

201 South Grand Avenue East
Springfield, Illinois 62763-0002

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July 12, 2022

Mr. Rushil Desai
CEO
Aetna Better Health

RE: Aetna HEDIS and CAHPS MY2021/R2022 Sanction Notice

Dear Mr. Desai:

This letter serves as written notification to Aetna Better Health (“Aetna”) of sanction pursuant to Section 7.16. 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 submit its HEDIS and CAHPS data submission guidance document and data certification form for RY2022 by June 22, 2022. Therefore, pursuant to Section 7.16.7, Failure to Submit Quality and Performance Measures, the Department is issuing Aetna a sanction in the amount of \$5,000. Aetna is to issue a check payable to the Department of Healthcare and Family Services for \$5,000, and submit that check to the contact and address listed below no later than August 5, 2022. In the memo section of the check, please indicate “Aetna MY2021/R2022 HEDIS and CAHPS Sanction”.

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 notification, please contact your HFS Account Manager, Lauren Polite at Lauren.Polite@illinois.gov.

Sincerely,

Robert Mendonsa, Deputy Administrator
Division of Medical Programs

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