



**HFS**

Illinois Department of  
Healthcare and Family Services

JB Pritzker, Governor  
Elizabeth M. Whitehorn, Director

201 South Grand Avenue East, Springfield, Illinois 62763  
Telephone: +1 217-782-1200, TTY: +1 800-526-5812



April 8, 2025

Mr. Jason Smith  
Aetna Better Health MMAI

**RE: Aetna MMAI Q1 CY2025 (January - March) Provider Resolution Portal Sanction Payment Notice**

Dear Mr. Smith:

This letter serves as written notification to Aetna Better Health MMAI ("Aetna MMAI") of sanction pursuant to Section 5.3.14 of the Medicare-Medicaid Alignment Initiative Contract and 89 Ill. Adm. Code 140.75.

Within 30 calendar days after receiving a disputed claim from the Department's provider complaint portal, the MCO will develop a written proposal to resolve the disputed claims, which shall be electronically transmitted to the provider and uploaded to the provider complaint portal. Aetna MMAI is in direct violation of 89 Ill. Adm. Code 140.75 by not providing a written response/resolution within the 30 calendar day timeframe for the following ticket:

Ticket Ref No: MCP-241219-114547-01

Written Proposal Resolution Due Date: 01/20/2025

MCO Written Proposal Response Submission Date: 1/21/2025

Complaint Type: Payment/Claims

Fine Due: \$5,000.00

Therefore, the Department is issuing Aetna MMAI a sanction in the amount of \$5,000. Aetna MMAI is to issue an electronic payment to the Department, by either ACH or Wire Transfer, no later than Friday, May 9, 2025. The electronic payment shall include the following fields for payment identification and tracking purposes by the Department:

ORIG CO NAME: Aetna Better Health MMAI

ORIG ID: [REDACTED]

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 MMAI**  
REMARK: IP **Q1 2025 Provider Portal 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](mailto:Keshonna.Lones@illinois.gov), or Leigh Anne Ochs at [Leigh.A.Ochs@illinois.gov](mailto:Leigh.A.Ochs@illinois.gov).

Sincerely,

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

cc: Jason Harbitz, Anita Stefanich, Lakeesha Thompson, Rich Allen, Amy Roberts, Keshonna Lones, Leigh Anne Ochs, Stephanie Hunter, and Joe Merwin