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August 31, 2022

Rushil Desai, CEO
Aetna Better Health

RE: Healthcare Transformation Collaboratives (HTC) Payment Ad Hoc Report Sanction

Dear Mr. Desai:

This letter serves as written notification to Aetna Better Health Plan (“Aetna”) of sanction pursuant to Section 7.16.3, Failure to submit ad hoc reports, of the Contract for Furnishing Health Services by a Managed Care Organization (“Contract”) between the Department of Healthcare and Family Services (“Department”) and Aetna.

Aetna failed to respond timely to the Department’s ad hoc report request issued by the HFS.AMRequests@illinois.gov in-box, on Wednesday, July 27, 2022 at 11:20 A.M., under the email title of “RE: HCI MCO ACCOUNT MANAGERS: HTC Healthcare Transformation Collaboratives Directed Payment Reports (for July - Sept) ACTION: Receipt and July payment date confirmation due COB Friday July 29th”. Aetna did not respond to this ad-hoc request by COB, Friday, July 29, 2022. As such, the Department is sanctioning Aetna \$5,000. Aetna is to issue a check payable to the Department of Healthcare and Family Services for \$5,000 and shall submit that check to the contact and address listed below no later than Friday, September 23, 2022. In the memo section of the check, please indicate “Aetna HTC Directed Payment Reports 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 information, please contact your HFS Account Manager, Lauren Polite at Lauren.Polite@illinois.gov.

Sincerely,

Laura Ray, Acting 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