



**HFS**

Illinois Department of  
Healthcare and Family Services

JB Pritzker, Governor  
Elizabeth M. Whitehorn, Director

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April 10, 2024

Mr. Rushil Desai  
Aetna Better Health Inc

**RE: Aetna HCI Q1 CY2024 (January - March) Provider Resolution Portal Sanction Payment Notice**

Dear Mr. Desai:

This letter serves as written notification to Aetna Better Health Inc ("Aetna") 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 Aetna and pursuant to 89 Ill. Adm. Code 140.75.

These requirements state that 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 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-231220-111784-01

Written Proposal Resolution Due Date: 01/22/2024

MCO Written Proposal Response Submission Date: 1/23/2024

Complaint Type: Payment/Claims

Fine Due: \$5,000.00

Therefore, the Department is issuing Aetna a sanction in the amount of \$5,000. Aetna is to issue an electronic payment to the Department, by either ACH or Wire Transfer, no later than Friday, May 3, 2024. The electronic payment shall include the following fields for payment identification and tracking purposes by the Department:

ORIG CO NAME: Aetna Better Health Inc  
ORIG ID: ██████████  
ENTRY DESCR: this is to be left blank  
ENTRY CLASS: CCD  
TRACE NO: Bank Information  
ENTRY DATE: yymmdd  
IND ID NO: Bank Information  
IND NAME: Aetna Better Health Inc  
REMARK: IP Q1 2024 Provider Portal Sanction  
ORIG BANK: Bank Name

\*The information highlighted in yellow is specific to the Department and payment detail requirements, and shall not be changed or modified by the MCO.

\*The information in gray is the banking information.

If you have any questions regarding this notification, please contact your HFS Account Management team Keshonna Lones at Keshonna.Lones@illinois.gov, or Leigh Anne Ochs at Leigh.A.Ochs@illinois.gov.

Sincerely,

Laura Ray, Bureau Chief of Managed Care  
Division of Medical Programs

cc: Derek DeBoer, Melanie Fernando, Dianne Robinson, Helena Lefkow, Amy Roberts, Keshonna Lones, Leigh Anne Ochs, Stephanie Hunter, Dennise Parker, April OShea, Donavon Patton, Joe Merwin