



HFS

Illinois Department of
Healthcare and Family Services

JB Pritzker, Governor

Theresa A. Eagleson, Director

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June 28, 2023

Rushil Desai, CEO
Aetna Better Health

RE: HCI EUM 2023 Eval 2 \$100,000 Financial Penalty

Dear Mr. Desai:

This letter serves as notification to Aetna Better Health (“Aetna”) of sanction pursuant to Section 7.16.6 of the Contract for Furnishing Health Services by a Managed Care Organization (“contract”) between the Department of Healthcare and Family Services (“Department”) and Aetna:

7.16. Failure to submit Encounter Data. The Department and Contractor acknowledge and agree that they will work in good faith to implement mutually agreed-upon system requirements resulting in the complete and comprehensive transfer and acceptance of Encounter Data, and that such mutual agreement shall not be unreasonably withheld. Contractor shall submit complete and accurate data quarterly to the Department in accordance with the Illinois Medicaid Health Plan Encounter Utilization Monitoring (EUM) requirements document, as set forth in Attachment XXIII, for each evaluation period. If Contractor does not meet the standards by the evaluation date as set forth in Attachment XXIII, the Department, without further notice, may:

7.16.6.1 impose a monetary penalty of up to US \$100,000;

7.16.6.1.1 impose a monetary penalty of up to US \$100,000 for each unmet standard, beginning with the calendar year 2022 third quarter EUM data;

7.16.6.2 impose an enrollment hold on Contractor; or

7.16.6.3 impose both.

Aetna’s HealthChoice Illinois (HCI) Encounter Summary report for EUM 2023 Evaluation Period 2 Subcategory score for Transportation, 89.00%, was below the 90% threshold related to the \$100,000 Financial Penalty outlined in Attachment XIII. The Department is hereby providing written notice that Aetna failed to meet the established expectation and is therefore fining Aetna in the amount of \$100,000. Aetna is to issue a check for the sanction, that is payable to the Department of Healthcare and Family Services for \$100,000. In the memo section of the check, please indicate “Re Aetna HCI EUM 2023 Eval 2”. Please send the check by Friday, July 28, 2023, to:

Department of Healthcare and Family Services
Bureau of Fiscal Operations, Attn: Donavon Patton
2200 Churchill Road, Building A2
Springfield, IL 62702

If you have any questions regarding this information, please contact Devang Ghadia at 217-524-2502.

Sincerely,

Robert Mendonsa, Deputy Administrator
Division of Medical Programs

cc: Melanie Fernando, Dianne Robinson, Amy Roberts, Dennise Parker, April OShea, Devang Ghadia, Donavon Patton, Laura Ray, Lauren Polite, Brenda Vilayhong, Kimberley Cox, and Joe Merwin