

Aetna Better Health® of Illinois Provider E-newsletter

Winter 2023

Helping members get the most from their plan

Aetna Better Health® of Illinois members are eligible to receive value-added benefits when they complete their annual wellness visit and other healthy activities. Our value-added benefits for 2023 include:



Behavioral health support membership



Gym membership



Weight management membership



Car seat and diaper bag



After-school care



School clothing



Learn more about value-added benefits

Monthly OTC benefits

Our members get a \$25 monthly allowance to spend on over-the-counter (OTC) health care products. Members can use each month's allowance toward OTC items such as:

- Pain relievers
- Cold, cough and allergy remedies
- Baby care items
- Adult and incontinence care
- Vitamins and minerals

Members can pick up their OTC items at a CVS Pharmacy® or order online or by phone.



Get info about OTC benefits

Why is HEDIS important?

Aetna Better Health® of Illinois uses HEDIS® ratings to assess our performance in providing timely, quality health care services to members.

HEDIS also measures quality of care, based on timely delivery of recommended and needed health services for members to improve health outcomes. Quality of care increases patient satisfaction and potential pay for performance (P4P) incentives a provider can earn from our health plan.



2023 Pay for Performance incentives

We're pleased to introduce our 2023 Pay for Performance (P4P) Program. P4P rewards participating primary care providers (PCPs), pediatricians, behavioral health providers and OB-GYNs who perform recommended services for key HEDIS® measures.

The performance measures focus on preventive services, prenatal care, postpartum care, management of chronic diseases and follow-up care after hospitalizations.

[See 2023 P4P program](#)



EPSDT/Bright Futures services

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) — also known as Bright Futures services — are federally mandated preventive care services for Medicaid members under age 21.

All primary care providers are required to provide comprehensive health care, screening and preventive services for children. We're pleased to offer tips for EPSDT care including:

- Ordering EPSDT testing
- Early Intervention Services

[Learn more about EPSDT](#)

Oral health care tips

The American Academy of Pediatric Dentistry recommends every child see a dental provider by the eruption of the first tooth or their first birthday.

Medical providers — including PCPs — play a vital role in helping members maintain good oral health. This includes educating members about:

- Dental sealants
- Fluoride treatments
- Oral health care during pregnancy

[Learn how to support good oral health](#)



Updated timeframe for retroactive authorization disputes

We've updated the submission timeframe for retroactive authorization disputes (post-service). Effective December 1, 2022, a dispute must be requested within 60 calendar days from the date of denial.

You can reference our updated dispute and appeal process timeframes on our [provider website](#).



Connecting members to help

findhelp is a network that helps members connect with free and reduced-cost programs and services near them. They can connect with programs for:



Food



Goods



Housing



Transportation

[Browse findhelp](#)

Do we have your latest W-9?

We're required to collect a W-9 for every Tax Identification Number (TIN) in our network. It must be the most current version available from the IRS. Upload your updated W-9 electronically on our provider website.

Send any questions to our Provider Relations team at ABHILProviderRelations@AETNA.com.

Email address for roster submissions



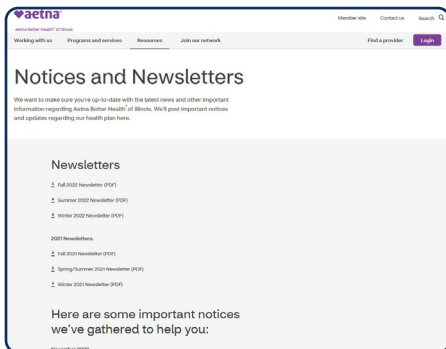
Our email inbox at ABHILProviderUpdateRequests@AETNA.com is specifically for in-network providers to submit rosters, demographic updates and other information. Use the updated Universal IAMHP Roster Template provided by the Illinois Association of Medicaid Health Plans (IAMHP).

Questions? Reach out to your assigned network relations analyst or send an email to ABHILProviderRelations@AETNA.com.

Orientation for new providers

We want to be sure new providers have the resources they need to work with our plan. Join one of our upcoming orientation sessions.

[Find orientation dates](#)



Stay connected with us!

We want to make sure you're connected to the latest news and other important information from Aetna Better Health® of Illinois.

You'll find our newsletters, important notices and other updates about our health plan on our provider website.

[See our latest news](#)



2023 provider summits

We're always seeking to grow and strengthen our relationship with our provider partners. That means finding new ways to keep you up-to-date with our plan.

Your Provider Experience representative will be sharing timely information with you each month. Our health plan is also gearing up for some exciting and informative provider summits — virtual and in-person — in 2023.

[Register here](#) or scan the QR code to attend one of our upcoming summits.

We're here to help



Email

ABHILProviderRelations@aetna.com



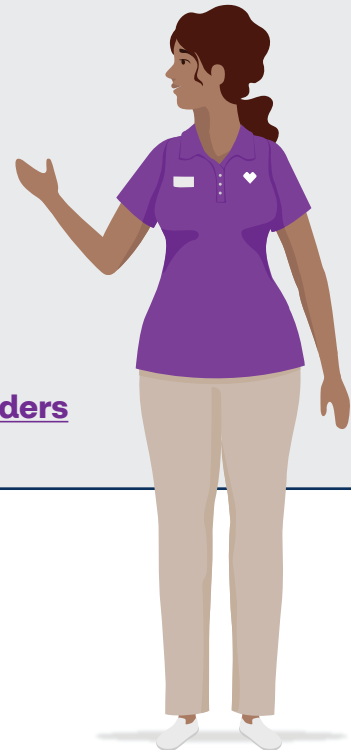
Phone

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Online

AetnaBetterHealth.com/Illinois-Medicaid/providers



Aetna Better Health® of Illinois

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