



HFS

**Illinois Department of
Healthcare and Family Services**

JB Pritzker, Governor
Elizabeth M. Whitehorn, Director

201 South Grand Avenue East, Springfield, Illinois 62763
Telephone: +1 217-782-1200, TTY: +1 800-526-5812



March 26, 2026

Nancy Wohlhart, CEO
Blue Cross Community Health Plans

RE: Blue Cross HCI Provider Complaint Ad-Hoc Sanction

Dear Ms. Wohlhart:

This letter serves as written notification to Blue Cross Community Health Plans (Blue Cross) of sanction pursuant to Section 7.16.3 of the Contract for Furnishing Health Services by a Managed Care Organization between the Department of Healthcare and Family Services ("Department") and Blue Cross.

Blue Cross failed to respond timely to the Department's ad-hoc request issued on Thursday, January 8, 2026, at 11:45 AM, under the email title of "XXXXXXXXXX and XXXXXX tax id# XXXXXXXXXXX - response due noon 1/15/26." This ad-hoc required Blue Cross to provide a summary of resolution regarding a provider complaint submission by 12:00 PM, January 15, 2026. Blue Cross did not request an extension to the ad-hoc due date and did not provide a response until 3:33 PM, Thursday, January 15, 2026. As such, the Department is sanctioning Blue Cross \$5,000. Blue Cross is to issue an electronic payment to the Department, by either ACH or Wire Transfer, no later than Friday, April 24, 2026. The electronic payment shall include the following fields for payment identification and tracking purposes by the Department:

ORIG CO NAME: Health Care Service Corp
ORIG ID: XXXXXXXX
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: Health Care Service Corp
REMARK: HCI Provider Complaint
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 Leigh Anne Ochs at Leigh.A.Ochs@illinois.gov.

Sincerely,

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

cc: Courtney Boileau, Steven Kesten, Lilia Velazquez, Keshonna Lones, Leigh Anne Ochs, Jessica Pickens, Rich Allen, Amy Roberts, Adam Lewis