



HFS

**Illinois Department of
Healthcare and Family Services**

JB Pritzker, Governor
Elizabeth M. Whitehorn, Director

201 South Grand Avenue East, Springfield, Illinois 62763
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July 31, 2026

Toni Fortson-Bigby, CEO
Aetna Better Health Inc

RE: Aetna DSNP Lead Contact List Ad-Hoc Sanction

Dear Ms. Toni Fortson-Bigby:

This letter serves as written notification to Aetna DSNP Health Plan ("Aetna") of sanction pursuant to Section 1.2.38.I of the Contract for the Dual-Eligible Special Needs Plan (DSNP) between the Department of Healthcare and Family Services ("Department") and Aetna.

Aetna DSNP failed to timely respond to the Department's ad-hoc request issued via email on June 25, 2026, at 3:47 pm titled "MCO ACCT MGR ACTION: MCO Department Lead Contacts List - response due COB, Thursday July 2nd." The request required Aetna to provide an updated lead contact list to the Department by COB Thursday, July 2, 2026. Aetna did not reply until Monday, July 6, 2026, and did not request an extension to the due date. As such, the Department is sanctioning Aetna for \$5,000. Aetna is to issue an electronic payment to the Department, by either ACH or Wire Transfer, no later than Friday, August 28, 2026. The electronic payment shall include the following fields for payment identification and tracking purposes by the Department:

ORIG CO NAME: **Aetna Better Health Inc**

ORIG ID: **XXXXXXXXXX**

ENTRY DESCR: this is to be left blank

ENTRY CLASS: **CCD**

TRACE NO: **Bank Information**

ENTRY DATE: **yymmdd**

IND ID NO: **Bank Information**

IND NAME: **Aetna Better Health Inc**

REMARK: **DSNP Contact List Ad-Hoc**

ORIG BANK: **Bank Name**

*The information highlighted in yellow is specific to the Department and payment detail requirements, and shall not be changed or modified by the MCO.

*The information in gray is the banking information.

If you have any questions regarding this notification, please contact your HFS Account Management team Jessica Pickens at Jessica.Pickens@illinois.gov, or Bola Adeyiga at bola.o.adeyiga@illinois.gov.

Sincerely,

Helena Lefkow, Deputy Administrator, Managed Care Performance
Division of Medical Programs

cc: Hollie Tanzillo, Anita Stefanich, Keshonna Lones, Jessica Pickens, Veronica Trimble, Bola Adeyiga, Amy Roberts, Rich Allen, and Adam Lewis