

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



July 1, 2022

## **Aetna Better Health® of Illinois** IlliniCare Operational Changes

Dear Valued Provider:

This provider bulletin serves as notification that effective 7/1/2022, Aetna Better Health® of Illinois will begin **rejecting claims billed for dates of service prior to 12/1/2020** as untimely submissions.

Notice of claim rejections will be communicated within the Clearinghouse 277 Claim Status Response Report.

Additionally, we will no longer use the legacy IlliniCare Health Plan mailing address of:

P.O. Box 4020  
Farmington, MO 63640

**Any mail sent to this discontinued address will go unaddressed.**

Effective immediately, all legacy IlliniCare Health Plan correspondence should be sent to:

Aetna Better Health of Illinois  
P.O. Box 982970  
El Paso, TX 79998-2970

We are announcing this change to ensure providers are aware of forthcoming operational changes. If you have questions regarding this notice, please contact your assigned Network Relations Consultant or email the Aetna Better Health of Illinois Provider Experience team at [ABHILProviderRelations@aetna.com](mailto:ABHILProviderRelations@aetna.com).

Thank you for your continued partnership. We appreciate your immediate attention to this update.

Sincerely,

Aetna Better Health of Illinois (formerly IlliniCare Health)