



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

Cristal Gary, CEO
Meridian Healthcare

RE: Meridian HCI Provider Term Notice SharePoint Report Sanction

Dear Ms. Gary:

This letter serves as written notification to Meridian Health Plan Inc (Meridian) of sanction pursuant to Section 7.16.2 of the Contract for Furnishing Health Services by a Managed Care Organization between the Department of Healthcare and Family Services ("Department") and Meridian.

Meridian failed to submit timely and correctly three Provider Term Notices into the HealthChoice Illinois SharePoint library. The UHS Provider Term Notice, XXXXXX XXX Clinic Term Notice, and XXXXXXXXXX Clinic Term notices were submitted by Meridian, into SharePoint, on January 27, 2026. The notices were not submitted within 3 business days of Meridian being notified of the terminations and Meridian did not request an extension to the submission due dates. MCO Policy 049 states the Contractor's designated SharePoint users (staff) must regularly upload/submit timely and correctly, the required deliverables in compliance with the Administrative Deliverables Site Library. This includes the Contractor's designated SharePoint users shall ensure that reports are "Checked In" after uploading or viewing. If a report is not "Checked In", the report has not been fully and completely submitted and is considered pending with the Contractor. Timely submission of SharePoint materials is based on the date and time of the "Checked In" action performed by the Contractor SharePoint user. Failure of the MCO to correctly submit deliverables in compliance with the requirements of the SharePoint Administrative Deliverables Site, including but not limited to the requirements of the Managed Care Program Contract(s), may result in the Department issuing sanctions to the MCO, including monetary penalties as provided in each Managed Care Program Contract. As such, the Department is sanctioning Meridian \$5,000. Meridian 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: Meridian Health Plan 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: **Meridian Health Plan Inc**
REMARK: **Provider Term Notice Sanction**
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 Stephanie Hunter at Stephanie.Hunter2@illinois.gov.

Sincerely,

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

cc: Daniel Rich, Ryan Litteken, Bob Miromonti, Keshonna Lones, Jessica Pickens, Stephanie Hunter, Amy Roberts, Rich Allen, and Adam Lewis