



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



July 18, 2025

Rushil Desai, CEO
Aetna Better Health Inc

RE: Aetna HCI Untimely 2025 Drug Utilization Review Report Submission Sanction

Dear Mr. Desai:

This letter serves as written notification to Aetna Better Health Inc ("Aetna") of sanction pursuant to Section 7.16.2 of the Contract for Furnishing Health Services by a Managed Care Organization between the Department of Healthcare and Family Services ("Department") and Aetna.

Aetna failed to submit its 2025 Drug Utilization Review Report into SharePoint, on or before June, 30 2025, as provided in the HealthChoice Illinois MCO Administrative Deliverables SharePoint Report document, revised March 1, 2024. In addition, Aetna 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, August 15, 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: **2025 Drug Utilization Review Rpt**
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: Derek DeBoer, Melanie Fernando, Dianne Robinson, Keshonna Lones, Leigh Anne Ochs, Stephanie Hunter, Amy Roberts, Rich Allen, Joe Merwin, Jennifer Sawicki, Adam Lewis