

Frequently Asked Questions (FAQs)

For IlliniCare Health Providers

3/1/2020

Q. What was the close date of the acquisition and how will we remain notified?

A. The close date of the acquisition was January 23, 2020. Our commitment to you is to keep you updated on our integration process and to provide adequate notice if any changes are anticipated. If you have questions, please call (866) 329-4701 or contact your dedicated Provider Relations Specialist.

Q. Is the entire business being acquired by Aetna/CVS?

A. Centene was required to divest IlliniCare Health's Medicaid (HealthChoiceIllinois) and Medicare Advantage products, including the IlliniCare Health brand name, to Aetna, a CVS company.

Q. What should we know about the CVS Health/Aetna Medicaid business?

A. Aetna has over 30 years of experience managing the care of the most medically vulnerable, using innovative approaches and a local presence in each market to achieve both successful health care results and effective cost outcomes. Aetna has particular expertise serving high-need Medicaid members, including those who are dually eligible for Medicaid and Medicare. Currently, Aetna owns and/or administers Medicaid managed health care plans under the names of Aetna Better Health and other affiliate names. Together, these plans serve approximately 2 million people in 16 states, including Arizona, California, Florida, Illinois, Kansas, Kentucky, Louisiana, Maryland, Michigan, New Jersey, New York, Ohio, Pennsylvania, Virginia, West Virginia, and Texas. For more information, see www.aetnabetterhealth.com.

Q. Will Aetna/CVS be acquiring claims payments now that it owns IlliniCare Health?

A. Please continue to file claims through your normal process, contacting IlliniCare Health's Utilization Management Department to request prior authorizations and visit our Provider Portal to access tools, resources and review current banner messages. The IlliniCare Health Provider Relations Specialist will continue to be your point of contact to address any questions related to your IlliniCare Health contract, including claims related items pre and post divestiture.

While Aetna/CVS did **not** acquire any IlliniCare/Centene debt and all program benefit liabilities, such as claims payments or prior disputes for the Medicaid and Medicare lines of business, your dedicated Provider Relations Specialist will assist with all resolution of disputes for claims. Our

commitment to you is to keep you updated on our integration process and to provide adequate notice if any changes are anticipated. If you have questions, please call (866) 329-4701 or contact your dedicated Provider Relations Specialist.

Q. Will we have the same Centene Network and Provider Services contracts or will you be using the Aetna Better Health provider contracts to administer and pay Centene claims?

A. At this time there are no operational changes to report. Please continue to file claims through your normal process, contacting IlliniCare Health's Utilization Management Department to request prior authorizations and visit our Provider Portal to access tools, resources and review current banner messages. The IlliniCare Health Provider Relations Specialist will continue to be your point of contact to address any questions related to your IlliniCare Health contract, including claims related items pre and post divestiture.

Q. Will the business operations be administered on the current Centene platform or will it be moving to the Aetna Better Health Platform?

A. At this time there are no operational changes to report. Please continue to file claims through your normal process, contacting IlliniCare Health's Utilization Management Department to request prior authorizations and visit our Provider Portal to access tools, resources and review current banner messages. The IlliniCare Health Provider Relations Specialist will continue to be your point of contact to address any questions related to your IlliniCare Health contract, including claims related items pre and post divestiture.

Q. How do we verify membership, follow up on claims, etc.?

A. Please continue to follow your normal process for verifying members and following up on claims, regardless of whether the date of service is before or after ICH divestiture to Aetna. Our commitment to you is to keep you updated on our integration process and to provide adequate notice if any changes are anticipated.

Q. Are Centene Payment and Utilization Management policies changing?

A. At this time there are no operational changes to report. Please continue to file claims through your normal process, contacting IlliniCare Health's Utilization Management Department to request prior authorizations and visit our Provider Portal to access tools, resources and review current banner messages. The IlliniCare Health Provider Relations Specialist will continue to be your point of contact to address any questions related to your IlliniCare Health contract, including claims related items pre and post divestiture.

Q. Where do we send claims?

A. At this time there are no operational changes to report. Please continue to file claims through your normal process, contacting IlliniCare Health's Utilization Management Department to request prior authorizations and visit our Provider Portal to access tools, resources and review current banner messages. The IlliniCare Health Provider Relations Specialist will continue to be your point of contact to address any questions related to your IlliniCare Health contract, including claims related items pre and post divestiture.

Q. What will ID cards look like?

A. There are no changes to ID cards. Our commitment to you is to keep you updated on our integration process and to provide adequate notice if any changes are anticipated. If you have questions, please call (866) 329-4701 or contact your dedicated Provider Relations Specialist.

Q. Is the name of the plan changing?

A. At this time, there are no changes to the name of the plan. Our commitment to you is to keep you updated on our integration process and to provide adequate notice if any changes are anticipated. If you have questions, please call (866) 329-4701 or contact your dedicated Provider Relations Specialist.

Q. What is changing that we need to prepare for and when?

A. At this time there are no operational changes to report. Please continue to file claims through your normal process, contacting IlliniCare Health's Utilization Management Department to request prior authorizations and visit our Provider Portal to access tools, resources and review current banner messages. The IlliniCare Health Provider Relations Specialist will continue to be your point of contact to address any questions related to your IlliniCare Health contract, including claims related items pre and post divestiture.

Q. Can we see a copy of the Member Notification Letter?

A. Because there were no changes to plan benefits or services, we did not issue a member notification. Our commitment to you is to keep you updated on our integration process and to provide adequate notice if any changes are anticipated. If you have questions, please call (866) 329-4701 or contact your dedicated Provider Relations Specialist.

Q. Will there be a new EDI Payer number?

A. At this time, the EDI Payer will remain unchanged. Our commitment to you is to keep you updated on our integration process and to provide adequate notice if any changes are

anticipated. If you have questions, please call (866) 329-4701 or contact your dedicated Provider Relations Specialist.

Q. What is the mailing address for new claims going to be?

A. At this time, the mailing address for new claims will remain unchanged. Our commitment to you is to keep you updated on our integration process and to provide adequate notice if any changes are anticipated. If you have questions, please call (866) 329-4701 or contact your dedicated Provider Relations Specialist.

Q. Will the web portal change and if so, when?

A. As of now, the web portal remains unchanged. Our commitment to you is to keep you updated on our integration process and to provide adequate notice if any changes are anticipated. If you have questions, please call (866) 329-4701 or contact your dedicated Provider Relations Specialist.

Q. How long will we have access to claims under the Centene platform?

A. At this time, there are no changes to how claims are processed. Our commitment to you is to keep you updated on our integration process and to provide adequate notice if any changes are anticipated. If you have questions, please call (866) 329-4701 or contact your dedicated Provider Relations Specialist.

Q. Who are the local market leaders at CVS Health/Aetna for this business?

A. Please visit our website to meet [IlliniCare Health](#) market leaders.