

**Aetna Better Health® of Illinois**  
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April 19, 2024

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

### **Update on Change Healthcare outage: Recoupment resumption**

Aetna Better Health® of Illinois made an exception to delay recoupments due to payment interruptions caused by the Change Healthcare service outage.

As of April 10, we restored our connection to the Change Healthcare Electronic Remittance Advice distribution service.

**Given the resumption of full claims submission and payment capabilities, recoupments will be resuming on 5/1/2024.**

If you have questions or concerns, please contact our Provider Relations team at [ABHILProviderRelations@aetna.com](mailto:ABHILProviderRelations@aetna.com).

Thank you for your continued partnership.