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May 13, 2019

Nancy Wohlhart
VP, IL Medicaid Operations
Blue Cross Blue Shield of Illinois
300 East Randolph Street
Chicago, IL 60601

RE: Notice Lifting Auto-Assignment Sanction under the Contract for Furnishing Health Services
by a Managed Care Organization

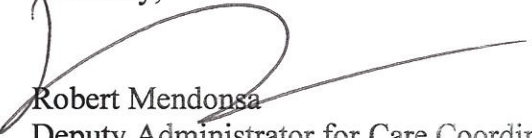
Dear Ms. Wohlhart:

This letter serves as formal notice to Blue Cross Blue Shield of Illinois (BCBS) that the Department of Healthcare and Family Services (the "Department") has lifted the auto-assignment sanction on the Contract for Furnishing Health Services by a Managed Care Organization (2018-24-101) ("contract") for coverage effective dates beginning July 1, 2019. This action was taken after the Department and its External Quality Review Organization (EQRO) reviewed BCBS's Appeals and Grievances Corrective Action Plan (CAP) data in May 2019, and the EQRO validated that BCBS had come into substantial compliance with the appeals and grievances contract requirements.

BCBS was initially placed on an auto-assignment sanction for coverage effective dates beginning April 1, 2018 for an inadequate statewide provider network. An enrollment sanction was then established for appeals and grievances contract noncompliance beginning April 11, 2018. The EQRO and HFS determined that BCBS had an adequate statewide provider network in 2018, however, the auto-assignment sanction continued under the Appeals and Grievances CAP until the EQRO validated substantial contract compliance in May 2019.

Please let your Account Manager know if you have any questions.

Sincerely,


Robert Mendonsa
Deputy Administrator for Care Coordination
Illinois Department of Healthcare and Family Services

cc: Laura Ray
Laura Phelan
Pam Bunch
Lauren Tomko

Sylvia Riperton-Lewis
Sherri Sadala
Mary Doran
Kim Cox