



Aetna Better Health[®] of Illinois Provider E-newsletter

Summer 2025

Provider Satisfaction Survey

Aetna Better Health[®] of Illinois values the opinion of providers who serve our members. We're currently working with Press Ganey, an independent research firm to conduct a provider satisfaction survey.

Our 2025 Provider Satisfaction Survey will be conducted June 26 – September 5, 2025. Your office may receive a survey in the mail from Press Ganey. When you're contacted, we encourage you to complete the survey — either online using your unique log-in credentials or by returning the completed form in the postage-paid envelope. Your valuable feedback helps our health plan expand on what we're doing well and find opportunities to improve. Thank you!

Summer Health

Aetna Better Health of Illinois has begun work with Summer Health to provide on-demand access to pediatric providers. Eligible members can text Summer Health 24/7 for answers on everything from urgent issues to everyday questions about their child's health and development. We are excited to be the first Managed Care Organization in the state to roll out this platform to our youngest members.

[Learn more about Summer Health](#)

Bill-IQ

Bill-IQ is an innovative AI tool designed to help health care providers navigate the complex landscape of Illinois Medicaid billing guidelines, leveraging the comprehensive IAMHP billing manual. By reducing administrative burdens, Bill-IQ empowers providers to focus more on what matters most — member care.

Bill-IQ is available via the [Availity Provider Portal](#) as well as through the [Aetna Better Health of Illinois website](#) in the “Resources” menu under “Tools and Materials”.



HCBS Training

To help educate providers about the Home and Community-Based Services (HCBS) Waiver program, our Provider Experience team will host the following training sessions:

- Tuesday, September 9, 12 PM – 1 PM
- Tuesday, December 9, 12 PM – 1 PM

These sessions will share updates for providers who work with our health plan. We'll cover a range of topics including:

- HFS Waiver programs
- Transportation billing
- Home Modification billing
- Rejections and denials

[Register here](#)

Telehealth resources for members

Our health plan covers treatment for mental health and substance use disorders. Members can get care from any provider in our network and don't need a primary care provider (PCP) referral. They can even connect with a provider by phone or computer using our new telehealth guide.

[Telehealth Guide - English](#)

[Telehealth Guide - Spanish](#)

Behavioral health in focus

Transition to ASAM Criteria, 4th Edition

As of July 1, 2025, Aetna has transitioned to use the American Society of Addiction Medicine (ASAM) Criteria, 4th Edition for substance use disorder Utilization Management reviews for adult members. This is per guidance from the Illinois Department of Human Services (DHS), Division of Behavioral Health and Recovery (DBHR). To access additional information and training resources, visit the [ASAM website](#). You can also reach out to the DHS help desk at DHS.SUPRHelp@illinois.gov.



Please note: As of July 1, 2025, the Division of Behavioral Health and Recovery (DBHR) officially began operations. Housed in the Illinois Department of Human Services (DHS), the new division integrates the former DHS Division of Substance Use Prevention and Recovery (SUPR) and Division of Mental Health (DMH).

2025 Pay for Performance program

Our 2025 Pay-for-Performance (P4P) Program rewards providers for high-quality care given to our members.

Assigned PCPs, pediatricians, behavioral health providers and OB/GYNs can earn incentives for closing certain HEDIS® care gaps in eligible members during the measurement year.

[See 2025 P4P program details](#)

Access standards

Aetna Better Health® of Illinois appointment and availability standards are based on Illinois Department of Health and Family Services (HFS) and the National Committee for Quality Assurance (NCQA) standards for timely access to care and services.

Our [Provider Manual](#) defines appointment and availability standards for each type of care and specialty. Providers who cannot offer an appointment within the specified time frames should refer the member to our Member Services team at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701).

Emergency care	Immediately
Urgent care	Within 24 hours
Routine preventive care	Within 5 weeks For infants under 6 months, within 2 weeks
Maternity	First trimester: Within 2 weeks Second trimester: Within 1 week Third trimester: Within 3 days
Post-discharge follow-up	Within 7 days
Office wait times	No more than 45 minutes
After hours	24/7 coverage
Behavioral health	Non-life-threatening urgent care: Within 6 hours Urgent (no immediate danger): Within 48 hours Routine care: Within 10 business days

[Learn more](#)

Health equity education

As part of our commitment to health equity, we offer a clinical education hub for health care professionals. It has resources to help care teams lower the barriers that underserved and marginalized patients experience.

You can get on-demand, free, accredited courses to earn digital Care Champion badges for your provider profile in three clinical areas of focus:

- Culturally responsive care
- LGBTQ+ responsive care
- Culturally responsive PCP behavioral health care

Your digital Care Champion badge will appear on your profile and be visible to members in our provider directories.

[Get started here](#)

Early Periodic Screening, Diagnosis and Treatment

The Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit provides comprehensive and preventive health care services for children under age 21 who are enrolled in Medicaid. EPSDT is key to ensuring that children and adolescents receive appropriate preventive, dental, mental health and specialty services.

Early: Assessing and identifying problems early

Periodic: Checking children's health at periodic, age-appropriate intervals

Screening: Providing physical, mental, developmental, dental, hearing, vision, and other screening tests to detect potential problems

Diagnostic: Performing diagnostic tests to follow up when a risk is identified

Treatment: Control, correct or reduce health problems found



[Review EPSDT Services](#)

Provider Summits

We offer quarterly Provider Summits to keep you updated on working with our health plan. [Register for an upcoming Summit here.](#)

Quick Reference Guide

Aetna Better Health® of Illinois has a Quick Reference Guide with some of the most frequently used tools and resources to support providers who work with our health plan.

[Get the guide here](#)



Community Resource Directory

The Community Resource Directory (CRD) is now available to contracted providers through the Availity Provider Portal.

Integrating the CRD into the Availity Provider portal now allows providers to create referrals for members to address a full spectrum of Social Determinants of Health needs. This creates a holistic approach of touch points by the care team for members as the CRD interfaces with other platforms, such as Aetna's Care Management documentation and reporting systems, as well as the Aetna Member Medicaid Web Portal. Data from the CRD relays the top categories requested by member need as well as community organizations to whom have been issued the most referrals overtime.

[Access the Availity Provider Portal](#)

We need your latest W-9

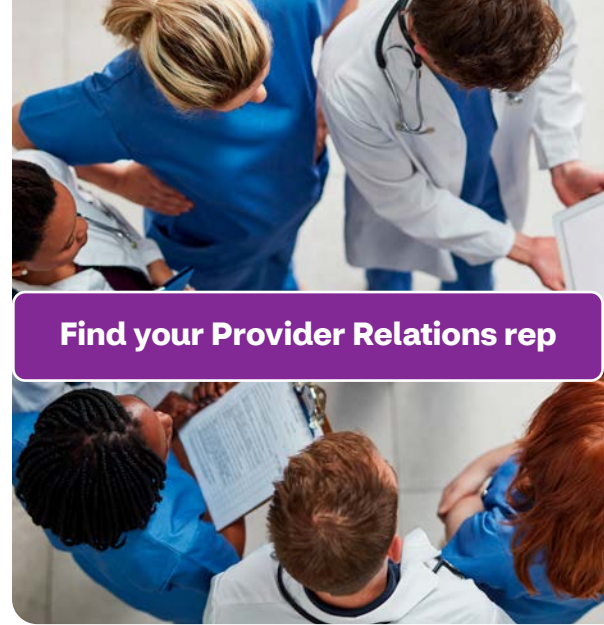
We're required to collect a W-9 for every Tax Identification Number (TIN) in our network. [Complete your updated W-9 electronically here.](#)

Submitting your rosters

In-network providers can use our email inbox ABHILProviderUpdateRequests@AETNA.com to submit rosters, demographic updates and other info. Use the updated Universal IAMHP Roster Template provided by the Illinois Association of Medicaid Health Plans.

Orientation for new providers

Help new providers get the resources they need to work with our plan. Join an upcoming orientation session. [Find orientation dates.](#)



We're here to help



Email

ABHILProviderRelations@aetna.com



Phone

[1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701)

Monday through Friday
8:30 AM to 5:00 PM



Online

AetnaBetterHealth.com/Illinois-Medicaid/Providers

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