

September 30, 2026

Aetna Better Health® of Illinois

Reminder: Timely submission of provider rosters and demographic updates

To ensure provider directory accuracy and timely processing of provider updates, Aetna Better Health of Illinois reminds providers of the following roster submission requirements. We appreciate your partnership in maintaining accurate provider information for our members and provider network.

Submission frequency

- Comprehensive provider rosters must be submitted quarterly.
- Provider additions and terminations must be submitted monthly to ensure our records remain current and accurate. These requirements align with current roster submission guidance.

Universal IAMHP Roster Template

The Universal IAMHP Roster Template was updated on May 29, 2026. Providers should use the most current version of the template when submitting roster changes to avoid processing delays. The Universal IAMHP Roster Template can be downloaded from the [IAMHP website](#).

Where to submit rosters

Completed roster submissions should be sent to ABHILProviderUpdateRequests@AETNA.com. Upon submission, you will receive a confirmation email with a case number for tracking purposes.

Questions?

If you need assistance, or have questions, please contact your [Provider Relations Representative](#) or email us at ABHILProviderRelations@AETNA.com.