



3200 Highland Avenue, MC F648
Downers Grove, IL 60515

December 1, 2021

New P.O. Box Address and Vendor for Paper Claim and Claim Correspondence – Effective 3/15/2022

P.O. Box #66545 will no longer be valid starting **March 15th, 2022**.

The current vendor Change Healthcare (CHC) is being replaced by Conduent for services related to the receipt and imaging of paper claims and claim correspondence effective March 15, 2022.

New P.O. Box

Aetna Better Health of Illinois
P.O. Box 982970
El Paso, TX 79998-2970

Mail will be forwarded from the old P.O. Box to the new P.O. Box for 12 months after **3/15/2022**. Please contact Services Department at 1-866-329-4701 for additional questions.

Additional Provider Education Regarding Change

Aetna Better Health uses the TriZetto QNXT® system to process and adjudicate claims. Both electronic and paper claims submissions are accepted. **Electronic claims are highly recommended to ensure claims are processed accurately, efficiently, accurately, and timely.**

Instructions on completing claim forms are listed on our website at:

[AetnaBetterHealth.com/Illinois-Medicaid](https://www.aetna.com/betterhealth/illinois-medicaid)

Complete the legible and suitable claim form and attach clearly labeled required documentation via mail only to:

Current Claims Mailing Mailbox	New Mailbox (Effective 3/15/2022)
Aetna Better Health of Illinois P.O. Box 66545 Phoenix, AZ 85082-6545	Aetna Better Health of Illinois P.O. Box 982970 El Paso, TX 79998-2970

For a list of Frequently Asked Questions related to this change, please see the FAQ document:

https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/illinois/providers/pdf/NEXTGEN_FAQs.pdf

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