



HFS

**Illinois Department of
Healthcare and Family Services**

JB Pritzker, Governor
Elizabeth M. Whitehorn, Director

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October 10, 2025

Toni Fortson-Bigby, CEO
Aetna Better Health Inc

RE: Aetna MMAI QA-UR-PR SharePoint Report Sanction

Dear Ms. Toni Fortson-Bigby:

This letter serves as written notification to Aetna Better Health MMAI ("Aetna") of sanction pursuant to Section 5.3.14.1.11 of the Contract for the Medicare and Medicaid Alignment Initiative between the Department of Health and Human Services, acting by and through the Centers for Medicare & Medicaid Services (CMS), the State of Illinois, acting by and through the Department of Healthcare and Family Services (Department) and Aetna.

Aetna failed to submit its MMAI QA-UR-PR Annual Report into SharePoint, on or before, October 1, 2025. MCO Policy 049 shared with MCO's via email on 2/07/2023 stipulates: MCOs that are participating in more than one Managed Care Program, shall prepare and submit required SharePoint materials that are specific to each Managed Care Program. The MCO shall not complete one form or report and combine data for all managed care programs under one document when submitting materials into SharePoint. Aetna did not submit their Annual QA-UR-PR to the MMAI Program's SharePoint by October 01, 2025, and did not request an extension to the report due date. As such, the Department is sanctioning Aetna \$5,000. Aetna is to issue an electronic payment to the Department, by either ACH or Wire Transfer, no later than Friday, November 7, 2025. The electronic payment shall include the following fields for payment identification and tracking purposes by the Department:

ORIG CO NAME: Aetna Better Health Inc

ORIG ID: 72532024

ENTRY DESCR: this is to be left blank

ENTRY CLASS: CCD

TRACE NO: Bank Information

ENTRY DATE: yymmdd

IND ID NO: Bank Information

IND NAME: Aetna Better Health Inc

REMARK: MMA QA-UR-PR Sanction

ORIG BANK: Bank Name

*The information highlighted in yellow is specific to the Department and payment detail requirements, and shall not be changed or modified by the MCO.

*The information in gray is the banking information.

If you have any questions regarding this notification, please contact your HFS Account Management team Keshonna Lones at Keshonna.Lones@illinois.gov, or Leigh Anne Ochs at Leigh.A.Ochs@illinois.gov.

Sincerely,

Helena Lefkow, Deputy Administrator, Managed Care Performance
Division of Medical Programs

cc: Hollie Tanzillo, Anita Stefanich, Lakeesha Thompson, Keshonna Lones, Leigh Anne Ochs, Stephanie Hunter, Amy Roberts, Rich Allen, Joe Merwin, Jennifer Sawicki, Adam Lewis