



Dear Valued Providers,

As Aetna Better Health® of Illinois we are committed to providing the best service to our provider partners. We know there will be questions in the early weeks of our transition to Aetna, and we are here to address any concerns or questions you may have regarding new procedures, prior auth numbers, as well as concerns with the status of your current cases.

To this end, we are working diligently to get through a backlog of authorizations that need to be processed. We wanted to inform you that there is currently a 24–48 hour delay. Please be reminded to use the ABH-IL authorization form found [here](#) and to 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.

We are here to assist you. If you have any questions, please feel free to find additional information [here](#) or contact the Provider Experience Team at ABHILProviderRelations@Aetna.com.

Sincerely,
Aetna Better Health of Illinois