



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

Toni Fortson-Bigby, CEO
Aetna Better Health Inc

RE: Aetna MMAI Untimely HHAeXchange Ad-Hoc Sanction

Dear Ms. Toni Fortson-Bigby:

This letter serves as written notification to Aetna Better Health MMAI ("Aetna") of sanction pursuant to Section 5.3.14.1.11 of the Medicare-Medicaid Alignment Initiative (MMAI) Contract and in direct violation of Section 2.16.2.7 which states, "Submit at the request of CMS or the Department additional ad hoc or periodic reports or analyses of data related to the Contract."

Aetna failed to respond timely to the Department's ad-hoc request issued by the HFS.AMRequests@illinois.gov in-box on Friday, November 21, 2025 titled "MCO ACCOUNT MANAGER ACTION: HHAeXchange IL DoA and DRS MCO FFS to MCO authorizations - COB Friday, 12.12.2025." Aetna did not respond to this ad-hoc request on or before COB Friday, December 12, 2025, or 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 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: **Aetna Ad-Hoc HHAeXchange**
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: Hollie Tanzillo, Anita Stefanich, Keshonna Lones, Leigh Anne Ochs, Stephanie Hunter, Amy Roberts, Rich Allen, Adam Lewis, Jessica Pickens