



HFS
Illinois Department of
Healthcare and Family Services

JB Pritzker, Governor
Elizabeth M. Whitehorn, Director

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August 27, 2024

Nancy Wohlhart, CEO
Blue Cross Community Health Plans

RE: Blue Cross HCI Untimely CvB Ad-Hoc Submission Sanction

Dear Ms. Wohlhart:

This letter serves as written notification to Blue Cross Community Health Plans (Blue Cross) of sanction pursuant to Section 7.16.3 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 respond timely to the Department's ad-hoc report request issued by the Department, on Wednesday, August 14, 2024 12:55 PM, under the email title of "Collins vs Bradley Inquiry 081224-01". This ad-hoc request required Blue Cross to provide the additional information requested on or before COB Wednesday, August 21, 2024. Blue Cross did not respond to this ad-Hoc request on or before COB Wednesday, August 21, 2024, and Blue Cross did not request an extension to the ad-hoc request 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 27, 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: ██████████
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: CvB Ad-Hoc 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, Joe Merwin