

201 South Grand Avenue East
Springfield, Illinois 62763-0002

Telephone: (217) 782-1200
TTY: (800) 526-5812

October 12, 2023

Mr. Jason Harbitz
Aetna Better Health MMAI

RE: Aetna MMAI Q3 CY2023 (July - September) Provider Resolution Portal Sanction Payment Notice

Dear Mr. Harbitz:

This letter serves as written notification to Aetna Better Health MMAI ("Aetna MMAI") of sanction pursuant to Section 5.3.14 of the Medicare-Medicaid Alignment Initiative Contract and 89 Ill. Adm. Code 140.75.

Within 30 calendar days after receiving a disputed claim from the Department's provider complaint portal, the MCO will develop a written proposal to resolve the disputed claims, which shall be electronically transmitted to the provider and uploaded to the provider complaint portal. Aetna MMAI is in direct violation of 89 Ill. Adm. Code 140.75 by not providing a written response/resolution within the 30 calendar day timeframe for the following tickets:

Overdue Provider Resolution Ticket Details:

Ticket Ref No: MCP-230615-110244-01

Written Proposal Resolution Due Date: 07/17/2023

MCO Written Proposal Response Submission Date: 7/18/2023

Complaint Type: Payment/Claims

Fine Due: \$5,000.00

Ticket Ref No: MCP-230615-110236-01

Written Proposal Resolution Due Date: 07/17/2023

MCO Written Proposal Response Submission Date: 7/19/2023

Complaint Type: Coverage/Service Denials

Fine Due: \$5,000.00

Therefore, the Department is issuing Aetna MMAI a sanction in the amount of \$10,000. Aetna MMAI is to issue a check payable to the Department of Healthcare and Family Services and submit that check to the contact and address listed below no later than 11/01/2023. In the memo section of the check, please indicate "Aetna MMAI Q3 CY2023 Provider Resolution Portal Sanction".

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 notification, please contact your HFS Account Manager, Lauren Polite at Lauren.Polite@illinois.gov.

Sincerely,

Robert Mendonsa, Deputy Administrator
Division of Medical Programs

cc: Mark Szymala, Anita Stefanich, Laura Ray, Brenda Vilayhong, Lauren Polite, Amy Roberts, Dennise Parker, April OShea, Joe Merwin, and Donavon Patton