♥aetna™

October 14, 2021

Dear Valued Provider,

This provider bulletin serves as notification that Aetna Better Health® of Illinois is currently working to verify Provider data impacting our ability to successfully send paper check payments to Providers. We have a significant number of paper checks being returned "undeliverable as addressed".

Please provide the information/documentation as outlined below. Your assistance will help us ensure that Providers receive paper check payments in a timely manner.

Please send the following information/documentation directly to your assigned Network Relations Consultant (NRC) or to ABHILProviderRelations@aetna.com:

- Copy of Form W-9
- Provider TIN
- Remittance Address
- Primary Mailing Address

Please feel free to contact your assigned Network Relations Consultant (NRC)[1] with any additional questions.

We encourage our Providers to take advantage of the claims processing system, EFT, and ERA, as it shortens the turnaround time for you to receive payment and reconcile your outstanding accounts.

EFT (Electronic Funds Transfer) makes it possible for us to deposit electronic payments directly into your bank account. You can access an EFT form on our secure Provider Portal or download it **HERE**.

- Improved payment consistency
- Fast, accurate and secure transactions
- Payments sent directly into your bank account

ERA (Electronic Remittance Advice) refers to an electronic file that contains claim payment and remittance information, sometimes referred to by its HIPAA transaction number 835. You can access an ERA form on our Provider Portal or download it **HERE**.

- Reduced manual posting of claim payment information, which saves you time and money, allowing you to manage your resources more efficiently
- Elimination of the need for paper Explanation of Benefits (EOB) statements

Thank you for your continued partnership.

Aetna Better Health® of Illinois

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[1] You can locate a listing of Assigned Network Relations Consultants (NRC):

- aetnabetterhealth.com/illinois-medicaid/providers/provider-resources.html