on behalf of the Issuer)

Telephone Number: 718-393-6172
(Direct Telephone Number)

Date: 4/18/2022

Appendix 2 – Applicable Regulations

The following table identifies the specific regulatory requirements around which CMS has organized its audits.

Regulation	Rules
45 CFR § 155.1210 – Maintenance of Records	<p>(a) General. The State Exchange must maintain and must ensure its contractors, subcontractors, and agents maintain for 10 years, documents and records (whether paper, electronic, or other media) and other evidence of accounting procedures and practices, which are sufficient to do the following:</p> <ul style="list-style-type: none">(1) Accommodate periodic auditing of the State Exchange's financial records; and(2) Enable HHS or its designee(s) to inspect facilities, or otherwise evaluate the State- Exchange's compliance with Federal standards. <p>(b) Records. The State Exchange and its contractors, subcontractors, and agents must ensure that the records specified in paragraph (a) of this section include, at a minimum, the following:</p> <ul style="list-style-type: none">(1) Information concerning management and operation of the State Exchange's financial and other record keeping systems;(2) Financial statements, including cash flow statements, and accounts receivable and matters pertaining to the costs of operations;(3) Any financial reports filed with other Federal programs or State authorities;(4) Data and records relating to the State Exchange's eligibility verifications and determinations, enrollment transactions, appeals, and plan variation certifications; and(5) Qualified health plan contracting (including benefit review) data and consumer outreach and Navigator grant oversight information. <p>(c) Availability. A State Exchange must make all records and must ensure its contractors, subcontractors, and agents must make all records in paragraph (a) of this section available to HHS, the OIG, the Comptroller General, or their designees, upon request.</p>

Regulation	Rules
<p>45 CFR § 156.460 - Reduction of enrollee's share of premium to account for advance payments of the premium tax credit</p>	<p>(a) Reduction of enrollee's share of premium to account for advance payments of the premium tax credit. A QHP issuer that receives notice from the Exchange that an individual enrolled in the issuer's QHP is eligible for an advance payment of the premium tax credit must—</p> <p>(1) Reduce the portion of the premium charged to or for the individual for the applicable month(s) by the amount of the advance payment of the premium tax credit;</p> <p>(2) Notify the Exchange of the reduction in the portion of the premium charged to the individual in accordance with § 156.265(g); and</p> <p>(3) Include with each billing statement, as applicable, to or for the individual the amount of the advance payment of the premium tax credit for the applicable month(s), and the remaining premium owed.</p>
<p>45 CFR § 156.480 - Oversight of the administration of the cost-sharing reductions and advance payments of the premium tax credit programs.</p>	<p>(a) Maintenance of records. An issuer that offers a QHP in the individual market through a State Exchange must adhere to, and ensure that any relevant delegated entities and downstream entities adhere to, the standards set forth in § 156.705 concerning maintenance of documents and records, whether paper, electronic, or in other media, by issuers offering QHPs in a Federally-facilitated Exchange, in connection with cost-sharing reductions and advance payments of the premium tax credit.</p> <p>(b) Annual reporting requirements. For each benefit year, an issuer that offers a QHP in the individual market through an Exchange must report to HHS, in the manner and timeframe required by HHS, summary statistics specified by HHS with respect to administration of cost-sharing reduction and advance payments of the premium tax credit programs, including any failure to adhere to the standards set forth under § 156.410(a) through (d), § 156.425(a) through (b), and § 156.460(a) through (c) of this Part.</p> <p>(c) Audits. HHS or its designee may audit an issuer that offers a QHP in the individual market through an Exchange to assess compliance with the requirements of this subpart.</p>

Regulation	Rules
<p>45 CFR § 156.705 – Maintenance of records for Federally-facilitated Exchanges</p>	<p>(a) General standard. Issuers offering QHPs in a Federally-facilitated Exchange must maintain all documents and records (whether paper, electronic, or other media) and other evidence of accounting procedures and practices, necessary for HHS to do the following:</p> <p>(1) Periodically audit financial records related to QHP issuers' participation in a Federally-facilitated Exchange, and evaluate the ability of QHP issuers to bear the risk of potential financial losses; and</p> <p>(2) Conduct compliance reviews or otherwise monitor QHP issuers' compliance with all Exchange standards applicable to issuers offering QHPs in a federally-facilitated Exchange as listed in this part.</p> <p>(b) Records. The records described in paragraph (a) of this section include the sources listed in § 155.1210(b)(2), (3), and (5) of this subchapter.</p> <p>(c) Record retention timeframe. Issuers offering QHPs in a Federally-facilitated Exchange must maintain all records referenced in paragraph (a) of this section for 10 years.</p> <p>(d) Record availability. Issuers offering QHPs in a Federally-facilitated Exchange must make all records in paragraph (a) of this section available to HHS, the OIG, the Comptroller General, or their designees, upon request.</p>

Appendix 3 – Glossary of Terms and Acronyms

Terms & Acronyms	Definition
APTC	Advance Payments of the Premium Tax Credit
CEO	Chief Executive Officer
CFO	Chief Financial Officer
CFR	Code of Federal Regulations
CMS	Centers for Medicare & Medicaid Services
CSR	Cost-sharing Reduction
DHHS	Department of Health and Human Services
EPDW	Enrollment and Payment Data Workbook
GAGAS	Generally Accepted Government Auditing Standards
HIOS	Health Insurance Oversight System
IRS	Internal Revenue Service
PPACA	Patient Protection and Affordable Care Act
PLR	Policy-level Reporting
QHP	Qualified Health Plan
SBE	State-based Exchange
TIN	Tax Identification Number