



April 30th, 2020

Dear Provider,

The Illinois Department of Healthcare and Family Services (HFS) has implemented a new process for providers that have a complaint against an MCO. The provider must first go through the MCO dispute process before filing a complaint with HFS. During this process, the Plan will assign the dispute a reference number for tracking purposes. If the provider feels the MCO did not adequately address the dispute, the provider will need the MCO tracking number in order to file a Provider complaint with HFS.

There are several ways that a unique reference number can be obtained from the Plan when submitting a claims dispute or reconsideration (which Aetna defines as the same step). Providers have 180 days from the date of determination, unless otherwise indicated in your provider agreement, to submit a claim dispute/reconsideration. The tracking/reference number will be different depending on how the provider files or calls in the dispute/reconsideration as outlined below.

- 1)** When filing a dispute by calling our Customer Service (CICR) at 1-866-600-2139, providers will receive a tracking/reference number from the agent handling your inquiry (i.e. #PDXGR1234567).
- 2)** When submitting a dispute directly to their Network Relations Consultants, the Network Relations Consultant will provide a reference number (i.e. #1234).
- 3)** When mailing in or submitting a claim dispute/reconsideration through our Provider Portal, the provider must complete and submit the Provider Dispute Form and attach or upload any appropriate supporting documentation. The dispute decision will be sent in the form of a provider remittance and the tracking/reference number will be the adjusted claims number from that remittance (i.e. the claim number ending in A1, A2, A3, etc.).



The Provider Dispute Form is accessible on Aetna Better Health's website. See links to the Portal and Forms below:

Participating Providers:

<https://www.aetnabetterhealth.com/illinois/assets/pdf/IL%20Par%20Provider%20Dispute%20Form.pdf>

Non-Participating Providers:

<https://www.aetnabetterhealth.com/illinois/assets/pdf/IL%20Non-Par%20Provider%20Appeal%20Form.pdf>

Portal Access:

<https://www.aetnabetterhealth.com/illinois/providers/portal>

If you have any questions, please contact us at 1-866-600-2139 or reach out to your Network Relations Consultant.

Thank you for your partnership.