

201 South Grand Avenue East
Springfield, Illinois 62763-0002

Telephone: (217) 782-1200
TTY: (800) 526-5812

September 21, 2021

Christine Kourouklis, Medicare President
Health Care Service Corporation, a Mutual Legal Reserve Company,
Operating through its division Blue Cross Blue Shield of Illinois
300 E. Randolph St
Chicago, IL 60601

RE: Sanction for Failure to Provide a Response to Ad Hoc Request

Dear Ms. Kourouklis:

This letter serves as written notification to Health Care Service Corporation, a Mutual Legal Reserve Company, Operating through its division Blue Cross Blue Shield of Illinois (“HCSC”), of sanction under the Contract Between the United States Department of Health and Human Services Centers for Medicare & Medicaid Services In Partnership with State of Illinois Department of Healthcare and Family Services (“Department”) and HCSC; otherwise known as the Medicare-Medicaid Alignment Initiative (“MMAI”) Demonstration contract (“Contract”).

The Department is hereby providing written notice that pursuant to Section 5.3.14.1.11 of the Contract, that it is sanctioning HSCS \$25,000. Section 2.16.2.7 requires HCSC to meet ad hoc reporting requirements at the request of the Department. Section 5.3.14.1.11 allows for monetary penalties if reporting requirements are not met. On July 16, 2021, HSAG requested that HSCS verify if behavioral health services were available to enrollees in Menard and Greene County and long-term services and supports were available to enrollees in Franklin, Livingston, and McLean counties due by August 20, 2021. HSCS failed to respond by the due date. On August 20, 2021, HSAG again asked HSCS to verify the providers in those counties and at that time HSCS requested an extension until August 27, 2021.

HCSC is to issue a check payable to the Department of Healthcare and Family Services for \$25,000. The check shall be submitted to the contact and address listed below no later than 9/27/2021. In the memo section of the check, please indicate “CY2021 Ad Hoc Request Sanction”.

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

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Ad Hoc Request Sanction

If you have any questions regarding this information, please contact your HFS Account Manager, Lauren Polite at Lauren.Polite@illinois.gov.

Sincerely,

Robert Mendonsa, Deputy Administrator
Division of Medical Programs

cc: Laura Ray, Matthew Seliger, Jaqueline Zavala, Keshonna Lones