



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



May 15, 2026,

Melanie Fernando, CEO
Aetna Better Health Inc

RE: Aetna HCI Untimely Provider Complaint Ad-Hoc

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 Wednesday, April 8, 2026, at 2:57 pm, under the email title of "Chicago Hearing Society JAC # 21". This ad-hoc request required a response from Aetna regarding a provider complaint. The response was due to the department by COB Wednesday, April 22, 2026. Aetna did not respond until Thursday, April 30, 2026, 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, June 12, 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: **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: **Aetna Better Health Inc**
REMARK: **Ad-Hoc Sanction 05222026**
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 Bola Adeyiga at Bola.O.Adeyiga@Illinois.gov.

Sincerely,

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

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