

201 South Grand Avenue East
Springfield, Illinois 62763-0002

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April 2, 2021

Kimberly Foltz, CEO
Aetna Better Health
3200 Highland Ave, MC F648
Downers Grove, Illinois 60515

RE: Notice of Sanction: \$100,000 Financial Penalty

Dear Ms. Foltz:

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:

“7.16.6 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;

7.16.6.2 impose an enrollment hold on Contractor; or

7.16.6.3 impose both.”

Aetna’s Overall score of 95.00% for its HealthChoice Illinois contract in the Encounter Summary report for EUM 2021 Evaluation Period 1 was below the 98% threshold related to the \$50,000 Financial Penalty outlined in Attachment XXII. Additionally, Aetna’s scores of 72.50% for the SUPR category, 78.00% for the Waiver category, and 87.20% for the Home Health category are below the 88% threshold related to the \$50,000 Financial Penalty outlined in Attachment XXIII. The Department is hereby providing written notice that Aetna failed to meet the established expectations and is therefore fining Aetna in the amount of \$100,000. Aetna is to issue a check payable to the Department of Healthcare and Family Services for \$100,000. In the memo section of the check, please indicate “Re EUM 2021 Eval 1”. Please send the check by 05/07/2021 to:

Department of Healthcare and Family Services
Bureau of Fiscal Operations, Attn: Matthew Duff
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: Rushil Desai, Amy Roberts, Dennise Parker, Devang Ghadia, Donavon Patton, Laura Ray, Lauren Polite, Qiana Shelton-Brown, Angelique Momon, Brenda Vilayhong, and Matthew Duff