



**HFS**

Illinois Department of  
Healthcare and Family Services

JB Pritzker, Governor  
Elizabeth M. Whitehorn, Director

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February 6, 2026

Nancy Wohlhart, CEO  
Blue Cross Community Health Plans

**RE: BCBS HCI Daily Notification File Utilization Sanction**

Dear Ms. Wohlhart:

This letter serves as written notification to Blue Cross Community Health Plans (Blue Cross) of sanction pursuant to Section 7.16.18 of the Contract for Furnishing Health Services by a Managed Care Organization between the Department of Healthcare and Family Services (“Department”) and Blue Cross.

On December 16, 2025, the Department received a complaint regarding a member’s authorized guardian being unable to speak with the member’s MCO. On September 11, 2025, at 2:42pm in the email titled “FW: Urgent-Blue Cross-Medication/Customer Service-PHI”, the Department confirmed that guardian changes for DCFS youth are communicated to MCOs via the Daily Notification File (DNF). Failure of the MCO to ensure that their system is adequately updated to capture DNF updates could result in a sanction for refusing to provide services to the member’s guardian. Upon review of the December 16 complaint details, the Department determined that Blue Cross failed to ensure their system was adequately updated to capture and retain DNF updates causing unnecessary member abrasion. As such, the Department is sanctioning Blue Cross \$5,000 for not adhering to HFS guidance related to the DNF. Blue Cross is to issue an electronic payment to the Department, by either ACH or Wire Transfer, no later than Friday, March 06, 2025. The electronic payment shall include the following fields for payment identification and tracking purposes by the Department:

ORIG CO NAME: Health Care Service Corp  
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: Health Care Service Corp  
REMARK: HCI DNF 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](mailto:Jessica.Pickens@illinois.gov), or Leigh Anne Ochs at [Leigh.A.Ochs@illinois.gov](mailto:Leigh.A.Ochs@illinois.gov).

Sincerely,

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

cc: Courtney Boileau, Steven Kesten, Lilia Velazquez, Amy Roberts, Keshonna Lones, Rich Allen, Stephanie Hunter, Jessica Pickens and Adam Lewis