



**HFS**

**Illinois Department of  
Healthcare and Family Services**

**JB Pritzker, Governor**  
**Elizabeth M. Whitehorn, Director**

**201 South Grand Avenue East, Springfield, Illinois 62763**  
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August 28, 2025

Christine Kourouklis, CEO  
Blue Cross Blue Shield MMAI Health Plans

**RE: BCBS MMAI July 2025 Monthly Critical Incident Report Sanction**

Dear Ms. Kourouklis:

This letter serves as written notification to Blue Cross Blue Shield MMAI Health Plan ("Blue Cross") of sanction pursuant to Section 5.3.14.1.11 of the Contract for the Medicare and Medicaid Alignment Initiative between the Department of Health and Human Services, acting by and through the Centers for Medicare & Medicaid Services (CMS), the State of Illinois, acting by and through the Department of Healthcare and Family Services (Department) and Blue Cross.

Blue Cross failed to submit its July 2025 Monthly Critical Incident Detail Report into SharePoint, on or before Friday, August 15, 2025. Blue Cross submitted their July 2025 Monthly Critical Incident Detail Report on Monday, August 18, 2025. 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 25, 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: July 2025 CI 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 Stephanie Hunter at Stephanie.Hunter2@illinois.gov.

Sincerely,

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

cc: Dana Mott, Adam Eifler, Tamara Valdez, Amy Roberts, Keshonna Lones, Rich Allen, Leigh Anne Ochs, Stephanie Hunter, Adam Lewis, and Joe Merwin