



**HFS**

Illinois Department of  
Healthcare and Family Services

JB Pritzker, Governor

Theresa A. Eagleson, Director

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October 25, 2022

Rushil Desai  
Aetna Better Health

**RE: HCI EUM 2022 Eval 3 \$100,000 Financial Penalty**

Dear Mr. Desai:

This letter serves as notification to Aetna Better Health (“Aetna”) of sanction pursuant to Section 7.16.6 of the Contract for Furnishing Health Services by a Managed Care Organization (“contract”) between the Department of Healthcare and Family Services (“Department”) and Aetna:

**7.16. Failure to submit Encounter Data.** The Department and Contractor acknowledge and agree that they will work in good faith to implement mutually agreed-upon system requirements resulting in the complete and comprehensive transfer and acceptance of Encounter Data, and that such mutual agreement shall not be unreasonably withheld. Contractor shall submit complete and accurate data quarterly to the Department in accordance with the Illinois Medicaid Health Plan Encounter Utilization Monitoring (EUM) requirements document, as set forth in Attachment XXIII, for each evaluation period. If Contractor does not meet the standards by the evaluation date as set forth in Attachment XXIII, the Department, without further notice, may:

7.16.6.1 impose a monetary penalty of up to US \$100,000;

7.16.6.1.1 impose a monetary penalty of up to US \$100,000 for each unmet standard, beginning with the calendar year 2022 third quarter EUM data;

7.16.6.2 impose an enrollment hold on Contractor; or

7.16.6.3 impose both.

Aetna’s Overall score of 96.40% for its HealthChoice Illinois (HCI) contract in the Encounter Summary report for EUM 2022 Evaluation Period 3 was below the 98% threshold related to the \$100,000 Financial Penalty outlined in Attachment XIII. The Department is hereby providing written notice that Aetna failed to meet the established expectation and is therefore fining Aetna in the amount of \$100,000. Aetna is to issue a check for the sanction, that is payable to the Department of Healthcare and Family Services for \$100,000. In the memo section of the check, please indicate “Re Aetna HCI EUM 2022 Eval 3”. Please send the check by Friday, November 18, 2022, to:

Department of Healthcare and Family Services  
Bureau of Fiscal Operations, Attn: Donavon Patton  
2200 Churchill Road, Building A2  
Springfield, IL 62702

If you have any questions regarding this information, please contact Devang Ghadia at 217-524-2502.

Sincerely,

Robert Mendonsa, Deputy Administrator  
Division of Medical Programs

cc: Dianne Robinson, Melanie Fernando, Amy Roberts, Dennise Parker, April OShea, Devang Ghadia, Donavon Patton, Laura Ray, Lauren Polite, Brenda Vilayhong, Kimberley Cox, Joe Merwin, and Sam Trigillo