

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



March 6, 2026

Aetna Better Health® of Illinois

Non-par provider appeals process

This is a **reminder** that for non-participating (non-par) providers, prior authorization is required for all non-emergency services provided to any Aetna Better Health® of Illinois member prior to rendering services.

Effective April 1, 2026, the health plan will no longer review appeals for medical necessity when prior authorization was not obtained in advance. Appeals will only be considered when there are documented extenuating circumstances that prevented the ability to request prior authorization prior to services being rendered.

Use the Aetna Better Health of Illinois [prior authorization request form](#) when submitting prior authorization requests.

If you are interested in joining our network, please call Provider Services at **1-866-329-4701** or complete the [Join our network intake form](#).

Questions?

If you need assistance or have any questions, please contact your [Provider Relations Representative](#) or email us at ABHILProviderRelations@AETNA.com