

Aetna Better Health® of Illinois
3200 Highland Avenue, MC F648
Downers Grove, IL 60515



November 16, 2022

Aetna Better Health® of Illinois

Change in timeframe for grievance and appeal retro-authorization

This bulletin serves as notice that Aetna Better Health® of Illinois will be updating the submission timeframe for **retroactive authorization disputes** (post-service). **This change will be effective December 1, 2022.**

Existing timeframe: Dispute must be requested within thirty (30) calendar days from the date of service.

Timeframe effective 12/1/22: Dispute must be requested within sixty (60) calendar days from the date of denial.

You can reference updated dispute and appeal process timeframes on our [provider website](#).

Aetna Better Health of Illinois is committed to continually improving our policies and procedures. We appreciate your continued partnership as a participating network provider.

Please contact your Provider Experience Representative with any questions.