

Aetna Better Health Premier Plan (MMAI)

Provider Experience
7400 W. Campus Road
New Albany, OH 43054

September 09, 2021

Provider Notice - Updating Contact Information in IMPACT by September 15, 2021

Dear Provider,

*This is a reminder that HFS recently issued an urgent provider notice on August 24, 2021 notifying all enrolled providers that immediate action was needed to update contact information in the IMPACT system (<https://www2.illinois.gov/hfs/MedicalProviders/notices/Pages/prn210824a.aspx>). The Department is requiring providers to update contact information in two different areas of the IMPACT system. The first is in the Single Sign-On portal and the second is inside the IMPACT application directly. **The information must be updated by September 15, 2021.** The updates are needed as a pre-cursor to the Department migrating to a new Single Sign-On tool in the near future, as well as to update the contact information inside the IMPACT system so that the Department has the most up-to-date information in the Provider Enrollment module for email notification.*

If you have questions regarding this notice, please call the IMPACT Provider Enrollment staff at 1-877-782-5565.

Sincerely,

Aetna Better Health Premier Plan (MMAI)

Provider Experience Team