## Aetna Better Health® of Illinois

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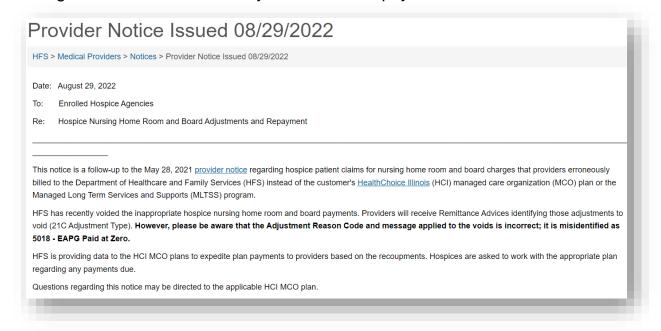


October 27, 2023

## Aetna Better Health® of Illinois

Hospice nursing home room and board adjustments and repayment sunset

Aetna Better Health® of Illinois followed the guidance of the **HFS notice** regarding hospice nursing home room and board adjustments and repayments.



On October 12, 2022, we posted an **informational notice** advising providers of next steps in receiving payments specific to the HFS notification.

We are now sunsetting these repayments. If you have not received your payment for services rendered 1/1/2018-11/30/2020, contact our PHI mailbox at <a href="mailbox"><u>ABHILHIPAA@AETNA.com</u></a>.

Please submit your request for review by end of business on 12/8/23. No requests for Hospice Nursing Home Room and Board Adjustments and Repayment will be processed after that date. To expedite the processing of manual payments for these services, please respond as quickly as possible.

If additional payment is required, a manual payment will be issued, please provide the below documents to receive payment:

## AetnaBetterHealth.com/Illinois-Medicaid

- 2018 W9
- Payment mailing address
- Response to the report of claims we provided with your agreement/disagreement of payment amount

After completion of a comprehensive claims analysis, qualifying services will be reimbursed in the form of a manual check.

For HFS recouped claims having a date of service after 12/1/2020, you should file claims using your standard process and submit these claims to our health plan by EOD 12/8/23. After that date, claims will deny for timely submission.

If you have any questions, please contact your Provider Experience representative with any Thank you for your continued partnership.

Sincerely,

Aetna Better Health of Illinois