



**HFS**

Illinois Department of  
Healthcare and Family Services

JB Pritzker, Governor  
Elizabeth M. Whitehorn, Director

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February 06, 2026

Stephen Harris, CEO  
Blue Cross Blue Shield MMAI Health Plans

**RE: BCBS MMAI Erroneous Letter Sanction**

Dear Mr. Harris:

This letter serves as written notification to Blue Cross Blue Shield MMAI Health Plan (“Blue Cross”) of sanction pursuant to Section 5.3.14.1.11 of the Contract for the Medicare and Medicaid Alignment Initiative between the Department of Health and Human Services, acting by and through the Centers for Medicare & Medicaid Services (CMS), the State of Illinois, acting by and through the Department of Healthcare and Family Services (Department) and Blue Cross.

On November 3, 2025, Blue Cross sent an erroneous letter to all Blue Cross MMAI members stating they were disenrolled from Blue Cross effective 1/1/2026 and if a member wanted to remain enrolled in BCBS MMAI, the members should call the HFS client enrollment broker. The letter contained inaccurate information and was not approved by the Department for distribution in this circumstance. BCBS MMAI was provided with a specific non-renewal letter for notifying customers about the termination during the sunset of MMAI. Pursuant to MMAI Contract Sections 2.16.2.4 and 3.1.2.1, Blue Cross did not have approval to send the standard termination letter in this circumstance. As such, the Department is fining Blue Cross \$15,000 for the non-compliant letter. Blue Cross is to issue an electronic payment to the Department, by either ACH or Wire Transfer, no later than Friday, March 6, 2026. 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: Erron Letter Sanct

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 Keshonna Lones at Keshonna.Lones@illinois.gov, or Stephanie Hunter at Stephanie.Hunter2@illinois.gov.

Sincerely,

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

cc: Dana Mott, Adam Eifler, Tamara Valdez, Amy Roberts, Keshonna Lones, Rich Allen, Leigh Anne Ochs, Stephanie Hunter, Adam Lewis, and Jessica Pickens.