

201 South Grand Avenue East
Springfield, Illinois 62763-0002

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July 1, 2022

Mr. Rushil Desai
CEO
Aetna Better Health

RE: CY2022 (April - June) Provider Resolution Portal Sanction Payment Notice: \$5,000 Financial Penalty

Dear Mr. Desai:

This letter serves as written notification to Aetna Better Health ("Aetna") of sanction pursuant to Section 7.16.17 of the Contract for Furnishing Health Services by a Managed Care Organization between the Department of Healthcare and Family Services ("Department") and Aetna. Pursuant to 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 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:

Overdue Provider Resolution Ticket Details:

Ticket Ref No: MCP-220524-106111-01

Written Proposal Resolution Due Date: 06/24/2022

MCO Written Proposal Response Submission Date: 06/29/2022

Complaint Type: Payment/Claims

Fine Due: \$5,000.00

Portal Email Fine Notice issued to MCO: 06/24/2022

Therefore, pursuant to section 7.16.17 of the Contract, the Department is issuing Aetna a sanction in the amount of \$5,000. Aetna is to issue a check payable to the Department of Healthcare and Family Services and submit that check to the contact and address listed below no later than 08/01/2022. In the memo section of the check, please indicate "Aetna CY2022 (April - June) Provider Resolution Portal Sanction".

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

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: Melanie Fernando, Dianne Robinson, Laura Ray, Sam Trigillo, Brenda Vilayhong, Lauren Polite, Amy Roberts, Dennise Parker, April OShea and Donavon Patton