



3/1/2020

Dear Provider:

IlliniCare Health would like to thank you for your commitment to your patients and our members. We value the high quality and accessible healthcare services you provide to our state's most vulnerable populations.

As you may know, Centene was required to divest IlliniCare Health as a condition of their acquisition of WellCare, the parent company of Meridian. Aetna, a CVS company, acquired IlliniCare Health on January 23, 2020. IlliniCare Health employees continue to manage the Medicaid (HealthChoiceIllinois) and Medicare Advantage products on behalf of Aetna, a CVS company.

We are committed to keeping you informed, and at this time there are no operational changes to report. Please continue to file claims through your normal process, contacting IlliniCare Health's Utilization Management Department to request prior authorizations and visit our Provider Portal to access tools, resources and review current banner messages. The IlliniCare Health Provider Relations Specialist will continue to be your point of contact to address any questions related to your IlliniCare Health contract, including claims related items pre and post-divestiture.

Our commitment to you is to keep you updated on our integration process, and to provide adequate notice if any changes are anticipated. If you have questions, please call (866) 329-4701 or contact your dedicated Provider Relations Specialist.

Sincerely,

Keive Dixon
Senior Director, Provider Network

1-866-329-4701

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