



HFS

Illinois Department of
Healthcare and Family Services

JB Pritzker, Governor
Elizabeth M. Whitehorn, Director

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August 28, 2025

Samantha Olds Frey
Humana MMAI Health Plan

RE: Humana MMAI Provider Network File Sanction

Dear Ms. Olds Frey:

This letter serves as written notification to Humana MMAI Health Plan ("Humana") of sanction pursuant to Section 5.3.14.1.11 of the Contract for the Medicare and Medicaid Alignment Initiative between the Department of Health and Human Services, acting by and through the Centers for Medicare & Medicaid Services (CMS), the State of Illinois, acting by and through the Department of Healthcare and Family Services (Department) and Humana.

Humana failed to submit its weekly Provider Network File on or before 5:00 p.m. on Tuesday, July 29, and on or before 5:00 p.m. on Tuesday, August 19, 2025. In addition, Humana did not request an extension to the report due dates. As such, the Department is sanctioning Humana \$5,000. Humana is to issue an electronic payment to the Department, by either ACH or Wire Transfer, no later than Friday, September 26, 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: Humana Provider Network
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.

Sincerely,

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

cc: Amanda Marcus, Craig Stokan, Kevin Sebaski, Keshonna Lones, Rich Allen, Veronica Trimble, Amy Roberts, Adam Lewis, and Joe Merwin