



**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**



May 19, 2025

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 Monday, May 12, 2025, at 3:35 PM, under the email title of "URGENT COUNTYCARE MCO ACCOUT MANAGER ACTION: Transformation Directed Payment(s) - St Anthony - Due by Noon 05.14.25". This ad-hoc request required CountyCare to confirm payment to St. Anthony and provide any specific payment tracking information (Electronic Funds Transfer numbers) or anything else that would identify the payment was issued to St. Anthony no later than noon on Wednesday, May 14, 2025. CountyCare did not respond to this ad-Hoc request on or before noon on Wednesday, May 14, 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, June 20, 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: **96600654**

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: Crissy Turino, Jai Mehta, Becca Barrera, Jackie Zavala, Veronica Trimble, Bola Adeyiga, Keshonna Lones, Amy Roberts, Rich Allen, Adam Lewis and Joe Merwin