

201 South Grand Avenue East  
Springfield, Illinois 62763-0002

**Telephone:** (217) 782-1200  
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April 9, 2018

Cheryl Whitaker, CEO  
NextLevel Health  
3019 West Harrison Street  
Chicago, IL 60612

**RE: Notice of Sanction: \$50,000 Financial Penalty**

Dear Dr. Whitaker:

This letter serves as notification to NextLevel Health ("NextLevel") of sanction pursuant to Section 7.16.3 of the Contract for Furnishing Health Services by a Managed Care Organization ("contract") between the Department of Healthcare and Family Services ("Department") and NextLevel:

**“7.16.3 Failure to Submit Encounter Data.** The Department and Contractor acknowledge and agree that they will work in good faith to implement mutually agreed upon system requirements resulting in the complete and comprehensive transfer and acceptance of Encounter Data and that such mutual agreement shall not be unreasonably withheld. Contractor shall submit complete and accurate data quarterly to the Department in accordance with the Illinois Medicaid Health Plan Encounter Utilization Monitoring (EUM) Requirements document, as set forth in Attachment XXIII, for each evaluation period. If Contractor does not meet the standards by the evaluation date as set forth in Attachment XXIII, the Department, without further notice, may:

**7.16.3.1** Impose a quarterly monetary penalty,

**7.16.3.2** Suspend auto-assignment of Potential Enrollees with Contractor, or

**7.16.3.3** Impose both.”

NextLevel's score of 88.58% for its FHP/ACA contract in the Encounter Summary Report for EUM 2018 Evaluation Period 1 was below the 95% threshold related to the \$50,000 Financial Penalty outlined in Attachment XXIII. The Department is hereby providing written notice that NextLevel failed to meet the established expectation and is therefore fining NextLevel in the amount of \$50,000. NextLevel is to issue a check payable to the Department of Healthcare and Family Services for \$50,000. In the memo section of the check, please indicate "Re EUM Eval. 1 FHP/ACA Contract". Please send the check by 5/25/2018 to:

Department of Healthcare and Family Services  
Bureau of Fiscal Operations, Attn: Matthew Duff  
2200 Churchill Road, Building A2  
Springfield, IL 62702

If you have any questions regarding this information, please contact Paul Stieber at 312-793-1045.

Sincerely,

  
Robert Mendonsa, Deputy Administrator  
Division of Medical Programs

cc: Donavon Patton, Garfield Collins, Laura Phelan, Matthew Duff & Paul Stieber