

Aetna Better Health® of Illinois
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March 20, 2023

Aetna Better Health® of Illinois

Reconsideration tracking numbers in Availity

Aetna Better Health® of Illinois received reports that tracking numbers were not generating when reconsiderations were submitted with attachments through the Availity portal.

We're pleased to share that a fix was deployed on March 10, 2023. Providers will receive the appropriate tracking numbers upon submission of reconsiderations with attachments through the Availity portal.

If you have outstanding tracking numbers after March 10, or have any questions, please contact your assigned representative for assistance. A list of representatives is below.

[Provider Relations assignment listing](#)