



HFS
Illinois Department of
Healthcare and Family Services

JB Pritzker, Governor
Elizabeth M. Whitehorn, Director

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March 5, 2025

Nancy Wohlhart, CEO
Blue Cross Community Health Plans

RE: Blue Cross HCI Dental Services Roster SharePoint 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 its July - December 2024 Dental Services Roster Report into SharePoint, on or before January 31, 2025, as provided in the HealthChoice Illinois MCO Administrative Deliverables SharePoint Report document (revised March 1, 2024), and pursuant to MCO Program Policy 049 (revised February 2023). 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, March 28, 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: **Dental Roster Report**
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, Rich Allen, Leigh Anne Ochs, Stephanie Hunter, and Joe Merwin