

**Aetna Better Health® of Kansas**  
9401 Indian Creek Parkway, Suite 1300  
Overland Park, KS 66210



## **Aetna Better Health® of Kansas**

### **Change Healthcare National Outage Impact to Medical Claims - *Updates as of March 15, 2024***

The following are additional, new updates to the Aetna Better Health of Kansas Provider Bulletin previously published.

#### **Do you know if data exchanged among Change Healthcare, Aetna and its providers have been compromised?**

At this point in time, Change Healthcare has communicated they have not confirmed data has been compromised and they have retained a third-party forensic firm to assist them in their review of the incident. We are in regular communication with Change Healthcare and will ensure that any required notifications are made if that assessment changes.

#### **What mitigation plans are in place for provider payments?**

We've moved to a new vendor, ECHO Health, to process and distribute Medicaid claims payments to providers. Because ECHO Health is a national payment solutions supplier, we were able to readily transition data to support Medicaid claim payment operations after careful system and quality testing. We are expediting getting claims payments out to providers and payments have started.

#### **What mitigation plans are in place for electronic remittance advice (ERA) files?**

ECHO Health also will distribute Electronic Remittance Advice (ERA) files for the Medicaid claims payment issued. Providers will receive ERA files based on the information on file and, for those who have not signed up to receive ERA files, they will receive paper remittance files.

Providers do not need to take additional action at this time to receive claims payment or remittance files through ECHO Health for Medicaid claims they have submitted.

Providers that want to update their payment/ERA distribution preferences for Medicaid claims payment may do so at [ECHO Health \(echohealthinc.com\)](https://echohealthinc.com)

Providers cannot create an electronic connection directly with Aetna to receive ERA files; a vendor must be utilized to receive these files.

**For providers who have not been paid yet at this time, will you issue advanced payment?**

We take the matter of timely claims payment to our network providers very seriously and we recognize the disproportionate impact of the Change Healthcare service interruption on payment of Medicaid claims. We now have a solution in place with ECHO Health for Medicaid claims payments, and we are expediting getting claims payments out to providers and payments have started. While claims payments are being processed, Aetna will continue to help alleviate unusually difficult financial circumstances for providers submitting Medicaid claims, on a case-by-case basis.

**What should providers do about claims submitted prior to the Change Healthcare service interruption that are still pending or outstanding?**

Providers who have pending or outstanding medical claims that were submitted prior to the Change Healthcare service interruption on Feb. 21 should resubmit those claims and any correlating electronic attachments through one of the following:

- For electronic claims submissions, providers may use Office Ally at [www.officeally.com](http://www.officeally.com), using Payer ID 128KS. Provider should confirm their clearinghouse is compatible with Office Ally prior to submitting claims.
- Providers may also bill electronically, free of charge, through the KMAP Portal at <https://portal.kmap-state-ks.us/PublicPage/Public/Login>
- Paper claims may be mailed to:  
Aetna Better Health of Kansas  
P.O. Box 982961  
El Paso, TX 79998-2961

Please monitor the Aetna Better Health of Kansas provider website for additional Medicaid updates at [For Health Care Providers | Aetna Medicaid Kansas \(aetnabetterhealth.com\)](https://aetnabetterhealth.com/kansas).

Providers may also access the Aetna Corporate website for enterprise-wide updates at [Resources & Support for Health Care Providers | Aetna](https://aetna.com/resources).

Thank you,

Provider Experience Department  
Aetna Better Health of Kansas