



HFS

**Illinois Department of
Healthcare and Family Services**

JB Pritzker, Governor
Elizabeth M. Whitehorn, Director

201 South Grand Avenue East, Springfield, Illinois 62763
Telephone: +1 217-782-1200, TTY: +1 800-526-5812



September 22, 2025,

Kimberly Foltz, CEO
Aetna Better Health Inc

RE: Aetna HCI Untimely Prenatal Care PIP Sanction

Dear Ms. Foltz:

This letter serves as written notification to Aetna Better Health Inc ("Aetna") of sanction pursuant to Section 7.16.2 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 timely submit their Prenatal Care PIP, which was due on Friday, August 15, 2025. The Prenatal Care PIP was not submitted until August 25, 2025. Aetna did not request an extension to the report 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, October 17, 2025. 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: **Prenatal Care PIP**
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, Keshonna Lones, Leigh Anne Ochs, Stephanie Hunter,
Amy Roberts, Rich Allen, Joe Merwin, Jennifer Sawicki, Adam Lewis