

August 25, 2026

Aetna Better Health® of Illinois

Reminder: Submit Peer-to-Peer (P2P) requests electronically within Availity®

Aetna Better Health of Illinois providers can use the Peer-to-Peer (P2P) Portal within [Availity®](#) to electronically submit P2P requests. This is in addition to submitting Medicaid P2P requests via phone by calling **1-833-459-1998**.

Frequently asked questions

How can providers register with Availity?

Visit the Availity registration page at www.availity.com/multi-payer-portal-registration

Can providers still submit a P2P request via phone?

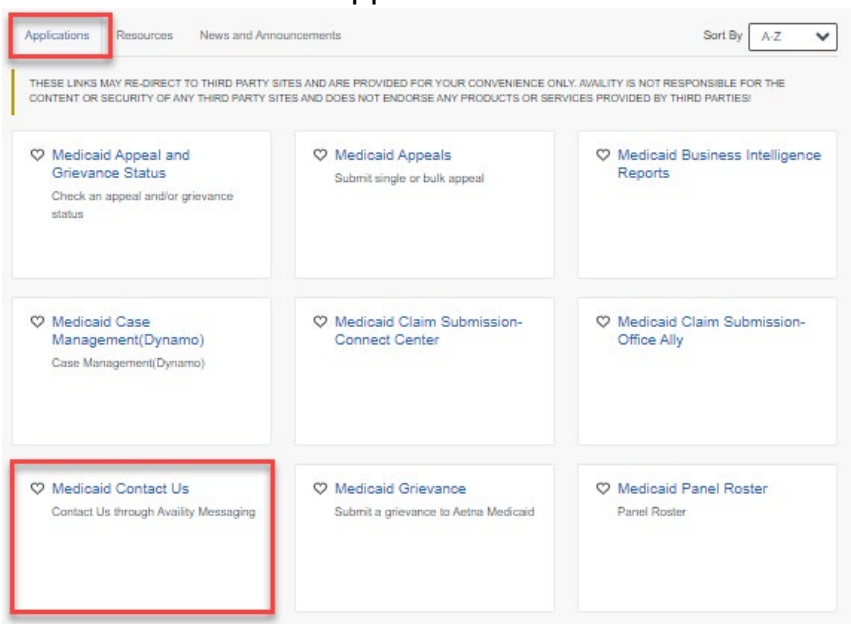
Yes. Providers can also make a P2P request via phone by calling **1-833-459-1998**.

Once a provider submits a P2P request online, how quickly will Aetna respond?

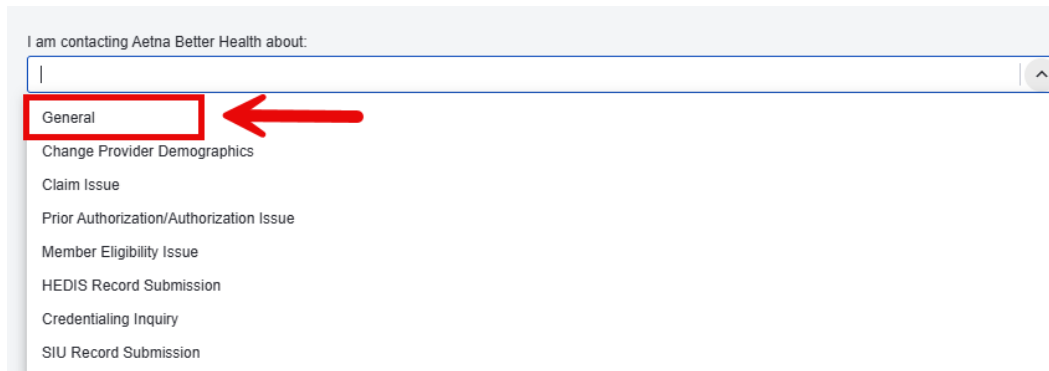
Aetna will observe a two-day turn around time for P2P request submitted electronically.

How do providers submit a P2P request electronically?

1. Log in to [Availity](#)
2. Select the Aetna Better Health payer space
3. Click on the “Medicaid Contact Us” application



4. Fill out the form
5. For the “I am contacting Aetna Better Health about”, select “General”



I am contacting Aetna Better Health about:

General

Change Provider Demographics

Claim Issue

Prior Authorization/Authorization Issue

Member Eligibility Issue

HEDIS Record Submission

Credentialing Inquiry

SIU Record Submission

6. In the “Your message” field, type: Peer-to-Peer Review Request
7. Select “Add File”
8. Insert the saved [Request Form](#) from your computer.
9. Click “Submit”

Questions?

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

Or contact Availability Support at **1-800-AVAILITY (282-4548)**, Monday–Friday, 8 AM – 8 PM ET.