

201 South Grand Avenue East
Springfield, Illinois 62763-0002

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

January 20, 2021

Ms. Nancy T. Wolhart
Vice President
Blue Cross Blue Shield of Illinois

RE: CY2020 (Oct – Dec) Provider Resolution Portal Sanction Payment Notice: \$5,000 Financial Penalty

Dear Ms. Wolhart:

This letter serves as written notification to Blue Cross Blue Shield of Illinois (“BCBS”) 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 BCBS. Pursuant to 89 Ill. Adm. Code 140.75, 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.

BCBS 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 ticket:

Overdue Provider Resolution Ticket Details:

Ticket Ref No: MCP 200911-100771-02

Written Proposal Resolution Due Date: 10/12/2020

MCO Written Proposal Response Submission Date: 10/13/2020

Complaint Type: Payment/Claims

Fine Due: \$5,000.00

Portal Email Fine Notice issued to MCO: 10/20/2020

Therefore, pursuant to section 7.16.17 of the Contract, the Department is issuing BCBS a sanction in the amount of \$5,000. BCBS is to issue a check payable to the Department of Healthcare and Family Services and submit that check to the contact and address listed below no later than 02/22/2021. In the memo section of the check, please indicate “CY2020 (Oct – Dec) Provider Resolution Portal Sanction”.

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

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

Sincerely,

Robert Mendonsa, Deputy Administrator
Division of Medical Programs

Enclosed: Portal Email Fine Notice dated 10/20/2020

cc: Courtney Boileau, Laura Ray, Kati Hinshaw, Brenda Vilayhong, Lauren Polite, Amy Roberts, Dennise Parker, Donavon Patton, and Matthew Duff