



AETNA BETTER HEALTH OF IL

Downers Grove, IL 60515

<http://aetnabetterhealth.com/illinois>

Date:	03.19.2020
Purpose:	Provider Bulletin: Inform of NEW Grievance and Appeals address
Subject:	Grievance and Appeals address change effective 3/26/2020
Products:	Aetna Better Health of IL
From:	Provider Experience Department

Dear Providers,

Aetna Better Health of IL would like to inform you that effective 3/26/2020 our Provider/ Member Grievance and Appeals mailing address will change. This will not affect the participating provider dispute process which Participating Providers submit claims disputes to:

AETNA BETTER HEALTH OF IL
P.O. BOX 66545
PHOENIX, AZ 85082

We kindly ask that you update your records accordingly and to address all future Grievances and Appeals to our new mailing address as followed:

- **Non Participating Provider Grievance & Appeals NEW address**

Aetna Better Health of IL
PO Box 81040
5801 Postal Road
Cleveland, OH 44181

- **Member Grievance & Appeals NEW address**

Aetna Better Health of IL
PO Box 81139
5801 Postal Road
Cleveland, OH 44181

Attached you will find two forms to help you with your claim questions and concerns. It also includes information regarding reconsiderations, claims inquiry, disputes, appeals and examples for your review.

The form can also be found on our Aetna Better Health of IL website for your convenience:

Claims Adjustment Request & Provider Claim Reconsideration Form @
aetnabetterhealth.com/illinois/providers/notices

We appreciate the excellent care you provide our members. If you have any questions, please feel free to contact us via e-mail: EMAIL @ ILProviderUpdates@aetna.com or call us through our Provider Relations telephone line: 1-866-600-2139.

Thank you,
Provider Relations Department

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