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March 17, 2017

Jay Hurt, Chief Operations Officer
Cigna-HealthSpring
175 West Jackson, Suite 1750
Chicago, IL 60604

RE: Notice of Sanction: Auto-Assignment Shut-Off

Dear Mr. Hurt:

This letter serves as notification to Cigna-HealthSpring (“HealthSpring”) of sanction pursuant to Section 7.16.3 of the Contract for Furnishing Health Services in an Integrated Care Program by a Managed Care Organization (“contract”) between the Department of Healthcare and Family Services (“Department”) and HealthSpring:

“7.16.3 Failure to Submit Encounter Data. The Department and Contractor acknowledge and agree that they will work in good faith to implement mutually agreed upon system requirements resulting in the complete and comprehensive transfer and acceptance of Encounter Data and that such mutual agreement shall not be unreasonably withheld. Contractor shall submit complete and accurate data quarterly to the Department in accordance with the Illinois Medicaid Health Plan Encounter Utilization Monitoring (EUM) Requirements document, as set forth in Attachment XXIII, for each evaluation period. If Contractor does not meet the standards by the evaluation date as set forth in Attachment XXIII, the Department, without further notice, may:

7.16.3.1 Impose a quarterly monetary penalty,

7.16.3.2 Suspend auto-assignment of Potential Enrollees with Contractor, or

7.16.3.3 Impose both.”

HealthSpring’s score of 77.19% for its ICP contract in the Encounter Summary Report for EUM 2017 Evaluation Period 1 was below the 85% threshold related to the Auto-Assignment Shut-Off Penalty outlined in Attachment XXIII. The Department is hereby providing written notice that HealthSpring failed to meet the established expectation and is suspending auto-assignment of Potential Enrollees with Contractor effective 4/1/2017. Please review the “Illinois Medicaid Health Plan EUM Requirements: Auto-Assignment Shut-Off (Page 2 of 2)” and “EUM Requirements Instructions” for information regarding the length of the sanction and available follow-up.

If you have any questions regarding this information, please contact Paul Stieber at 312-793-1045.

Sincerely,



Robert Mendonsa, Deputy Administrator
Division of Medical Programs

cc: Amy Harris-Roberts
Laura Phelan
Paul Stieber
William Hebrank