



**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



January 12, 2024

Mr. Aaron Galeener  
CountyCare Health Plan

**RE: CountyCare HCI Q4 CY2023 (October - December) Provider Resolution Portal  
Sanction Payment Notice**

Dear Mr. Galeener:

This letter serves as written notification to CountyCare Health Plan ("CountyCare") of sanction pursuant to Section 7.16.17 of the Contract for Furnishing Health Services by a Managed Care Organization between the Department of Healthcare and Family Services ("Department") and CountyCare and pursuant to 89 Ill. Adm. Code 140.75.

These requirements state that within 30 calendar days after receiving a disputed claim from the Department's provider complaint portal, the MCO will develop a written proposal to resolve the disputed claims, which shall be electronically transmitted to the provider and uploaded to the provider complaint portal. CountyCare is in direct violation of 89 Ill. Adm. Code 140.75 by not providing a written response/resolution within the 30 calendar day timeframe for the following tickets:

**Overdue Provider Resolution Ticket Details:**

Ticket Ref No: MCP-231025-111277-03

Written Proposal Resolution Due Date: 12/04/2023

MCO Written Proposal Response Submission Date: 12/05/2023

Complaint Type: Prior Authorizations

Fine Due: \$5,000.00

Therefore, the Department is issuing CountyCare a sanction in the amount of \$5,000. CountyCare is to issue a check payable to the Department of Healthcare and Family Services and submit that check to the contact and address listed below no later than Friday, February 9,

2024. In the memo section of the check, please indicate “CountyCare HCI Q4 CY2023 Provider Resolution Portal 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 notification, please contact your HFS Account Manager, Keshonna Lones at [Keshonna.Lones@illinois.gov](mailto:Keshonna.Lones@illinois.gov).

Sincerely,

Laura Ray, Interim Deputy Administrator  
Division of Medical Programs

cc: Karolina Duszczak, Becca Barrera, Amy Roberts, Dennise Parker, April OShea, Donavon Patton, Joe Merwin, Bola Adeyiga, and Veronica Trimble