

201 South Grand Avenue East
Springfield, Illinois 62763-0002

Telephone: (217) 782-1200
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August 31, 2022

Rushil Desai, CEO
Aetna Better Health

RE: Untimely FOIA 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 FOIA ad hoc report request issued by the HFS.AMRequests@illinois.gov in-box, on Friday, August 5, 2022 at 2:36 P.M., under the email title of “**Subject:** Account Manager: FOIA 22-337 [REDACTED]”. Aetna did not respond to this ad-hoc request on or before Wednesday, August 10, 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 Untimely Ad Hoc Report 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