



HFS

Illinois Department of
Healthcare and Family Services

JB Pritzker, Governor
Elizabeth M. Whitehorn, Director

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November 6, 2024

Nancy Wohlgart, CEO
Blue Cross Community Health Plans

**RE: Blue Cross HCI Q3 CY2024 (July – September) Provider Resolution Portal Sanction
Payment Notice**

Dear Ms. Wohlgart:

This letter serves as written notification to Blue Cross Community Health Plans (“Blue Cross”) 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 Blue Cross and pursuant to 89 Ill. Adm. Code 140.75.

These requirements state that 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 tickets:

Overdue Provider Resolution Ticket Details:

Ticket Ref No: MCP-240808-113574-02

Written Proposal Resolution Due Date: 09/09/2024

MCO Written Proposal Response Submission Date: 09/26/2024

Complaint Type: Payment/Claims

Fine Due: \$5,000.00

Therefore, the Department is issuing Blue Cross a sanction in the amount of \$5,000. Blue Cross is to issue an electronic payment to the Department, by either ACH or Wire Transfer, no later than Friday, December 6, 2024. 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: IP Q3 2024 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, or Stephanie Hunter at Stephanie.Hunter2@illinois.gov.

Sincerely,

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

cc: Courtney Boileau, Caitlin Hutchinson, Amy Roberts, Keshonna Lones, Leigh Anne Ochs, Stephanie Hunter, Rich Allen, and Joe Merwin