



**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**



April 10, 2025

Samantha Olds Frey  
Humana MMAI Health Plan

**RE: Humana MMAI Core Business and Technical Contacts Ad-Hoc Report Sanction**

Dear Ms. Olds Frey:

This letter serves as written notification to Humana MMAI Health Plan ("Humana MMAI") 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 Humana MMAI.

Humana MMAI failed to respond timely to the Department's ad-hoc request issued on Thursday, March 27, 2025, at 10:08 a.m., under the email title of "MCO ACCOUNT MANAGER ACTION: MCO Impact Core Business and Technical Contacts - due COB 04.03.25". This ad-hoc request required Humana MMAI to provide the additional information requested on or before COB Thursday, April 3, 2025. Humana MMAI did not respond to this ad-hoc request on or before COB Thursday, April 3, 2025, and Humana MMAI did not request an extension to the ad-hoc request due date. Therefore, the Department is sanctioning Humana MMAI \$5,000. Humana MMAI is to issue an electronic payment to the Department, by either ACH or Wire Transfer, no later than Friday, May 9, 2025. The electronic payment shall include the following fields for payment identification and tracking purposes by the Department:

ORIG CO NAME: **Humana Health Benefits Plan**  
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: **Humana Health Benefits Plan**  
REMARK: **MMAI Core Contacts 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 Manager, Keshonna Lones, at [Keshonna.Lones@illinois.gov](mailto:Keshonna.Lones@illinois.gov).

Sincerely,

Helena Lefkow, Deputy Administrator, Managed Care Performance  
Division of Medical Programs

cc: Craig Stokan, Kevin Sebaski, Keshonna Lones, Rich Allen, Amy Roberts, and Joe Merwin