

Network Relations contact information and coverage areas

Aetna Better Health® of Illinois takes great pride in our network of physicians and related professionals who serve our members with the highest level of quality care and service. We are committed to making sure our providers receive the best and latest information, technology and tools available to ensure their success and their ability to provide for our members. We focus on operational excellence, constantly striving to eliminate redundancy and streamline processes for the benefit and value of all our partners.

Our Provider Relations Team is assigned to designated areas throughout the state and are located within the communities in which they serve. This team is dedicated to meeting the needs of our providers. We are subject matter experts and are available to providers for education, training, and support. We assign every participating provider a **Provider Relations** representative (*Network Relations Manager or Network Relations Analyst*).

[Network Relations Managers](#) are assigned to specific providers identified as [Tier 1 Providers](#).

[Network Relations Analysts](#) are assigned to all other providers based on [Specialty and Region](#).

If you are unable to identify your Provider Relations representative, please send email communication (including TIN) to ABHILProviderRelations@aetna.com.

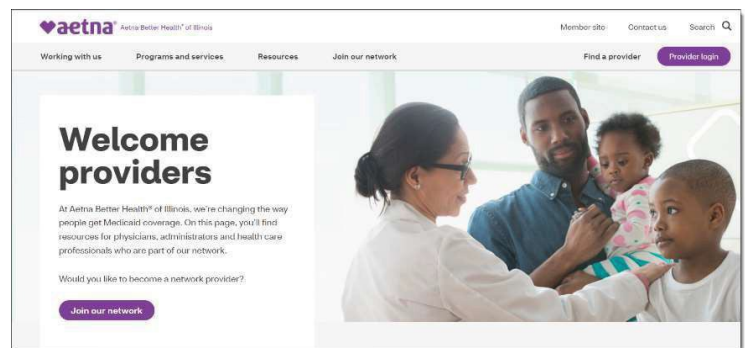
<p>Aetna Better Health of Illinois offers a provider services line by calling (866) 329-4701 (Monday through Friday 7 AM-7 PM)</p>
<p>Please submit demographic updates by sending the completed IAMHP roster to: ABHILProviderUpdateRequests@AETNA.com</p>
<p>General Questions can be sent to: ABHILProviderRelations@aetna.com</p>

Save time by accessing our online resources

Be sure to check out our convenient web tools, available 24/7.

Health plan website

The health plan website is a resource for members and providers. Providers will find information such as the member handbook, provider manual and the formulary on the health plan website: <https://www.aetnabetterhealth.com/illinois-medicaid/providers>



Availity

Aetna Better Health of Illinois is excited to have transitioned from our Provider Portal to Availity. This transition allows for an increase in digital interactions available to support you as you provide services for. Once you are registered you can go to <https://apps.availity.com/availity/web/public.elegant.login> and sign on. The Availity Learning Team offers regularly scheduled live webinars on a variety of topics.

Network Relations Analysts are assigned to providers based on Specialty and Region.

SNF / SLF / Hospice	
Regions 1, 4, and 5	Joshua Delancy (224) 238-8219 DelancyJ@aetna.com
Regions 2 and 3	Lyneshia Simmons (618) 789-2057 simmons13@aetna.com

Behavioral Health	
Regions 1, 4, and 5	Latasha Campbell (312) 405-4260 CampbellL13@aetna.com
Regions 2 and 3	Shivani Gosein (815) 313-9248 GoseinS@aetna.com

Atypical / HCBS / Waiver Providers	
Regions 1, 4, and 5	*** INTERIM *** Jhonathan Aguilar (773) 485-7622 aguilarj3@aetna.com
Regions 2 and 3	Jhonathan Aguilar (773) 485-7622 aguilarj3@aetna.com

Physician Groups / FQHC / RHC / Hospitals / Health Departments	
Regions 1, 4 and 5	Constance Johnson (959) 255-2205 JohnsonC8@aetna.com
Regions 2 and 3	Michael "Chad" Morgan (618) 319-3730 MorganM7@aetna.com

Ancillary - Labs / Therapy / Dialysis	
Regions 1, 2, 3, 4, and 5	April Foster (312) 610-0240 FosterA5@aetna.com

DME - Durable Medical Equipment	
Regions 1, 2, 3, 4, and 5	Alicia Ruiz (860) 900-6643 ruiza6@aetna.com

Network Relations Managers are assigned to specific providers identified as Tier 1 Providers.

Network Relations Managers	Phone	Email
Alicia Ruiz	(312) 660-6044	RuizA6@aetna.com
Crystal Jones	(224) 760-0991	JonesC1cd075@aetna.com
Debra Merchant	(312) 405-4908	MerchantD@aetna.com
Eric Frederiksen	(312) 547-3593	FrederiksenE@aetna.com
Karina Benitez-Rosario	(312) 391-4197	BenitezK@aetna.com
Raven Rhodes	(312) 660-6024	RhodesR3@aetna.com

Tier 1 - Provider Name	Network Relations Manager
ACCESS	Eric Frederiksen
AdventHealth	Crystal Jones
Advocate Aurora Health	Crystal Jones
Alden	Karina Rosario
AMITA	Karina Rosario
Aperion Care	Eric Frederiksen
APOGEE HEALTH PARTNERS	Raven Rhodes
Arcadia Care	Eric Frederiksen
Ascension - IL	Karina Rosario
AUNT MARTHAS YOUTH SERVICE CENTER	Crystal Jones
BJC MEDICAL GROUP OF IL	Deb Merchant
BLESSING	Deb Merchant
Bria Health Services	Karina Rosario
Caritas	Deb Merchant
CARLE PHYSICIAN GROUP	Eric Frederiksen
CENTRAL COUNTIES	Raven Rhodes
CGH MEDICAL CENTER	Eric Frederiksen
CHESTNUT HEALTH SYSTEMS	Eric Frederiksen
CHICAGO BEHAVIORAL HOSPITAL	Crystal Jones
CHICAGO FAMILY HEALTH	Raven Rhodes
CHILDRENS MEMORIAL HOSPITAL (Ann & Robert H Lurie Children's Hosp of Chicago)	Deb Merchant
CHRISTIAN COMMUNITY HEALTH (Lawndale)	Crystal Jones
CHRISTOPHER RURAL HEALTH	Deb Merchant
Community Health Care, Inc	Raven Rhodes
COOK COUNTY	Karina Rosario
CRAWFORD HOSPITAL	Deb Merchant
CROSSING HEALTHCARE	Deb Merchant
CRUSADERS CENTRAL CLINIC ASSOCIATION	Karina Rosario
DECATUR MEMORIAL HOSPITAL (Part of Memorial Health)	Karina Rosario
Duly Health & Care	Eric Frederiksen
Edward-Elmhurst Health (EEH)	Raven Rhodes
Elevate Care	Eric Frederiksen
ERIE FAMILY HEALTH CENTER	Karina Rosario
ESPERANZA	Crystal Jones
FAMILY CARE ASSOCIATES (Effingham)	Raven Rhodes
FAMILY CHRISTIAN HEALTH	Eric Frederiksen
FAMILY MEDICINE SPECIALISTS	Eric Frederiksen
FRANCES NELSON HEALTH CENTER	Raven Rhodes
FRIEND FAMILY HEALTH CENTER	Raven Rhodes

Gateway Foundation Inc	Eric Frederiksen
Generations	Karina Rosario
GENESIS HEALTH SYSTEM	Deb Merchant
Gentiva	Eric Frederiksen
Goldwater Care	Eric Frederiksen
GRAHAM HOSPITAL ASSOCIATION	Raven Rhodes
GREATER ELGIN FAMILY CARE	Crystal Jones
HEARTLAND HEALTH CENTERS	Eric Frederiksen
HEARTLAND HEALTH SERVICES	Eric Frederiksen
Helia	Karina Rosario
Heritage Operations Group	Eric Frederiksen
Hospital and Medical Foundation of Horizon Health	Eric Frederiksen
HSHS	Crystal Jones
Humboldt Park Health	Raven Rhodes
ILLINOIS VALLEY COMMUNITY HOSPITAL	Deb Merchant
INFANT WELFARE SOCIETY O	Raven Rhodes
JERSEY COMMUNITY HOSPITAL	Deb Merchant
Katherine Shaw Bethea Hospital	Eric Frederiksen
Kindred Health System	Karina Rosario
KSB MEDICAL GROUP	Eric Frederiksen
LAKE COUNTY HEALTH DEPARTMENT	Raven Rhodes
LAWNDALE	Crystal Jones
LEGACY MEDICAL CARE INC	Raven Rhodes
LOYOLA UNIVERSITY MEDICAL CENTER	Crystal Jones
Lutheran Social Services of Illinois (LSSI)	Crystal Jones
MACNEAL MEDICAL GROUP (Loyola)	Crystal Jones
MEDIMORE UNITY POINT	Crystal Jones
MEMORIAL HEALTH PARTNERS	Karina Rosario
Mercy Chicago (Insight)	Raven Rhodes
MORRIS HOSPITAL	Raven Rhodes
MOUNT SINAI HOSPITAL MEDICAL CENTER	Karina Rosario
NEAR NORTH HEALTH SERVICE CORP	Raven Rhodes
NORTHSHORE	Raven Rhodes
Northwestern Health	Karina Rosario
OSF	Deb Merchant
PCC COMMUNITY WELLNESS	Raven Rhodes
Pillars Community Health	Karina Rosario
PLANNED PARENTHOOD OF ILLINOIS	Crystal Jones
Primary Care Physicians of Joliet SC (PCJ)	Eric Frederiksen
PRIMECARE COMMUNITY HEALTH INC	Karina Rosario
Progress Health	Karina Rosario
Promedica Senior Care	Eric Frederiksen
RML Specialty Hospital	Karina Rosario
Rosecrance	Crystal Jones
RURAL HEALTH INC (Christopher Rural Health)	Deb Merchant
Rush Health	Karina Rosario
SARAH BUSH LINCOLN HEALTH CENTER	Karina Rosario
SHAWNEE HEALTH SERVICE	Raven Rhodes
SIH HEALTHCARE PROVIDERS	Deb Merchant
SIHF	Crystal Jones
SIH-QHP	Deb Merchant

Silver Oaks Hospital	Crystal Jones
Sinnissippi Centers	Karina Rosario
SIU- Center for Family Medicine/ Physician and Surgeons (SIU)	Deb Merchant
SSM Healthcare	Deb Merchant
Stepping Stones Inc	Eric Frederiksen
Swedish Covenant	Raven Rhodes
SWEDISH COVENANT (NorthShore)	Raven Rhodes
SWEDISHAMERICAN HOSPITAL	Eric Frederiksen
Tapestry 360 Health	Eric Frederiksen
Touchette Regional	Karina Rosario
UIC	Deb Merchant
UNIVERSITY OF CHICAGO	Crystal Jones
Vista Medical Center/Waukegan Clinic Corp	Eric Frederiksen
VNA HEALTH CARE	Raven Rhodes
Washington University School of Medicine (BJC)	Deb Merchant
WILL COUNTY COMMUNITY HEALTH	Karina Rosario

Terriana Robinson	
Lead Director Provider Experience (224) 430-5989 RobinsonT6@aetna.com	
Christine Fox-Zapata	Steve Inzerello
Senior Director Provider Experience (312) 547-3589	Senior Director Provider Experience (773) 687-5475
Network Relations Managers	Network Relations Analysts
FoxC@aetna.com	InzerelloS@aetna.com

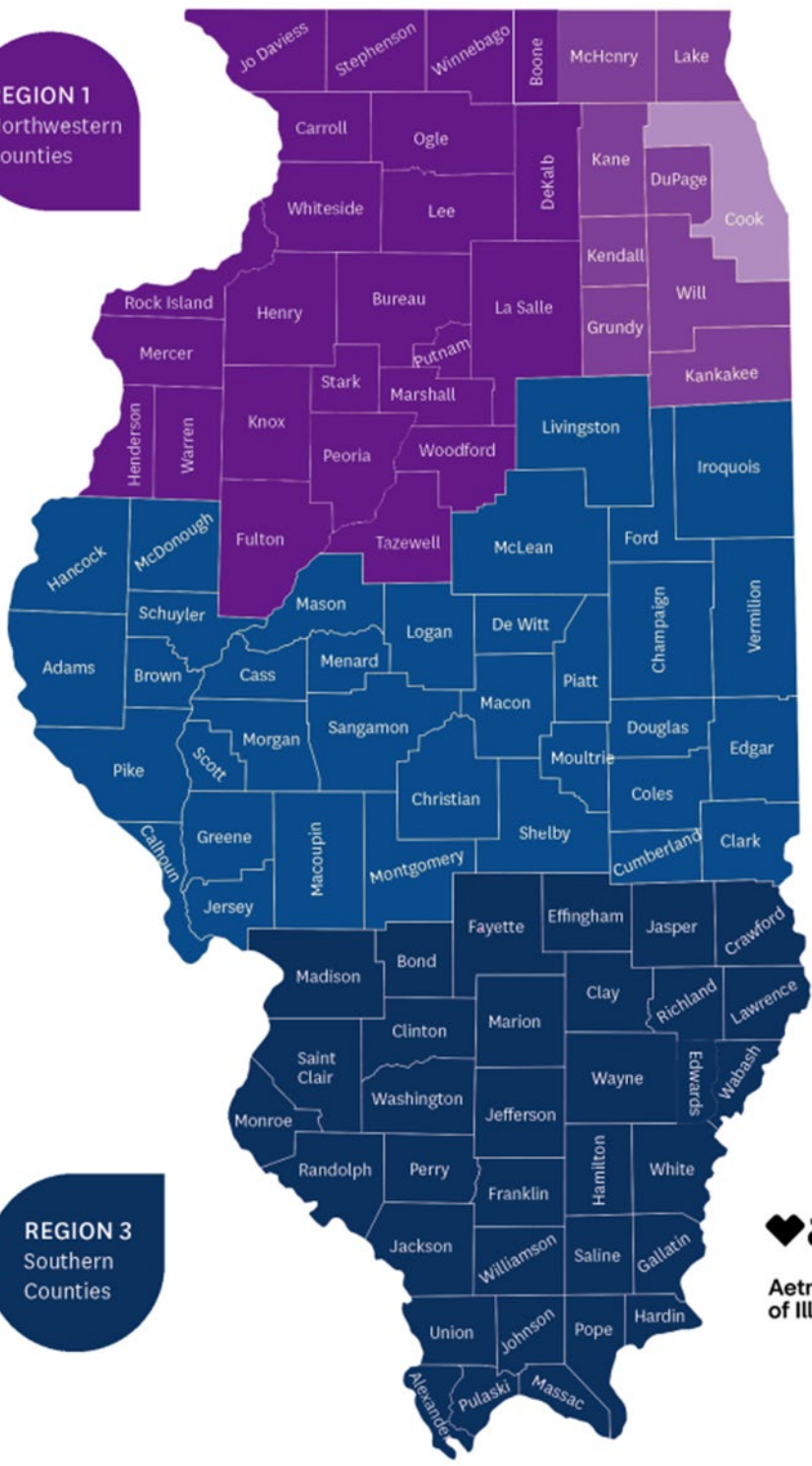
REGION 1
Northwestern
Counties

REGION 4
Cook
County

REGION 5
Collar
Counties

REGION 2
Central
Counties

REGION 3
Southern
Counties



aetna
Aetna Better Health[®]
of Illinois

Region 1	Region 2	Region 3	Region 4	Region 5
Northwest Counties	Central Counties	Southern Counties	Cook County	Collar Counties
Boone	Adams	Alexander	Cook	DuPage
Bureau	Brown	Bond		Grundy
Carrol	Calhoun	Clay		Kane
Dekalb	Cass	Clinton		Kankakee
Fulton	Champaign	Crawford		Kendall
Henderson	Christian	Edwards		Lake
Henry	Clark	Effingham		McHenry
Jo Davies	Coles	Fayette		Will
Knox	Cumberland	Franklin		
LaSalle	DeWitt	Gallatin		
Lee	Douglas	Hamilton		
Marshall	Edgar	Hardin		
Mercer	Ford	Jackson		
Ogle	Greene	Jasper		
Peoria	Hancock	Jefferson		
Putnam	Iroquois	Johnson		
Rock Island	Jersey	Lawrence		
Stark	Livingston	Madison		
Stephenson	Logan	Marion		
Tazewell	Macon	Massac		
Warren	Macoupin	Monroe		
Whiteside	Mason	Perry		
Winnebago	McDonough	Pope		
Woodford	McLean	Pulaski		
	Menard	Randolph		
	Montgomery	Richland		
	Morgan	Saint Clair		
	Moultrie	Saline		
	Piatt	Union		
	Pike	Wabash		
	Sangamon	Washington		
	Schuyler	Wayne		
	Scott	White		
	Shelby	Williamson		
	Vermillion			