

**Aetna Better Health® of Illinois**  
3200 Highland Avenue, MC F648  
Downers Grove, IL 60515



August 10, 2022

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

### **Out-of-network benefits**

Aetna Better Health® of Illinois does not generally cover routine non-emergency care (covered services) from providers who are not part of the provider network. However, there may be times when members need routine care that our provider network cannot provide. If this is the case, members may be able to receive coverage from a provider who is not in the network (a non-participating provider), only if:

- (1) the care is medically necessary (as determined by Aetna Better Health of Illinois); and
- (2) there are no Aetna Better Health of Illinois in-network providers who can provide the same service.

We have the right to say where the care or service can be provided, and it must be preauthorized. This means the member or their provider needs to contact us before a visit for it to be covered.

[Learn more here about preauthorization](#) or call **1-866-329-4701 (TTY: 711)**.

**Reminder: Emergency services are always covered and do not require preauthorization.**