



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 4, 2025

Aaron Galeener
CountyCare Health Plan

RE: CountyCare HCI Untimely Ad-Hoc Contact Request 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 Friday, October 3, 2025, at 2:01 PM, under the email title of "MCO ACCOUNT MANAGER ACTION: MCO Contacts for Authorization Files due by COB Thursday 10.09.25". This ad-hoc request required CountyCare to submit the names and email contacts for MCO representatives responsible for authorization files to HFS.EVV@illinois.gov and cc HFS.AMrequests@illinois.gov and your HFS Account Manager for compliance no later than COB Thursday, October 9, 2025. CountyCare did not respond to this ad-Hoc request on or before COB Thursday, October 9, 2025, 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 5, 2025. 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 Contact 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: Crissy Turino, Jai Mehta, Becca Barrera, Jackie Zavala, Veronica Trimble, Bola Adeyiga, Keshonna Lones, Amy Roberts, Rich Allen, and Adam Lewis.