

Aetna Better Health® of Illinois
333 West Wacker Drive, Suite 2100
Chicago, IL 60606



AETNA BETTER HEALTH® OF ILLINOIS

Long Term Care Facility Billing Changes

Dear Providers,

Aetna Better Health is in the process of updating our payment systems to be compliant with the 12-1-2016 Long Term Care Facility Billing Changes set forth by HFS. Providers should continue to bill claims with the appropriate billing instructions consistent with the date of service.

Effective 3/1/2017 ABH will have the ability to adjudicate claims via our normal claims processes. Incorrectly denied historical claims will be reprocessed over the upcoming weeks. For individual claims related inquiries please contact the claims department at 866-212-2851 Monday-Friday, 8:00 -5:00pm CST. For resolution of escalated issues please contact your assigned Network Account Managers

Sincerely,
Provider Services