



# STATE OF CONNECTICUT

## INSURANCE DEPARTMENT

### Market Conduct Report

of

### NCH Management Systems, Inc. dba New Century Health

May 4, 2022

From April 14, 2022 through May 4, 2022, the Market Conduct Division of the Connecticut Insurance Department examined the utilization review practices of NCH Management Systems, Inc. dba New Century Health (the Company), using a sample period of July 1, 2020 through December 31, 2020. The examination was limited to Connecticut enrollees.

NCH Management Systems, Inc. dba New Century Health has its home office in the State of Missouri and is licensed as a utilization review entity in the State of Connecticut under license number 200001292. By authority granted under §38a-591 of the Connecticut General Statutes, this examination was conducted by Market Conduct examiners of the State of Connecticut Insurance Department (the Department) at the Department's offices in Hartford, Connecticut.

The purpose of the examination was to evaluate the Company's utilization review practices in the State of Connecticut. From a listing of utilization reviews performed by the Company, the examiners reviewed sixty (60) sample files, which included approved certifications during the examination period.

The Department's findings are as follows:

- No exceptions were noted.