



September 8, 2025

Aetna Better Health® of Illinois

Updated Claims Submission Process for Hospice Services in ICF/ID and MC/DD Facilities

To reduce the administrative burden for hospice providers, Aetna Better Health of Illinois has implemented a streamlined process for submitting claims related to hospice services provided in:

- ICF/ID (Intermediate Care Facilities for Individuals with Intellectual Disabilities), and
- MC/DD (Medically Complex Facilities for Persons with Developmental Disabilities)

Action Required:

After submitting your claims, please send an email to ABHILHIPAA@AETNA.com with the subject line: **MEMBER IN HOSPICE – Not on PCF ICF/ID or MC/DD**

Include the following information in the body of your email:

- Hospice Provider Name
- TIN (Tax Identification Number)
- NPI (National Provider Identifier)
- Member Name
- RIN (Recipient Identification Number)
- Date of Birth
- Start Date of Service
- Screenshot from MEDI showing LTC facility details and PC information

Upon receipt of your email containing all the requested information, we will acknowledge it within three business days and provide an updated EOP within thirty business days.

Questions?

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