



July 31, 2025

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

### **Temporary Pause in Recoupments Related to Retroactive IMPACT Disenrollment**

Effective immediately, Aetna Better Health® of Illinois will pause recoupments for providers who have been retroactively disenrolled from IMPACT until further notice. This is in accordance with a directive from the Illinois Department of Healthcare and Family Services (HFS).

This pause applies only to recoupments associated with retroactive IMPACT disenrollment and **does not** impact any other types of recoveries or recoupments by Aetna.

Please note:

- Notification letters regarding these retroactive recoupments may have already been sent but recoveries will not occur until the pause is lifted.
- If you believe you received a recoupment in error related to retroactive IMPACT enrollment, please contact your assigned Provider Relations representative immediately.

Other types of recoveries, such as those related to rate changes, are **not** affected by this delay.

## **Questions?**

Please contact your assigned [Provider Relations representative](#) with any questions.