



**HFS**

Illinois Department of  
Healthcare and Family Services

JB Pritzker, Governor  
Elizabeth M. Whitehorn, Director

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April 30, 2024

Mr. Rushil Desai  
Aetna Better Health Inc

**RE: Aetna HCI Untimely SharePoint PDL Attestation Submission Sanction Notice**

Dear Mr. Desai:

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.

Pursuant to Section 5.3.2.9, **Attestation**, Attachment XIII, **Required Deliverables, Submissions and Reporting**, and MCO Policy 043, **MCO Quarterly Attestation of Adherence to the Department's PDL**, each MCO shall complete and submit a PDL Attestation form to the Department's SharePoint system within five (5) business days after the end of each calendar quarter. Aetna did not submit its CY2024 Q1 (January – March 2024) quarterly PDL Attestation form to the Department's SharePoint system on or before Friday, April 5, 2024. The form was submitted by Aetna into the SharePoint system on Friday, April 12, 2024. As such, Aetna's CY2024 Q1 quarterly PDL Attestation form was not submitted timely. 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 31, 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: **272512072**

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: **CY24 Q1 PDL Attestation**

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 of Managed Care  
Division of Medical Programs

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