

Aetna Better Health® of Illinois
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Cleveland, OH 44181-8031



August 8, 2023

Aetna Better Health® of Illinois
PT44 Configuration

Aetna Better Health® of Illinois has historically denied telehealth claims billed by provider type 044. After seeking clarification, we are working to configure our systems to allow telehealth visits when billed with the appropriate codes and GT modifier, per HFS guidance received 3/23/23. This was corrected on 7/24/2023.

We sincerely apologize for any inconvenience and appreciate your patience as we work to resolve this matter.

If you have any questions about this issue, please contact your Aetna Better Health of Illinois Provider Experience representative.