



August 8, 2024

Mr. Rushil Desai
Aetna Better Health Inc

RE: Aetna HCI Untimely Transportation Ad Hoc Report Response Sanction Notice

Dear Mr. Desai:

This letter serves as written notification to Aetna Better Health Inc. ("Aetna") of sanction pursuant to Section 7.16.3, Failure to submit ad hoc reports, of the Contract for Furnishing Health Services by a Managed Care Organization ("Contract") between the Department of Healthcare and Family Services ("Department") and Aetna.

Aetna failed to respond timely to the Department's ad hoc report request issued by the HFS.AMRequests@illinois.gov in-box, on Friday, July 5, 2024, at 4:03 PM, under the email title of "MCO ACCOUNT MANAGER ACTION: MTM Transportation Complaints - due COB 07.12.24". In addition, Aetna did not request an extension to the response due date. 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, September 6, 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: **[REDACTED]**
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: **Transportation Ad-Hoc**
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,

Helena Lefkow, Deputy Administrator, Managed Care Performance
Division of Medical Programs

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