



3200 Highland Ave
Downers Grove, Illinois 60515

01/09/2020

Patient Credit File Notification

Effective 12/1/2019 per HFS

Dear Provider,

Due to the improvements made on the Patient Credit File and the success rate of the health plans processing the Patient Credit File, MEDI screenshot prints are no longer necessary for patient credit amount. The health plans receive the PCF on a weekly basis, and it holds 36 months of patient credit information. Aetna Better Health will continue the practice of updating our system monthly and reprocessing claims as needed based on the PCF.

Should you have any questions related to this communication, please contact our Provider Experience department at 866-600-2139.

Sincerely,

Aetna Better Health of Illinois
Provider Experience Team

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