



HFS
Illinois Department of
Healthcare and Family Services

JB Pritzker, Governor
Elizabeth M. Whitehorn, Director

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August 6, 2024

Nancy Wohlhart, CEO
Blue Cross Community Health Plans

RE: Blue Cross HCI Untimely 2024 Annual DUR Report Submission Sanction

Dear Ms. Wohlhart:

This letter serves as written notification to Blue Cross Community Health Plans (Blue Cross) 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 Blue Cross.

Blue Cross failed to submit in SharePoint, its Annual DUR Report on or before June 30, 2024, as detailed in the email shared by HFS.AMrequests on April 19, 2024, at 11:38 AM, with the subject line of "HCI MCO ACCOUNT MANAGER ACTION: DUR Annual Report - Email Contact Due 04.19.24 and Uploads Due 05.10.24 & 06.05.24 & 06.30.24". In addition, Blue Cross did not request an extension to the report due date. As such, the Department is sanctioning Blue Cross \$5,000. Blue Cross is to issue an electronic payment to the Department, by either ACH or Wire Transfer, no later than Friday, September 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: 61236610
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: Annual DUR 2024
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 Hutchison, Lilia Velazquez, Keshonna Lones, Leigh Anne Ochs, Stephanie Hunter, Amy Roberts, Dennise Parker, April OShea, Donavon Patton, Joe Merwin