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Aetna Better Health® of Illinois

Bill-IQ: AI-powered Medicaid billing assistant

Aetna Better Health® of Illinois is proud to announce the pilot launch of Bill-IQ, Illinois' first Conversational AI Provider Support Agent.

What is Bill-IQ?

Bill-IQ is an innovative AI tool designed to help health care providers navigate the complex landscape of Illinois Medicaid billing guidelines, leveraging the comprehensive Illinois Association of Medicaid Health Plans (IAMHP) billing manual. By reducing administrative burdens, Bill-IQ empowers providers to focus more on what matters most — member care.

Key Features

Conversational AI Support

Ask questions in plain language and get real-time, accurate guidance on Medicaid billing in an easy to interpret manner.

Multi-Lingual Capabilities

Bill-IQ is able to seamlessly respond in 19 languages including:

- Afrikaans
- Czech
- Dutch
- English
- French
- German
- Hindi
- Italian
- Japanese
- Korean
- Persian
- Polish
- Portuguese
- Russian
- Spanish
- Turkish
- Vietnamese
- Xhosa
- Zulu

Streamlined Navigation

Bill-IQ quickly finds relevant billing rules, codes, and documentation requirements and generates summarized responses

Primary Source References

Answers are generated based off the IAMHP billing manual with direct links to relevant pages/sections included for reference with every response

Real-Time Feedback

Users can give instant feedback using thumbs up/down and specific comments to help improve Bill-IQ's accuracy and usefulness

How to Access

Bill-IQ is accessible via:

- The Aetna Better Health of Illinois [Provider Portal](#)
- The Aetna Better Health of Illinois provider [website](#) in the “Resources” drop-down menu, located under “Tools and Materials”
- The [Bill-IQ website](#)

You'll need an email and a TIN to login. Providers experiencing log in issues can reach out to their Provider Experience representative and they can assist with granting access. Reference the attached FAQ document to help answer additional questions on Bill-IQ.

Please note Bill-IQ will not answer questions to specific claim, provider, or member specific (HIPAA) details. Bill-IQ will only answer questions based on general billing guidelines.

Questions?

Please contact your assigned [Provider Experience representative](#) if you have questions.

Bill-IQ: Medicaid Billing Guidance FAQs

Bill-IQ is a conversational AI provider support agent designed to help Medicaid providers seamlessly navigate the complex landscape of Illinois Medicaid billing guidelines.

1. What is Bill-IQ?

Bill IQ is a conversational AI tool developed by Everlign to help users quickly find answers to billing-related questions. Right now, it is focused on helping users understand billing rules and policies based on the Illinois Association of Medicaid Health Plans (IAMHP) Billing Manual.

2. What kind of questions can I ask Bill-IQ?

You can ask questions related to billing guidelines that can be sourced directly from the IAMHP Billing Manual. An example question could be: “Are there any exceptions to this rule regarding therapeutic procedures and office visits?”

3. What kind of questions can Bill-IQ not answer right now?

Currently, Bill-IQ cannot:

- Answer questions about specific claims (e.g., “Why was my claim denied?”)
- Provide information that is not included in the IAMHP Billing Manual
- Access or interpret member or provider-specific data

4. Why can't Bill-IQ answer my question about a rejected claim?

At this stage, Bill-IQ is only trained to answer questions based on the IAMHP billing manual. It does not have access to individual claims data or case-specific systems.

5. Will Bill-IQ get smarter over time?

Yes. We plan to expand Bill-IQ's capabilities by adding more data sources – such as provider notices, policy bulletins and potentially FAQs from payer portals. As more content is added, Bill-IQ will be able to answer a broader set of questions.

6. How can I tell where Bill-IQ is getting its answers from?

Bill-IQ always tells you the source of its answers. For now, all answers come from the IAMHP Billing Manual. When we add new sources, those will also be clearly cited.

7. Is my data being stored or tracked when I use Bill-IQ?

No personal health or claims information is used or stored by Bill-IQ. It simply answers general billing questions based on public or shared resources.

8. Who do I contact if I have issues or need support using Bill-IQ?

Please reach out to our claims specialist by emailing us at: ABHILProviderRelations@AETNA.com.

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