



Aetna Better Health® of Illinois

All Medicaid providers must revalidate their enrollment

The Centers for Medicare & Medicaid Services (CMS) requires state Medicaid programs to revalidate all actively enrolled Medicaid providers at least every five years. As a result of the COVID-19 Public Health Emergency, revalidations that were due in calendar year 2020 were paused.

The Illinois Department of Healthcare and Family Services (HFS) has asked us to let Medicaid providers know that they must complete a revalidation process to remain in the program.

Starting in September 2024, all providers will be required to revalidate based on their enrollment date. All providers must complete the [IMPACT revalidation process](#) to remain enrolled in Medicaid.

Important notes

- ✓ Revalidation notices will be sent in rolling stages and regular every-five-year revalidation will be ongoing. Providers are encouraged to watch their email inbox for revalidation instructions. **Currently enrolled Medicaid providers will receive two email notifications: 90 days and 30 days before their Revalidation Due Date.**
- ✓ **Failure to revalidate will result in a provider being removed from Medicaid.** When removed, providers will not be able to bill for some of their most vulnerable patients and clients.
- ✓ Authorized staff may complete the revalidation on behalf of a provider. Instructions for individuals and organizations are [available here](#).

Need more info?

More information about revalidation — including a list of Frequently Asked Questions — is available from HFS at [HFS.illinois.gov/Impact](https://www.hfs.illinois.gov/Impact).

Providers who need assistance completing their revalidation may call HFS Provider Enrollment at **1-877-782-5565**.