



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



August 31, 2026

Melanie Fernando, CEO
Aetna Better Health Inc

RE: Aetna HCI Compliance Certification SharePoint Submission Sanction

Dear Ms. Fernando:

This letter serves as written notification to Aetna Better Health Inc ("Aetna") 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 Aetna.

Aetna failed to submit its Compliance Certification into SharePoint, on or before July 31, 2026, as provided in the HealthChoice Illinois MCO Administrative Deliverables SharePoint Report document, revised March 1, 2024. The report was submitted to the HCI SharePoint Library on August 4, 2026. In addition, Aetna did not request an extension to the report due date. As such, the Department is sanctioning Aetna \$5,000. Aetna is to issue an electronic payment to the Department, by either ACH or Wire Transfer, no later than Friday, September 25, 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: XXXXXXXXX

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: **2026 Compliance Cert 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 Keshonna Lones at Keshonna.Lones@illinois.gov, or Bola Adeyiga at Bola.O.Adeyiga@illinois.gov.

Sincerely,

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

cc: Andrew Hyosaka, Dianne Robinson, Derek DeBoer, Keshonna Lones, Jessica Pickens, Veronica Trimble, Bola Adeyiga, Amy Roberts, Rich Allen, Adam Lewis