



March 17, 2021

Dear Valued Provider,

This provider bulletin serves as a notice to inform providers that Aetna Better Health® of Illinois will resume editing for timely filing beginning with claims received May 1, 2021 in alignment with the Illinois Department of Healthcare and Family Services.

The original notice posted by HFS on March, 19 2021 can be found [here](#).

The Aetna Better Health timely filing limitations are as follows:

- New claims must be submitted within 180 calendar days from the date of services. Claims will deny the claim if not received within the required time frames.
- Corrected claims must be submitted 180 days from the date of service.
- Claims with TPL (or coordination of benefits) should be submitted within 90 days from primary insurer's EOB date.

Failure to submit claims within the prescribed time may result in payment delay or denial.

Thank you for your continued partnership.

Sincerely,

Aetna Better Health of Illinois