



HFS

**Illinois Department of
Healthcare and Family Services**

JB Pritzker, Governor
Elizabeth M. Whitehorn, Director

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September 22, 2025

Stephen Harris, CEO
Blue Cross Community Health Plans

RE: BCBS HCI ACH Payment Instructions Non-Compliance Sanction

Dear Mr. Harris:

This letter serves as written notification to Blue Cross Community Health Plans (Blue Cross) of sanction pursuant to Section 7.16.18 of the Contract for Furnishing Health Services by a Managed Care Organization between the Department of Healthcare and Family Services ("Department") and Blue Cross.

On August 28, 2025, Blue Cross failed to comply with the Department's ACH payment instructions as it pertains to the "Remark" field, which is used to identify how the payment is to be applied. Per Blue Cross's email on September 3, 2025, titled "BCBS ACH Payment" the ACH draft in violation was- IND ID No. 23348753 – HCI May 2025 IP Payment Sanction. As such, the Department is sanctioning Blue Cross \$5,000 for ACH payment instructions non-compliance. Blue Cross is to issue an electronic payment to the Department, by either ACH or Wire Transfer, no later than Friday, October 17, 2025. The electronic payment shall include the following fields for payment identification and tracking purposes by the Department:

ORIG CO NAME: Health Care Service Corp
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: Health Care Service Corp
REMARK: HCI ACH Remark
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 Stephanie Hunter at Stephanie.Hunter2@illinois.gov.

Sincerely,

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

cc: Nancy Wohlfart, Courtney Boileau, Caitlin Hutchinson, Lilia Velazquez, Amy Roberts, Keshonna Lones, Rich Allen, Leigh Anne Ochs, Stephanie Hunter, Joe Merwin and Adam Lewis