

**HFS****Illinois Department of
Healthcare and Family Services**

JB Pritzker, Governor

Theresa A. Eagleson, Director

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February 14, 2023

Mr. Robert J. Smith
Aetna Better Health MMAI**RE:** Aetna Better Health Premier Plan MMAI - Sanction and Corrective Action Plan for Failure to Comply with
Provider Network Reporting Requirements

Dear Mr. Smith:

This letter serves as written notification to Aetna Better Health MMAI of sanction pursuant to Section 5.3.14.1.11 of the Medicare-Medicaid Alignment Initiative (MMAI) Contract for failing to comply with reporting requirements. The details for each provider network reporting requirement failure, and sanction value are provided below:

Sanction Type	Sanction Findings	Sanction \$ Value	MMAI Contract Sanction Reference
Provider File Layout (PFL) file submission to the Department's External Quality Review Organization (EQRO)	Aetna MMAI failed to submit an accurate November 2022 PFL to the EQRO. Per review of the Facility Tab an increase of 16,800 providers (data lines) were added compared to the August 2022 PFL submission. Upon review, most of the increase was attributed to duplicate provider submissions.	\$20,000	5.3.14.1.11 - Fails to comply with reporting requirements
Client Enrollment Services (CES) Provider Network File submission	The November 2022 Aetna MMAI Provider Network File submitted to CES incorrectly identified almost 100,000 providers as having a minimum and maximum age range of 0.	\$20,000	5.3.14.1.11 - Fails to comply with reporting requirements

MMAI PFL, CES and MCO Provider Directory Error	The November 2022 PFL submitted to the EQRO, the November 2022 CES MMAI Provider Directory, and the MCO's online provider directory incorrectly identified a large Provider as in-network when it was not.	\$20,000	5.3.14.1.11 - Fails to comply with reporting requirements
Total Sanction \$ Value		\$60,000	

The Department is sanctioning Aetna Better Health MMAI a total of \$60,000 for the reporting requirement failures listed above. Aetna Better Health MMAI is to issue a check payable to the Department of Healthcare and Family Services for \$60,000 and shall submit that check to the contact and address listed below no later than Friday, March 9, 2023. In the memo section of the check, please indicate "Aetna MMAI Provider Network Reporting Sanction."

Department of Healthcare and Family Services
Bureau of Fiscal Operations, Attn: Donavon Patton
2200 Churchill Road, Building A2
Springfield, IL 62702

Aetna Premier Plan MMAI must also submit a written corrective action plan to your HFS Account Manager, no later than Friday, March 3, 2023, outlining steps taken to ensure accuracy of your Provider File Layouts, Provider Network Files and the online MCO Provider Directory.

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: Mark Szymala, Anita Stefanich, Laura Ray, Sam Trigillo, Brenda Vilayhong, Lauren Polite, Amy Roberts, Dennise Parker, April OShea, and Donavon Patton