



Coming Soon – IlliniCare Health will become Aetna Better Health® of Illinois on December 1, 2020. You will be receiving more information this month to introduce you to our new name.

Dear Valued Provider,

Effective December 1, 2020, there will be a change of process for orthopedic and muscular skeletal authorizations. IlliniCare Health, soon to be Aetna Better Health® of Illinois will transition from the TurningPoint provider portal to utilizing our in-house process. Below is a summary of these changes:

To request an authorization:

- Log onto www.illinicare.com
- Call us at 866-329-4701
- Fax us at 877-779-5234

We recommend that ordering physicians request authorization and pass the approval information to the rendering facilities at the time of scheduling. Authorizations contain approval numbers and one or more CPT codes specific to the services authorized. If the service performed is different than what was initially authorized, the rendering facility must contact IlliniCare Health to make revisions and authorization prior to claim submission.

Prior authorization should be requested at least 7 calendar days before the requested service delivery date.

Clinical Guidelines and request forms are available at: www.illinicare.com, please call the Prior Authorization Services department at 1(866) 329-4701 if you have any questions or need more information.

Sincerely,

IlliniCare Health (soon to be Aetna Better Health of Illinois)