



We are now Aetna Better Health® of Illinois

Dear Valued Provider,

During Day One of our migration from IlliniCare Health to Aetna Better Health of Illinois, we noticed a few areas where we've seen confusion and/or difficulty. 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](#).

Provider Portal:

Last week, provider portal registration logins were sent out via MBUPortal@AETNA.com, and the portal can be accessed [here](#). If you have an existing login used for the ABH-IL MMAI portal, you may continue to use this for the ABH-IL portal. If you have not received your login, please fill out [this form](#) and email it to ABHILProviderRelations@Aetna.com or fax it to 1-844-951-2143.

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