

201 South Grand Avenue East
Springfield, Illinois 62763-0002

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

December 18, 2017

Ross Westreich, Vice President
Humana Health Plan, Inc.
550 West Adams
Chicago IL, 60661

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

Dear Mr. Westreich:

This letter serves as notification to Humana Health Plan, Inc. ("Humana") of sanction pursuant to Section 7.16.3 of the Contract for Furnishing Health Services in an Integrated Care Program by a Managed Care Organization ("contract") between the Department of Healthcare and Family Services ("Department") and Humana:

“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.”

Humana's score of 93.95% for its ICP contract in the Encounter Summary Report for Evaluation Period 4 was below the 95% threshold related to the \$50,000 Financial Penalty outlined in Attachment XXIII. The Department is hereby providing written notice that Humana failed to meet the established expectation and is therefore fining Humana in the amount of \$50,000. Humana 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. 4 ICP Contract". Please send the check by 1/29/2018 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: Donavon Patton, Eugenia Gonzalez, Latoya Crawford, Laura Phelan, Matthew Duff & Paul Stieber