

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



January 23, 2026

## **Aetna Better Health® of Illinois**

### **Update on Electronic Claim Submissions**

Effective February 1, 2026, Office Ally will no longer be a cost-free option for claims submissions using payor ID 68024. Aetna Better Health® of Illinois previously partnered with Office Ally's claim submission services at no charge to providers due to the Change Healthcare outage. We are now sunsetting allowing the service at no cost. This change only applies to current Office Ally users who submit claims for payor ID 68024.

Providers may register and submit claims directly via [Connect Center](#) or [Avality](#). If you need any assistance, contact Provider Experience at [ABHILProviderRelations@AETNA.com](mailto:ABHILProviderRelations@AETNA.com).

Should providers continue using Office Ally on or after February 1, 2026, any expenses incurred will be the responsibility of the provider.

### **Questions?**

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

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