



Aetna Better Health[®] of Illinois Provider E-newsletter

Fall 2025

Breast cancer screenings

Breast Cancer Screenings (BCS) are a key performance measure in the NCQA's [Healthcare Effectiveness Data and Information Set \(HEDIS\)](#). The current measure evaluates the percentage of women ages 50-74 who received at least one mammogram to screen for breast cancer in the past two years.

Why it matters

Breast cancer is the most common cancer among American women, aside from skin cancers. Early detection through regular screenings significantly reduces mortality, improves treatment options and lowers healthcare costs. Increasing screening rates is not only clinically essential – it's a smart, value-based care strategy.

Best practices for closing care gaps

Providers play a pivotal role in improving screening rates. Recommended strategies include:

- Educating members about the importance of early detection
- Encouraging regular testing through reminders and outreach
- Providing facility lists to make access easier
- Assisting with scheduling or referrals
- Following up to confirm completion

(cont'd on page 2)



Incentives and data reporting

BCS data can be collected via Electronic Clinical Data Systems (ECDS) for streamlined tracking and reporting. Members can qualify for rewards through the [Aetna Better Care Rewards program](#), and providers can earn incentives through our [Pay-for-Performance \(P4P\) program](#) when screening gaps are closed.

Expanding access through mobile mammography

To improve access Aetna Better Health® of Illinois has partnered with Onsite Roseland

Mobile Mammography to host mobile screening events. Each event can serve up to 20 patients, with appointments available between 9 AM and 2 PM. Services are offered within a 90-minute radius of Roseland Community Hospital, located at **45 W. 11th St., Chicago, IL 60628**.

For more information or scheduling, contact Ebonie Priestley (Green), HEDIS Leader, at [PriestleyE@Aetna.com](mailto: PriestleyE@Aetna.com).

Enhancement to the EviCore prior authorization process

Effective October 1, 2025, EviCore – our vendor responsible for managing prior authorizations for radiology, cardiology and pain management services – has transitioned from the Isaac platform to the new Image platform.

As a result, Aetna Better Health® of Illinois members requiring prior authorization must now submit their requests through the CareCore National Portal at www.EviCore.com (preferred method).

Alternatively, requests may be submitted by phone through the EviCore Prior Authorization Unit at [866-668-8295](tel:866-668-8295), or by fax at [800-540-2406](tel:800-540-2406).

Please be advised that services rendered without prior authorization may be denied for payment, and you may not seek reimbursement from members for such services. This change affects the submission portal only – the clinical review process remains the same.

[More information](#)

Bill-IQ update

We're thrilled to announce an update to Bill-IQ, your AI-powered Medicaid billing assistant. In addition to the IAMHP billing manual, Bill-IQ now includes the Aetna Better Health® of Illinois 2025 [Provider Manual](#) – a comprehensive resource outlining policies and procedures for Aetna Better Health of Illinois. This manual supports contracted providers in delivering high-quality care and supplements the provider agreement.

You can access Bill-IQ in three convenient ways:

- Scan the QR code at the bottom of this page
- Visit the Aetna Better Health of Illinois [Availity Provider Portal](#)
- Go to the Aetna Better Health of Illinois [Bill-IQ page](#)

To log in, simply use your email and TIN. For login issues, please contact your Provider Experience representative for assistance.

For more information, refer to the [Bill-IQ FAQ](#).



Provider Summits

We host quarterly Provider Summits to keep you informed and engaged with our health plan. Upcoming sessions will be held on the following dates:

Thursday, November 6, 2025
10 AM – 12 PM CT

Thursday, November 20, 2025
1 PM – 3 PM CT

[Register here](#)



Help members stay well this flu season

Flu season is here, and it's a critical time to remind members to get their annual flu shot. Vaccination remains one of the most effective ways to protect against serious illness and reduce the spread of the flu. Key messages to share with members include:

- The flu vaccine helps prevent serious illness and hospitalization related to influenza.
- Getting vaccinated helps protect those most at risk, including infants, young children, and individuals with underlying health conditions.

Flu shots are available at no cost to Aetna Better Health® of Illinois members.

Maternal health Provider Guide

Maternal health care providers have an important role in the lives of our pregnant and postpartum members. They educate and empower new parents to advocate for themselves and feel confident in their abilities. While supporting mothers, you also address disparities — including those for women of color and members of marginalized groups.

At Aetna Better Health® of Illinois, we support maternal health care providers — including doulas and lactation consultants.

This guide has tips and guidance to help you navigate enrollment, billing and claims, while supporting members with their benefits.



[View the guide](#)

More for Moms™ Virtual Prenatal Education Series

Encourage your patients to join the [Aetna® More for Moms™ Virtual Prenatal Education Series](#) beginning October 15th. This quarterly, rotating series fosters a sense of community while providing evidence-based education on key prenatal topics such as breastfeeding, infant care, pain management and birth options. While the series is geared toward Aetna Better Health® of Illinois members, any pregnant woman is welcome to attend. It's a valuable resource to complement your clinical care and support informed decision-making throughout pregnancy.



Patients can [click the link](#) or scan the QR code for session dates, times and registration.



Community Resource Directory

The Community Resource Directory (CRD) is now available to contracted providers through the Availity Provider Portal.

Integrating the CRD into the [Availity Provider portal](#) now allows providers to create referrals for members to address a full spectrum of Social Determinants of Health needs. This creates a holistic approach of touch points by the care team for members as the CRD interfaces with

other platforms, such as Aetna's Care Management documentation and reporting systems, as well as the [Aetna Member Medicaid Web Portal](#). Data from the CRD relays the top categories requested by member need as well as community organizations to whom have been issued the most referrals overtime.

Behavioral health in focus

Each October, National Depression and Mental Health Awareness and Screening Month serves as a crucial reminder of the widespread impact of mental health disorders and the importance of early identification and access to care. For providers, this is an opportunity to reaffirm your commitment to supporting mental wellness and ensuring that members can easily connect with behavioral health resources.



Depression is more than just occasional sadness or feeling “off”. It is a serious mental health condition that can severely disrupt an individual’s ability to function in daily life. It affects people of all ages, including children and new parents.

You are uniquely positioned to make a meaningful impact during this awareness month – and beyond – by promoting screening, reducing stigma and expanding access to care.

Mental health is health. By working together, we can ensure that depression and other mental illnesses are not only identified early but treated with compassion, urgency and effectiveness.

Aetna Better Health® of Illinois members have access to a robust network of licensed professionals, many of whom offer services via telehealth.

[Learn more about telehealth options](#)

Enrolling in EFT/ERA services

Aetna Better Health® of Illinois partners with ECHO Health Inc to provide electronic funds transfer (EFT) and electronic remittance advice (ERA) registration services. Providers can enroll in EFT/ERA services by visiting [Aetna Better Health/ECHO Provider EFT/ERA Enrollment Portal](#).

For assistance with account setup, information updates, or accessing payment details through the Aetna Better Health/ECHO portal, please refer to this [User Guide](#). For additional support, contact ECHO Health Inc. directly at [1-800-830-5831](tel:1-800-830-5831).

Access and availability standards

Behavioral health appointment and availability standards are guided by the requirements set forth by Health and Family Services (HFS) and the National Committee for Quality Assurance (NCQA) to ensure timely access to care and services.

These standards are outlined in our [Provider Manual](#) and specify the expected time frames for various types of care and specialties. If a provider is unable to offer an appointment within the required time frame, they should direct the member to contact our Member Services team at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701) for assistance.

Emergency care	Immediately
Urgent care	Within 24 hours
Routine preventive care	Within 5 weeks For infants under 6 months, within 2 weeks
Maternity	First trimester: Within 2 weeks Second trimester: Within 1 week Third trimester: Within 3 days
Post-discharge follow-up	Within 7 days
Office wait times	No more than 45 minutes
After hours	24/7 coverage
Behavioral health	Non-life-threatening urgent care: Within 6 hours Urgent (no immediate danger): Within 48 hours Routine care: Within 10 business days

[Learn more](#)

Supporting Members with sickle cell disease

Sickle cell disease (SCD) affects thousands of families across the United States, yet it remains under-recognized and often misunderstood—both clinically and socially. It is the most common form of inherited blood disorders in the U.S., but many people do not get the care they need. Individuals living with SCD face ongoing challenges that impact education, employment and daily quality of life. Compounding these challenges are longstanding disparities in healthcare access and outcomes, making it even more critical for you, as providers to play an active role in addressing care gaps and improving support systems.



Aetna Better Health® of Illinois is proud to collaborate with the [Sickle Cell Disease Association of Illinois \(SCDAI\)](#) to advance care and community support for individuals affected by SCD. SCDAI advocates for equitable healthcare, provides education and outreach, and offers critical support resources to patients and families. Through partnerships like this, we strengthen the ecosystem of care and amplify our collective impact.

Providers play a vital role in driving awareness, addressing inequities, and ensuring that families affected by sickle cell disease receive the support they need. Staying informed and engaged, we can help shape a healthcare landscape where no member is left behind.

The care management team at Aetna Better Health of Illinois is here to support members with chronic diseases by providing enhanced coordination of care. You may refer members to the care management [webpage](#) or have them contact care management at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701).



Orientation for new providers

Help new providers get the resources they need to work with our plan. Join an upcoming orientation session.

[Find orientation dates](#)

2025 Pay for Performance program

The 2025 [Pay-for-Performance \(P4P\) Program](#) recognizes and rewards providers for delivering high-quality, evidence-based care to our members.

PCPs, pediatricians, behavioral health providers and OB/GYNs are eligible to earn incentive payments by closing key HEDIS care gaps in eligible members during the measurement year.

These care gaps include, but are not limited to:

- Cervical cancer screening
- Timeliness of prenatal care
- Postpartum care
- Follow-up care after ED visits for alcohol or other substance use disorders
- Follow-up care after ED visits or hospitalizations for mental illness

By addressing these targeted measures, you can help improve health outcomes while earning financial incentives for your efforts.

Access to case management

Members can be referred to the complex case management program from a variety of sources, including our medical management programs, discharge planners, members, caregivers and providers. For member referral into case management, call [1-866-329-4701 \(TTY:711\)](tel:1-866-329-4701). To learn more about the programs available visit our [website](#).

HCBS Training

To support provider education on the Home and Community-Based Services (HCBS) Waiver program, our Provider Experience team will host the following training session:

Tuesday, December 9, 2025 at 12 PM – 1 PM

This session is designed for providers working with our health plan and will include important updates and guidance on key topics, including:

- HFS Waiver Programs
- Home Modification Billing
- Rejections and Denials
- Transportation Billing

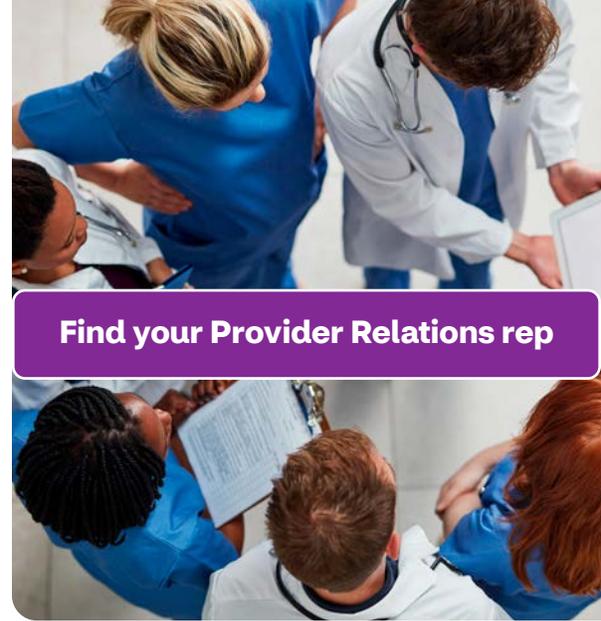
[Register here](#)

We need your latest W-9

We're required to collect a W-9 for every Tax Identification Number (TIN) in our network. [Complete your updated W-9 electronically here.](#)

Submitting your rosters

In-network providers can use our email inbox ABHILProviderUpdateRequests@AETNA.com to submit rosters, demographic updates and other info. Use the updated Universal IAMHP Roster Template provided by the Illinois Association of Medicaid Health Plans.



We're here to help



Email

ABHILProviderRelations@aetna.com



Phone

[1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701)

Monday through Friday
8:30 AM to 5:00 PM



Online

AetnaBetterHealth.com/Illinois-Medicaid/Providers

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).

©2025 Aetna Inc.

5523763-01-01