



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

JB Pritzker, Governor  
Elizabeth M. Whitehorn, Director

201 South Grand Avenue East, Springfield, Illinois 62763  
Telephone: +1 217-782-1200, TTY: +1 800-526-5812



November 6, 2024

Aaron Galeener  
CountyCare Health Plan

**RE: CountyCare HCI Untimely Ad-Hoc Request Response Sanction**

Dear Mr. Galeener:

This letter serves as written notification to CountyCare Health Plan(CountyCare) 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 CountyCare.

CountyCare failed to respond timely to the Department’s ad-hoc request issued by the Department, on Tuesday, October 1, 2024 at 3:26 PM, under the email title of “URGENT - HCI MCO ACCOUNT MANAGER: Attendance Required - National Center for Adoption Competent Mental Health Services Technical Assistance Initiative Kick-Off Meeting on 10.08.24 11am – 4pm”. This ad-hoc request required CountyCare to confirm which staff would participate in this Kick-Off Meeting on or before, Friday, October 4, 2024. CountyCare did not respond to this ad-Hoc request on or before Friday, October 4, 2024, and CountyCare did not request an extension to the ad-hoc request due date. As such, the Department is sanctioning CountyCare \$5,000. CountyCare is to issue an electronic payment to the Department, by either ACH or Wire Transfer, no later than Friday, December 6, 2024. The electronic payment shall include the following fields for payment identification and tracking purposes by the Department:

ORIG CO NAME: **Cook Co Hlth & Hosp System**

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: **CC 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 Bola Adeyiga at Bola.O.Adeyiga@illinois.gov.

Sincerely,

Helena Lefkow, Deputy Administrator, Managed Care Performance  
Division of Medical Programs

cc: Dr. Robin Singh, Jai Mehta, Becca Barrera, Veronica Trimble, Bola Adeyiga, Keshonna Lones, Amy Roberts, Rich Allen, and Joe Merwin