



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



June 12, 2025

Cristal Gary, CEO
Meridian Healthcare

RE: Meridian HCI Untimely Ad-Hoc Response Sanction 06042025

Dear Ms. Gary:

This letter serves as written notification to Meridian Health Plan Inc (Meridian) 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 Meridian.

Meridian failed to timely respond to the Department's ad-hoc request issued on May 16, 2025, at 11:20 AM, under the email titled "MCO ACCOUNT MANAGER ACTION: Questions on MCO-Reported Address Updates for Out of State Customers due 05.23.25". This ad-hoc request required Meridian to provide additional information by Friday, May 23, 2025. Meridian did not request an extension to the report due date. As such, the Department is sanctioning Meridian \$5,000. Meridian is to issue an electronic payment to the Department, by either ACH or Wire Transfer, no later than Friday, July 11, 2025. The electronic payment shall include the following fields for payment identification and tracking purposes by the Department:

ORIG CO NAME: Meridian Health Plan Inc
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: Meridian Health Plan Inc
REMARK: Untimely Ad-Hoc - Address Update
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 Management team Keshonna Lones at Keshonna.Lones@illinois.gov, or Veronica Trimble at Veronica.A.Trimble@illinois.gov.

Sincerely,

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

cc: Daniel Rich, Ryan Litteken, Bob Miromonti, Keshonna Lones, Veronica Trimble, Amy Roberts, Rich Allen, Adam Lewis and Joe Merwin