



April 28, 2020

Dear valued IlliniCare Health HealthChoice Provider,

First and foremost, IlliniCare Health is extremely grateful for your vital role in keeping our members healthy during the COVID-19 crisis. We are acutely aware of the economic strain this pandemic is placing on the healthcare community and the nation. As such, we are taking every precaution and action needed now to ensure all provider payments are timely and accurate.

As you may know, IlliniCare Health was purchased by CVS Health/Aetna in January of 2020. We are currently integrating our business to CVS Health/Aetna. As we shift across platforms, a vital step is capturing accurate data on each provider partner by obtaining a current comprehensive roster of all practitioners and facilities.

Your dedicated provider representative will be reaching out to you over the next 15 days to request a complete and comprehensive roster, reported on the Universal Roster template. Rosters must be returned to your representative on or before May 25, 2020.

Again, timely action on this request will ensure accurate data is loaded to the CVS Health/Aetna systems, keeping provider payments flowing without interruption.

I want to reaffirm that helping patients achieve their health goals remains our top priority. We appreciate your support in this exercise.

Thank you for your continued partnership.
IlliniCare Health

1-866-329-4701
TTY: 711

IlliniCare.com