ILLINOIS DEPARTMENT OF
Healthcare and
Family Services

Pat Quinn, Governor
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January 12, 2015

Mr. Robert Hilliard, Jr.
Chief Executive Officer/COO
Harmony Health Plan
29 North Wacker Drive, Suite 300
Chicago, Illinois 60606

Dear Mr. Hilliard:

This letter is to inform you that the sanction of suspension of auto-assignment imposed on Harmony in the Notice of Noncompliance sent to you on November 13, 2014, has been lifted by the Department as of Friday, January 8, 2015. This action was taken as a result of the on-site review of implementation of your Corrective Action Plan conducted by the Department and its External Quality Review Organization (EQRO) on January 6th and 7th. During that review it was determined that Harmony had made substantial progress toward correcting the non-compliance.

However, as discussed in the exit conference, further monitoring will be required. You will receive a detailed letter from the EQRO with regard to the further monitoring and reporting that we will require. Also, please be aware that should that future monitoring indicate that Harmony has ceased to perform some agreed upon actions or failed to take other actions required by the Corrective Action Plan (CAP), the Department reserves the right to re-impose the auto-assignment sanction impose any other sanctions also allowed to us by the contract and by law.

Thank you for your extensive cooperation during the CAP process. We hope this is the beginning of a partnership that results in improved quality for the beneficiaries we both serve.

Sincerely,

James M. Parker
Action Administrator
Division of Medical Programs
Department of Healthcare and Family Services

Cc: Carole Ouimet, Director, State Regulatory Affairs, Harmony
Sherri Sadala, Contract Compliance Monitor, Bureau of Managed Care, HFS

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