



Change Healthcare service interruption update

We remain grateful to you, our network providers, for your patience and flexibility as we worked diligently to restore operations impacted by the Change Healthcare (CHC) service interruption that occurred on February 21. Our focus throughout has been to restore impacted operations as quickly as possible to support providers and ensure access to care for our members.

With the Change Healthcare systems coming back online, Aetna is working diligently to assess when to restore the connection for Electronic Data Interchange transactions. Our decision-making process includes receiving a written attestation from Change Healthcare regarding the security of their environment and systems.

As of April 3, Change Healthcare has made a portion of their claim intake services available and we have restored our connection to their system. This means:

Providers that did not select a different EDI clearinghouse vendor to send claims to Aetna during the service interruption should begin working with

their direct claims vendor to validate they are ready to submit claims to Aetna via CHC.

Providers that selected a different EDI clearinghouse vendor to submit claims may continue to use that vendor or they may revert back to using Change Healthcare.

We will continue to work with CHC to turn back on the remaining claim intake services once made available.

We have not established a timeline for reconnecting to any other Change Healthcare EDI transaction systems, including electronic remittance advice file distribution, member eligibility and benefits checks, prior authorization submission and provider payment. We will provide updates as that changes.

Providers that have any claims that were submitted prior to the Change Healthcare service interruption on February 21 but have not been acknowledged by Aetna should resubmit those claims and any correlating electronic attachments.

For Commercial, IFP and Medicare medical claims, providers can submit through CHC once they have validated they are ready to do so, as well as any of the other **approved clearinghouse** vendors or use our medical provider portal hosted on Availity.

For Medicaid medical claims, providers may use CHC once they have validated they are ready to do so or continue to use Office Ally.

For Dental claims, providers may use CHC once they have validated they are ready to do so, or they may continue using NEA/Vyne or Dental Exchange.

