

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



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## **Aetna Better Health® of Illinois**

### **ORP denials issue**

In May 2024, the Illinois Department of Healthcare and Family Services (HFS) updated the Provider State File, which is fed by IMPACT registration. This caused erroneous ORP denials for the Aetna Better Health® of Illinois provider network.

#### **What we're doing**

We are working to amend our logic so that the changes made to the file will no longer cause erroneous denials. Affected claims have been submitted for reprocessing. We expect all claims to be reprocessed within the next 30 business days.

We are actively monitoring outgoing claims during each weekly check run as a proactive step, but if you receive a denial that you want us to review, please contact your Provider Relations Representative.

#### **Additional support**

If you have any concerns or need additional assistance, contact your assigned [Provider Relations representative](#).