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October 17, 2017

Lawrence Kissner, CEO  
Aetna Better Health of Illinois  
333 West Wacker Drive, Suite 2100  
Chicago, Illinois 60606

**RE: Notice of Sanction: \$50,000 Financial Penalty**

Dear Mr. Kissner:

This letter serves as notification to Aetna Better Health of Illinois ("Aetna") of sanction pursuant to Section 7.16.3 of the Contract for Furnishing Health Services by a Managed Care Organization ("contract") between the Department of Healthcare and Family Services ("Department") and Aetna:

**"7.16.3 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:

7.16.3.1 Impose a quarterly monetary penalty,

7.16.3.2 Suspend auto-assignment of Potential Enrollees with Contractor, or


7.16.3.3 Impose both."

Aetna's score of 94.39% for its FHP/ACA contract in the Encounter Summary Report for Evaluation Period 3 was below the 95% threshold related to the \$50,000 Financial Penalty outlined in Attachment XXIII. The Department is hereby providing written notice that Aetna failed to meet the established expectation and is therefore fining Aetna in the amount of \$50,000. Aetna is to issue a check payable to the Department of Healthcare and Family Services for \$50,000. In the memo section of the check, please indicate "Re EUM Eval. 3 FHP/ACA Contract". Please send the check by 11/27/2017 to:

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

If you have any questions regarding this information, please contact Paul Stieber at 312-793-1045.

Sincerely,

  
Robert Mendonsa, Deputy Administrator  
Division of Medical Programs

cc: Donavon Patton, Kevin Wytas, Latoya Crawford, Lauren Polite, Matthew Duff and Paul Stieber