



Dear Valued Providers,

An issue was identified with the roster file that was being loaded into our pharmacy systems, which loaded an incomplete roster file. The edit was temporarily removed, as of Tuesday (12/7) evening. A permanent fix will be deployed on Thursday, 12/10.

We are outreaching to all pharmacies that received inappropriate claim rejects with instructions on how to reprocess. If you feel your claims are rejecting inappropriately, you can escalate your issue to ABHILPharmacy@aetna.com. Our pharmacy team will research your issue and address our findings immediately upon receiving your email.

Sincerely,
Aetna Better Health® of Illinois