

201 South Grand Avenue East  
Springfield, Illinois 62763-0002

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

October 12, 2023

Mr. Matthew Wolf  
Molina Health Plan

**RE: Molina HCI Q3 CY2023 (July - September) Provider Resolution Portal Sanction Payment Notice**

Dear Mr. Wolf:

This letter serves as written notification to Molina Health Plan ("Molina") of sanction pursuant to Section 7.16.17 of the Contract for Furnishing Health Services by a Managed Care Organization between the Department of Healthcare and Family Services ("Department") and Molina, and Pursuant to 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. Molina 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-230614-110222-08  
Written Proposal Resolution Due Date: 07/17/2023  
MCO Written Proposal Response Submission Date: 7/25/2023  
Complaint Type: Coverage/Service Denials  
Fine Due: \$5,000.00

Ticket Ref No: MCP-230614-110220-08  
Written Proposal Resolution Due Date: 07/17/2023  
MCO Written Proposal Response Submission Date: 7/24/2023  
Complaint Type: Coverage/Service Denials  
Fine Due: \$5,000.00

Ticket Ref No: MCP-230615-110240-08  
Written Proposal Resolution Due Date: 07/17/2023  
MCO Written Proposal Response Submission Date: 7/25/2023  
Complaint Type: Coverage/Service Denials  
Fine Due: \$5,000.00

Ticket Ref No: MCP-230615-110239-08

Written Proposal Resolution Due Date: 07/17/2023

MCO Written Proposal Response Submission Date: 7/25/2023

Complaint Type: Coverage/Service Denials

Fine Due: \$5,000.00

Therefore, the Department is issuing Molina a sanction in the amount of \$20,000. Molina 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 "Molina HCI 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](mailto:Lauren.Polite@illinois.gov).

Sincerely,

Robert Mendonsa, Deputy Administrator  
Division of Medical Programs

cc: Tom Rodakowski, Vijay Parthasarathy, Michael Welton, Laura Ray, Brenda Vilayhong, Lauren Polite, Amy Roberts, Joe Merwin, Dennise Parker, April OShea, and Donavon Patton