

Aetna Better Health® of Illinois
PO Box 818031, MC F661
Cleveland, OH 44181-8031



June 23, 2026

Aetna Better Health® of Illinois

Medical attachment dashboard within Availity®

Starting August 7, 2026, Aetna Better Health® of Illinois will be adding the Medical Attachment Dashboard feature in the Availity provider portal.

This dashboard allows providers to see when the health plan needs medical records or other documents for a claim – all from one place. Our file size capability will also expand with this feature update. You'll be able to send up to ten (10) attachments, with a maximum file size of 64 MB each. This will help with faster response time and prevent delay.

Questions?

If you need assistance or have any questions, please contact your [Provider Relations Representative](#) or email us at: ABHILProviderRelations@AETNA.com