



HFS
Illinois Department of
Healthcare and Family Services



JB Pritzker, Governor
Theresa A. Eagleson, Director

201 South Grand Avenue East, Springfield, Illinois 62763
Telephone: +1 217-782-1200, TTY: +1 800-526-5812

January 19, 2023

Christine Kourouklis
Blue Cross/Blue Shield MMAI

RE: MMAI EUM 2022 Eval 4 \$100,000 Financial Penalty

Dear Ms. Kourouklis:

This letter serves as notification to Blue Cross/Blue Shield MMAI Health Plan (“BCBS MMAI”) of sanction pursuant to Section 5.3.14 of the Contract for the Medicare and Medicaid Alignment Initiative (“MMAI Contract”) 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 BCBS MMAI:

5.3.14 Intermediate Sanctions and Civil Monetary Penalties

5.3.14.1 In addition to termination under Section 5.5, CMS and the Department may impose any or all of the sanctions in Section 5.3.14.2 upon any of the events below; provided, however, that CMS and the Department will only impose those sanctions they determine to be reasonable and appropriate for the specific violations identified. Sanctions may be imposed in accordance with regulations that are current at the time of the sanction. Sanctions may be imposed in accordance with this section if the Contractor:

5.3.14.1.11 Fails to comply with reporting requirements;

5.3.14.1.12 Fails to submit complete and usable encounter data

BCBS MMAI’s Overall score of 75.00% in the Encounter Summary report for EUM 2022 Evaluation Period 4 was below the 85% threshold related to the \$50,000 Financial Penalty pursuant to Section 2.17.3 of the MMAI Contract. Additionally, BCBS MMAI’s Subcategory scores for Transportation, 44.60%, Dental, 62.00%, Professional, 40.60%, and Waiver, 59.40%, are below the threshold of 75% related to the \$50,000 Financial Penalty pursuant to Section 2.17.3 of the MMAI Contract. The Department is hereby providing written notice that BCBS MMAI failed to meet the established expectation and is therefore fining BCBS MMAI in the amount of \$100,000. BCBS MMAI 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 BCBS MMAI EUM 2022 Eval 4”. Please send the check by Friday, February 17, 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: Stephanie Barrera, Adam Eifler, Amy Roberts, Dennise Parker, April OShea, Devang Ghadia, Donavon Patton, Laura Ray, Lauren Polite, Keshonna Lones, Brenda Vilayhong, Kimberley Cox, Joe Merwin, and Sam Trigillo