



January 26, 2021

Dear Provider Partner,

As a valued participant in our shared risk value-based program, we want to be transparent in highlighting ongoing issues with MLR reporting. While the transition from IlliniCare Health to Aetna Better Health of Illinois is now complete, Centene remains responsible for delivering membership, revenue, and expense reporting for membership, revenue and costs prior to 12/1/2020. The technicalities of the cutover from a system perspective has led to unexpected breakdowns of existing processes, delaying the production of updated financial statements for shared risk contracts. We are working with a cross-functional group of teams from both Centene and Aetna to achieve resolution as soon as possible.

### **Where we are**

As you are aware, we have financial reporting available on the Centene enhanced provider analytics portal through September 2020 dates of service was posted in November 2020. Reports through October dates of service should have been released in late-December and we continue to work with Centene to get this data published. While this effort remains ongoing, critical reports provided by the plan, including a daily census, prioritized member list, and cost/utilization tool continue to be delivered as prior to the cutover via SFTP. These reports are crucial for managing unnecessary utilization, effective care coordination and transitions of care, as well as member outreach. If you have any issues accessing these reports via the Aetna SFTP, please contact your provider representative.

### **Next Steps**

Please continue to communicate regularly with the Aetna team on any challenges you are experiencing while we work to ensure financial reporting is accurate. These issues will in no way impact calendar year 2021, for which financial reporting will be available beginning in April. Once updated 2020 financial statements are available, they will be secure emailed directly to your team to avoid any further delay.

We sincerely apologize for the inconvenience and continue to sincerely appreciate your partnership in offering excellent healthcare to our members, your patients.

Sincerely,  
Aetna Better Health® of Illinois