



Dear Provider:

We've been working hard since CVS Health/Aetna's acquisition of IlliniCare Health in January 2020 to integrate our business. We're almost there, and that's why IlliniCare Health is changing its name to Aetna Better Health® of Illinois on December 1, 2020. Together, we are combining our strengths to best serve our provider partners and members.

Throughout this process, we remain committed to providing timely updates on the impact this transition may have on you and your patients. You'll receive most of these updates by email, fax or through the provider portal. Up until the transition, you will receive communications from IlliniCare Health regarding transition activities and our Medicaid line of business. Materials that you will receive on or before December 1, 2020, will include information on the following:

- Portal registration
- Member ID card
- Claims updates
- System change

In the event you have a current Agreement with IlliniCare Health please note that your current Agreement terms will not be impacted by this transition. Payment and reimbursement terms will remain the same after December 1, 2020.

Currently, we ask you to continue filing claims through your normal process. You can always contact IlliniCare Health's Utilization Management Department to request prior authorizations. And visit our provider portal to access tools, resources and review messages with the most recent updates. The IlliniCare Health Provider Relations Specialist will continue to be your point of contact to address any questions related to your IlliniCare Health contract, including claims-related items.

We will continue to keep you updated on our integration process. It is our goal to provide you with adequate notice of any changes. If you have questions, reach out to your dedicated Provider Relations Specialist.

Sincerely,

Provider Relations Team
IlliniCare Health/Aetna Better Health of Illinois

Please note, our Medicare-Medicaid Alignment Initiative (MMAI) line of business will be called Aetna Better Health Premier Plan MMAI® effective December 1, 2020, and is a separate line of business. We ask that you continue filing MMAI claims through your normal process and working with your existing MMAI contacts for any questions on concerns related to this product.

1-866-329-4701

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