

Aetna Better Health of Illinois Web Portal – FAQs

Q: How often is data refreshed in the Aetna Better Health of Illinois Web Portal?

A: The Aetna Better Health of Illinois Web Portal connects with back-end systems in real-time so data is always current and up-to-date.

Q: If I have an issue/problem or suggestion related to the Aetna Better Health of Illinois Web Portal, who should I contact?

A: You can use the portal secure internal messaging to communicate your issue/problem or suggestion directly to the health plan. You may also call the health plan Provider/Member Services staff at 1-866-600-2139 (TTY: 711).

Q: When selecting the Submit Prior Authorization link in my Tasks navigation menu, I am connected to a new authorizations submission form and work queue. Should I look in this queue or in Search Authorizations for prior authorization status?

A: Both systems will reflect the current status of a prior authorization but the new authorization system will contain all of the details of the authorization; the Search Authorizations function only provides the high level detail.

Q: I am a health plan member and I see that my address is incorrect in the Member Details section of the portal. Can I correct that information myself?

A: Member demographic information is provided to the health plan by the Illinois Department of Human Services. Please directly contact your County Case Worker or call 1-800-720-4166 to have them make the corrections.