

Bureau of Managed Care
Managed Care Organizations
Policy / Procedures

General Contract Monitoring

Reporting Key Position Changes

HealthChoice Illinois (HCI) and YouthCare (YIC) Health Plans are required to report key personnel changes (both additions and deletions) to the Department in accordance with Section 2.3 of the Contracts. HCI and YIC Health Plans shall send written notice of such changes no later than two (2) business days after the changes occur. Notifications shall be sent via email to the Health Plans assigned BMC Account Manager. Health Plans shall also submit a copy of their written notice in SharePoint as outlined below.

Per Section 2.2.3.3 of the Medicare-Medicaid Alignment Initiative (MMAI) Contract, MMAI health plans shall send written notice to the Department of such key position changes immediately, but no later than five (5) business days after such position becomes vacant. The Health Plans shall also notify the Department when the position is filled and by whom. Notifications shall be sent via email to Health Plans assigned BMC Account Manager. Health Plans shall also submit a copy of their written notice in SharePoint as outlined below.

Per Section 1.4.2 of the Fully Integrated Dual Eligible Special Needs Plan Program (FIDE-SNP) Contract, FIDE-SNP Health Plans shall send written notice to the Department of such key position changes immediately, but no later than two (2) business days after such changes occurs. Notifications shall be sent via email to the BMC Office Coordinator with copy to the Health Plans assigned BMC Account Manager. Health Plans shall also submit a copy of their written notice in SharePoint as outlined below.

SharePoint Library Reporting:

For HCI, YIC, MMAI, and FIDE-SNP Key Position Changes, Health Plans shall submit a copy of the written notice in the applicable MCO Admin and Deliverables SharePoint Library (FIDE-SNP, HCI, MMAI or YIC) within the required timeframes outlined above and as provided in each Contract.

SharePoint Report: Key Position Changes

SharePoint Report Naming Convention: [MCO initials] Key Position Change [month] [date] [year]

Policy Specifications:

This policy applies to the following individuals in an administrative capacity, whether they are directly employed or contracted, or as otherwise identified in the Contract:

1. Chief Executive Officer,
2. Chief Operating Officer,
3. Chief Financial Officer,
4. Chief Medical Officer,
5. Medical Director,
6. Chief Psychiatrist,

7. Enrollee Services Director,
8. Provider Service Director,
9. Management Information System Director,
10. Care Management Manager,
11. Long-Term Services and Supports Program Manager,
12. Olmstead Director (FIDE-SNP),
13. Community Liaison,
14. Quality Management Coordinator,
15. Utilization Management Coordinator,
16. Compliance Officer,
17. Registered Pharmacist,
18. Transition Officer,
19. Health Equity Director,
20. Children's Behavioral Health (CBH) Program Manager,
21. Designated Liaisons, and,
22. Other key personnel identified by the MCO.

Health plans must submit the following information with each written notification:

1. Name of individual that is changing position
2. Effective date of the transition/change
3. Contact information for individual that is changing position
 - a. Title
 - b. Phone Number (cell and direct line)
 - c. Email Address
 - d. Fax Number
4. When reporting a new addition, include the individual's resume.
5. When reporting an incumbent vacating a position, include the information listed above for the interim and/or permanent replacement.

Policy History
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Date:
August 2019
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October 2025

Action:
Contract Clarification
SharePoint Updates
Contract Updates/Add FIDE-SNP

Policy Originator:
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Account Mgmnt Team

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Approved:
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