



January 6, 2021

Transition Update

Dear Valued Provider,

During the first week of our transition we communicated a notice to our participating providers on the correct fax numbers to use to submit prior authorizations to the health plan. We wish to refresh this communication a second time to reinforce use of the correct fax numbers for submission of prior authorizations for our HealthChoice product. It's very important to make sure you log into the Aetna Better Health® of Illinois Medicaid site. There is an existing Aetna Duals plan portal; Aetna Better Health Premier Plan MMAI® which is unrelated to Aetna Better Health of Illinois Medicaid. Additionally, please see a few items below regarding accessing authorization forms, payer ID number and logging into the ABH-IL provider portal:

Prior Authorization:

For any authorization for Medicaid, please use the ABH-IL authorization form click [here](#). Please call 1-866-329-4701 (TTY:711) or physical health fax at 1-877-779-5234 or behavioral health fax at 1-844-528-3453 for authorization requests. If you have any questions, please feel free to find additional information [here](#).

Payer ID:

Effective 12/1, please only use the new payer ID, 68024, for all claim submissions regardless of date of services, pre or post-December 1st.

Please contact the Provider Experience Team at ABHILProviderRelations@Aetna.com or at 1(866) 329-4701 if you have any questions or need more information.

Thank you for your continued partnership.

Sincerely,

Aetna Better Health of Illinois