



**HFS**

**Illinois Department of  
Healthcare and Family Services**

JB Pritzker, Governor  
Elizabeth M. Whitehorn, Director

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January 12, 2024

Aaron Galeener  
CountyCare Health Plan

**RE: HCI EUM 2023 Eval 4 \$100,000 Financial Penalty**

Dear Mr. Galeener:

This letter serves as notification to CountyCare Health Plan (“CountyCare”) of sanction pursuant to Section 7.16.6 of the Contract for Furnishing Health Services by a Managed Care Organization (“contract”) between the Department of Healthcare and Family Services (“Department”) and CountyCare:

**7.16. 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:

7.16.6.1 impose a monetary penalty of up to US \$100,000;

7.16.6.1.1 impose a monetary penalty of up to US \$100,000 for each unmet standard, beginning with the calendar year 2022 third quarter EUM data;

7.16.6.2 impose an enrollment hold on Contractor; or

7.16.6.3 impose both.

CountyCare’s HealthChoice Illinois (HCI) Encounter Summary report for EUM 2023 Evaluation Period 4 Subcategory score for Transportation, 87.90%, is below the 90% threshold related to the \$100,000 Financial Penalty outlined in Attachment XIII. The Department is hereby providing written notice that CountyCare failed to meet the established expectation and is therefore fining CountyCare in the amount of \$100,000. CountyCare is to issue a check for the sanction, that is payable to the Department of Healthcare and Family Services for \$100,000. In the memo section of the check, please indicate “Re CountyCare HCI EUM 2023 Eval 4”. Please send the check by Friday, February 9, 2024, to:

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 information, please contact Devang Ghadia at 217-524-2502.

Sincerely,

Laura Ray, Interim Deputy Administrator  
Division of Medical Programs

cc: Karolina Duszcak, Amy Roberts, Dennise Parker, April OShea, Devang Ghadia, Donavon Patton, Keshonna Lones, Bola Adeyiga, Veronica Trimble, Kimberley Cox, and Joe Merwin