



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

January 16, 2026,

Melanie Fernando, CEO
Aetna Better Health Inc

RE: Aetna HCI Untimely Ad-Hoc CGT Instructions

Dear Ms. Fernando:

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

Aetna failed to respond timely to the Department’s ad-hoc request issued by the Department on Tuesday, November 15, 2025, at 9:59 am, under the email title of “URGENT HCI ACCT MGR ACTION: CGT Instructions to Hospitals and MCOs & CGT Access Model - response due Friday 11.21.25”. This ad-hoc request required a response from Aetna that they have reviewed and understand the CGT instructions that were attached to the above referenced email. The response was due to the department by COB Friday, November 21, 2025. Aetna did not respond until Monday, November 24, 2025, and did not request an extension to the 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 13, 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: **[REDACTED]**

ENTRY DESCRIPTOR: this is to be left blank

ENTRY CLASS: **CCD**

TRACE NO: **Bank Information**

ENTRY DATE: **yyymmdd**

IND ID NO: **Bank Information**

IND NAME: **Aetna Better Health Inc**

REMARK: **CGT Ad-Hoc 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 Leigh Anne Ochs at Leigh.A.Ochs@illinois.gov.

Sincerely,

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

cc: Andrew Hyosaka, Derek DeBoer, Dianne Robinson, Keshonna Lones, Leigh Anne Ochs, Stephanie Hunter, Amy Roberts, Rich Allen, Jennifer Sawicki, Adam Lewis and Jessica Pickens.