



HFS

Illinois Department of
Healthcare and Family Services

JB Pritzker, Governor
Elizabeth M. Whitehorn, Director

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January 23, 2026

Toni Fortson-Bigby, CEO
Aetna Better Health Inc

RE: Aetna DSNP Provider Directory Attestation SharePoint Report 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.H of the Contract for the Dual-Eligible Special Needs Plan (DSNP) between the Department of Healthcare and Family Services (“Department”) and Aetna.

Aetna failed to submit their Provider Directory Attestation into the DSNP SharePoint library, on or before January 5, 2026. The report was submitted to the SharePoint DSNP library on January 6, 2026. In addition, Aetna did not request an extension to the SharePoint reporting 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, February 20, 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: **Provider Directory 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 Veronica Trimble at Veronica.A.Trimble@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, Amy Roberts, Rich Allen,
and Adam Lewis