

June 19, 2023

Aetna Better Health® of Illinois

Itemized bill submissions

This notice serves as a reminder of timely submission requirements and the process for submitting itemized bills.

In 2022, a grace period was instated for itemized bill submissions with dates of service between 12/01/2020 and 12/31/2021. The grace period is expiring and timely submission requirements for all dates of service will resume on July 17, 2023.

Itemized bills must be submitted no later than the reconsideration timeframe of 90 days from the date of Explanation of Payment (EOP), in order to be processed. Please ensure any claim with an anticipated outlier reimbursement has an itemized bill submitted within the required timeframe.

Remit code N26 on the remit of a processed claim will indicate an itemized bill is required. A complete list of remit codes is available within the claims link page on our Provider Web Portal.

Here are the available methods for itemized bill submission:

1. **Recommended primary method:** Providers can submit claims that qualify for outlier payment with an itemized bill through their clearinghouse. The provider's clearinghouse must be able to submit a 275 transaction to Change Healthcare for transmission to Aetna®. If a 275 transaction cannot be submitted, refer to the secondary method outlined below. Providers can pull a report of all claims for a specific Tax ID pending submission of an itemized bill within the Availity Business Intelligence Reporting Tool.
2. **Secondary method:** If the itemized bill is not submitted electronically via the clearinghouse, providers can submit in one of the following ways:
 - i. The electronic claims dispute/reconsideration process
 - ii. Paper submission, including copy of claim form, within 90 days from the original claim paid date to:
Aetna Better Health of Illinois
PO Box 982970
El Paso, TX 79998-2970

The claim reconsideration/dispute process is outlined in Aetna Better Health® of Illinois [Provider Manual](#). Access the [Provider Dispute and Reconsideration form here](#). **Please do not submit your itemized bills directly to Optum. Itemized bills submitted directly to Optum will not be processed or returned.**

If you have any questions on the process, please reach out to your assigned Provider Relations Consultant. Find a list of assigned Provider Relations Consultants [here](#).