



**HFS**  
Illinois Department of  
Healthcare and Family Services

JB Pritzker, Governor  
Elizabeth M. Whitehorn, Director

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November 22, 2024

Mr. Rushil Desai  
Aetna Better Health Inc

**RE: Aetna HCI Untimely CvB Ad-Hoc Sanction**

Dear Mr. Desai:

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

Aetna failed to respond timely to the Department's ad-hoc request issued on Tuesday, October 8, 2024 at 10:27 A.M., under the email title of "UPDATE!!: Collins vs Bradley 100124-02 for Aetna Better Health - #secure#". This ad-hoc request required Aetna to provide the additional information requested on or before COB Friday, October 11, 2024. Aetna did not respond to this ad-Hoc request on or before COB Friday, October 11, 2024, and Aetna did not request an extension to the ad-hoc request due date. As such, the Department is sanctioning Aetna \$5,000. Aetna is to issue an electronic payment to the Department, by either ACH or Wire Transfer, no later than Friday, December 20, 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: yymdd  
IND ID NO: Bank Information  
IND NAME: Health Care Service Corp  
REMARK: Aetna CvB 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,

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, Rich Allen, and Joe Merwin