

201 South Grand Avenue East
Springfield, Illinois 62763-0002

Telephone: (217) 782-1200
TTY: (800) 526-5812

July 19, 2017

Christine Kourouklis, Acting CEO
Family Health Network
322 South Green Street, 4th Floor
Chicago, IL 60607

RE: Notice of Sanction: \$50,000 Financial Penalty

Dear Ms. Kourouklis:

This letter serves as notification to Family Health Network ("FHN") of sanction pursuant to Section 7.16.3 of the Contract for Furnishing Health Services by a Managed Care Organization ("contract") between the Department of Healthcare and Family Services ("Department") and FHN:

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."

FHN's score of 77.30% for its FHP/ACA contract in the Encounter Summary Report for EUM 2017 Evaluation Period 2 was below the 90% threshold related to the \$50,000 Financial Penalty outlined in Attachment XXIII. The Department is hereby providing written notice that FHN failed to meet the established expectation and is therefore fining FHN in the amount of \$50,000. FHN is to issue a check payable to the Department of Healthcare and Family Services for \$50,000. In the memo section of the check, please indicate "Re EUM Eval. 2 FHP/ACA Contract". Please send the check by 8/1/2017 to:

Department of Healthcare and Family Services
Bureau of Fiscal Operations, Attn: Matthew Duff
2200 Churchill Road, Building A2
Springfield, IL 62702

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: Bryant Grimes, Donavon Patton, Latoya Crawford, Lauren Polite, Matthew Duff and Paul Stieber