

Aetna Better Health® of Illinois
PO Box 818031, MC F661
Cleveland, OH 44181-8031



December 16, 2025

Aetna Better Health® of Illinois

System issue identified effecting Outpatient EAPG claims

Dear Valued Provider,

Aetna Better Health® of Illinois has identified a system issue that affected certain outpatient EAPG claims which were released without pricing and therefore paid \$0. We have initiated corrective action and have submitted all affected claims for reprocessing.

No action is required at this time; impacted claims have been queued to reprocess. Reprocessing is expected to be completed within 45 days from the date of this notice. You may see corrected payments on subsequent remittance advices as reprocessing is completed.

If, after the 45-day window, you find claims that still reflect a \$0 payment and did not reprocess, please contact your provider network representative so we can promptly address them. Please include the following details when reaching out to your provider network representative:

- Member name and ID
- Claim number(s) and Date(s) of Service
- Billed amount and \$0 paid indicator (from your remit/835)
- Rendering/billing NPI and billing TIN
- Any relevant remittance advice references

We sincerely apologize for the error and appreciate your patience while we complete the reprocessing.

For questions or further assistance, please reach out to your assigned [Provider Experience representative](#).

Thank you for your continued partnership.

Sincerely,
Aetna Better Health of Illinois