



HFS

**Illinois Department of
Healthcare and Family Services**

JB Pritzker, Governor
Elizabeth M. Whitehorn, Director

201 South Grand Avenue East, Springfield, Illinois 62763
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August 22, 2025

Toni Fortson-Bigby, COO
Aetna Better Health Inc

RE: Aetna MMAI Sanction for Untimely Ad-Hoc Response- MCO Contact for FQHC Claim Inquiries

Dear Ms. Toni Fortson-Bigby:

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 and in direct violation of Section 2.16.2.7 which states, "Submit at the request of CMS or the Department additional ad hoc or periodic reports or analyses of data related to the Contract."

Aetna Better Health MMAI failed to respond timely to the Department's ad hoc report request issued by the HFS.AMRequests@illinois.gov in-box, on Wednesday, July 2nd, 2025, under the email title of "MCO ACCOUNT MANAGERS : MCO Contact for FQHC Claim Inquiries *respond by 07/08/25*". Aetna Better Health MMAI did not respond to this ad-hoc request on or before Tuesday, July 8th, 2025 or request an extension to the 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, September 19, 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: [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 Inc
REMARK: Ad-Hoc MCO Contact for FQHC Claims
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: Anita Stefanich, Lakeesha Thompson, Keshonna Lones, Leigh Anne Ochs, Stephanie Hunter, Amy Roberts, Rich Allen, Joe Merwin, Jennifer Sawicki, Adam Lewis