

**HFS****Illinois Department of
Healthcare and Family Services**

JB Pritzker, Governor

Theresa A. Eagleson, Director

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June 5, 2023

Aaron Galeener, Interim CEO
CountyCare Health Plan**RE: CountyCare HCI - Q1 CY2023 HSW Report Category Sanction Notice**

Dear Mr. Galeener:

This letter serves as notification to CountyCare Health Plan (CountyCare) of sanction pursuant to Section 7.16.17 Other Failures of the HealthChoice Illinois (HCI) Contract for Furnishing Health Services by a Managed Care Organization (2018-24-001), between CountyCare and the Illinois Department of HealthCare and Family Services (Department), for failure to meet the Quarter 1 (Q1) Calendar Year (CY) 2023 Health, Safety and Welfare (HSW) report categories as follows:

HCI Contract Section(s) or HFS MCO Policy	Requirement Violation	# of violations	Per violation Sanction amount	Total Sanction Amount
5.2.1.2	Failure to provide HCBS services (Service Package II) during the evaluation period: Contractor shall provide, or arrange for the provision of, all Covered Services for Service Package II, to Enrollees at all times during the term of this Contract.	4	\$25,000	\$100,000
5.13.2.4 - HRA 5.15.1.5.1 - IPOC/Service Plan	Failure to complete timely an initial HRA or Care Plan (IPOC/Service Plan), after MCO is notified of enrollee's newly eligible status for HCBS waiver: <u>Health Risk Assessment</u> - Enrollees deemed newly eligible for HCBS Waiver services. The health-risk assessment must be in-person and completed within fifteen (15) days after Contractor is notified that the Enrollee is determined eligible for HCBS Waiver services. <u>Service Plan</u> - Contractor shall ensure that the person-centered planning	3	\$25,000	\$75,000

	process is initiated and the service plan is developed within fifteen (15) days after Contractor is notified that the Enrollee is determined eligible for HCBS Waiver services.			
5.15.1.5.1.4	Failure to complete timely an annual IPOC/Service Plan: Contractor shall ensure that an Enrollee's person-centered service plan is reviewed and revised upon reassessment of functional need at least every twelve (12) months, when an Enrollee's circumstances or needs change significantly, or at the Enrollee's request.	5	\$15,000	\$75,000
5.17.3-5.17.3.5, Waiver Performance Measures Attachment XI, Table 2	Lack of Enrollee Contact as per contractual contact standards	5	\$10,000	\$50,000
Totals		17		\$300,000

CountyCare failed to meet the HSW categories listed above for the Q1 CY2023 HSW report. As such, the Department is sanctioning CountyCare \$300,0000. CountyCare is to issue a check payable to the Department of Healthcare and Family Services for \$300,000, and shall submit that check to the contact and address listed no later than Friday, June 30, 2023. In the memo section of the check, please indicate "CountyCare HCI Q1 CY2023 HSW Report Category Sanction".

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

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

Sincerely,

Robert Mendonsa, Deputy Administrator
Division of Medical Programs

cc: Karolina Duszczak, Becca Barrera, Laura Ray, Brenda Vilayhong, Keshonna Lones, Lauren Polite, Amy Roberts, Dennise Parker, April OShea, Donavon Patton, Kimberley Cox, and Joe Merwin