

Aetna Better Health® of Illinois
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Cleveland, OH 44181-8031



October 1, 2025

Aetna Better Health® of Illinois

Mandatory ADA Information Requirement

Dear Provider Partners,

To ensure compliance with accessibility standards and improve member experience, all new and existing provider data updates **must include ADA (Americans with Disabilities Act) information**, as indicated on rosters, applications, etc.

Effective November 1st 2025 any of the above document types submitted *without* this data will be sent back to you, causing processing delays.

We appreciate your cooperation in helping us maintain accurate and inclusive provider data.

Questions?

Please contact your assigned [Provider Relations representative](#) with any questions.