

February 6, 2026

Aetna Better Health® of Illinois

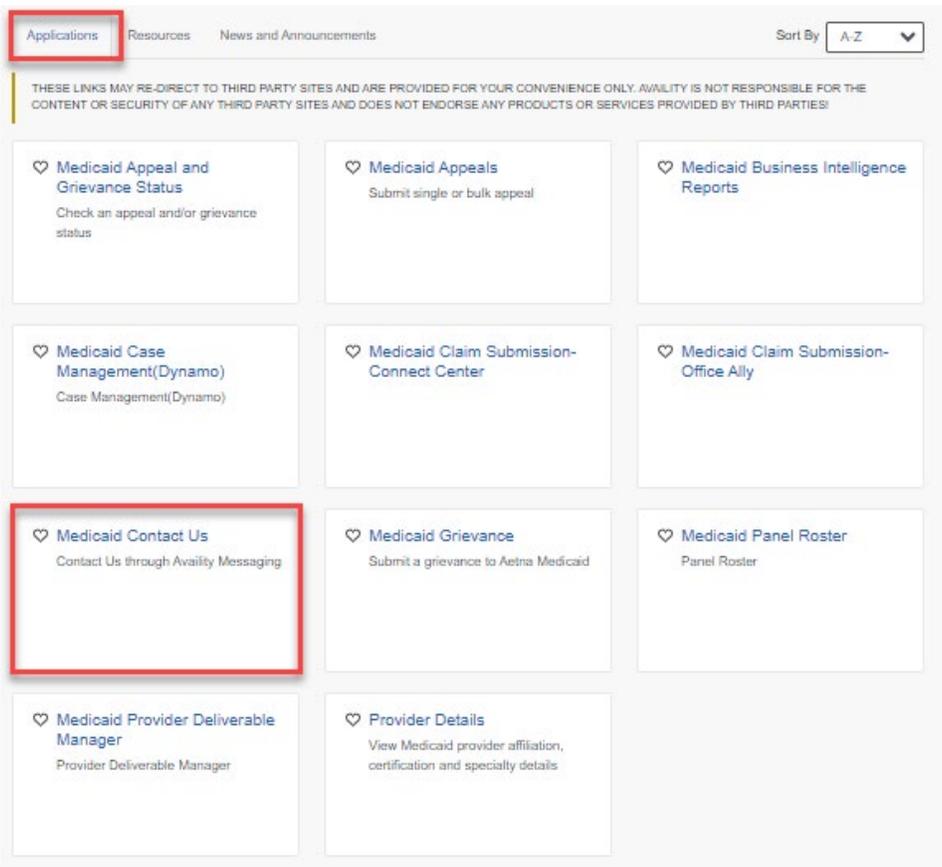
Peer-to-Peer (P2P) portal relaunched within Availity®

Aetna Better Health of Illinois is pleased to announce that the **Peer-to-Peer (P2P) Portal within Availity® was relaunched on February 2, 2026**. Below are instructions for how to submit P2P requests within Availity.

Submit Peer-to-Peer (P2) requests electronically within Availity

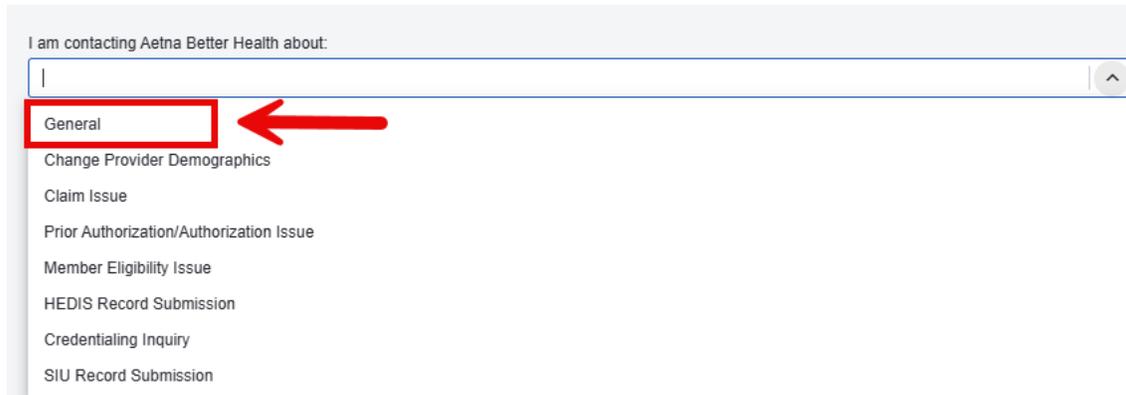
To submit records for your pre-payment review, following the steps below:

1. Log in to [Availity](#)
2. Select the Aetna Better Health payer space
3. Click on the “Medicaid Contact Us” application



The screenshot shows the Availity Applications page. The 'Applications' tab is selected and highlighted with a red box. Below the navigation tabs, there is a disclaimer: "THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!". The page displays a grid of application cards. The 'Medicaid Contact Us' card is highlighted with a red box. The card contains the following text: "Medicaid Contact Us", "Contact Us through Availity Messaging". Other cards include: "Medicaid Appeal and Grievance Status" (Check an appeal and/or grievance status), "Medicaid Appeals" (Submit single or bulk appeal), "Medicaid Business Intelligence Reports", "Medicaid Case Management(Dynamo)" (Case Management(Dynamo)), "Medicaid Claim Submission-Connect Center", "Medicaid Claim Submission-Office Ally", "Medicaid Grievance" (Submit a grievance to Aetna Medicaid), "Medicaid Panel Roster" (Panel Roster), "Medicaid Provider Deliverable Manager" (Provider Deliverable Manager), and "Provider Details" (View Medicaid provider affiliation, certification and specialty details).

4. Fill out the form
5. For the “I am contacting Aetna Better Health about”, select “General”



I am contacting Aetna Better Health about:

General

Change Provider Demographics

Claim Issue

Prior Authorization/Authorization Issue

Member Eligibility Issue

HEDIS Record Submission

Credentialing Inquiry

SIU Record Submission

6. In the “Your message” field, type: Peer-to-Peer Review Request
7. Select “Add File”
8. Insert the saved [Request Form](#) from your computer.
9. Click “Submit”

If you haven’t already registered with Availity, visit the [Availity registration page](#).

Questions?

If you need assistance or have any questions, please contact your [Provider Relations Representative](#) or email us at: ABHILProviderRelations@AETNA.com

Or contact Availity Support at **1-800-AVAILITY (282-4548)**, Monday–Friday, 8 AM – 8 PM ET.