

Aetna Better Health® of Kansas

Change Healthcare National Outage - Impact to Medical Claims

On February 21, 2024, Change Healthcare took several of their services offline in response to a cyber security incident they experienced. This is impacting certain Aetna business operations, as well as the operations of other companies nationally. There is no indication that Aetna's systems have been compromised. We're committed to ensuring access to care as we navigate through this network disruption. We have business continuity plans in place to minimize disruption of service and apologize for any inconvenience our network and members may experience. We will continue to utilize our business continuity plans to minimize disruption until the Change Healthcare services are restored.

Aetna uses Change Healthcare as an intermediary for certain Electronic Data Interchange (EDI) transactions across all of our lines of business. Additionally, we are aware that many of our Aetna network providers may use Change Healthcare to transmit claims information to us. This bulletin provides information to our network providers that are experiencing impact from the Change Healthcare network disruption.

Below is a set of **Frequently Asked Questions** that address the mitigation plans in place for providers to complete transactions with **Aetna Better Health of Kansas** during the Change Healthcare outage. It is based on what is currently known and we will continue to share additional information as it becomes available.

What mitigation plans are in place for claims submissions while the outage continues?

While waiting for Change Healthcare to resume system availability, providers have the following options to file **medical** claims:

- Providers may hold claims until further notice.
- For electronic claims submissions, providers may use Office Ally.
 - Office Ally Inc. at www.officeally.com
 - Payer ID 128KS
 - **Note:** Before submitting a claim through your clearinghouse, please verify that your clearinghouse is compatible with Office Ally Inc.

- 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

Will Aetna extend or waive “timely filing” policies on claims processing?

Any claims impacted by timely filing from this outage will be overturned.

For providers who are submitting claims through a trading partner or directly to Change Healthcare, will they have to resubmit those claims, or will they ultimately be delivered to Aetna?

We are working to assess the impact to claims that may have been submitted during the outage and will provide an update when more information is available.

What alternative methods do providers have to submit “member eligibility and benefits” checks?

Providers may use Availity to submit electronic member eligibility and benefits.

<https://apps.availity.com/availity/web/public.elegant.login>

Providers may also use the KMAP website. If you are enrolled in KanCare or providing services to a KanCare member, links for the individual plans are under KanCare Health Plans. You can find the KMAP website at the following link: <https://www.kmap-state-ks.us>

How do network providers get access to Availity?

Providers need to register to use Availity; many of our network providers already are registered, but do not currently use the portal. Availity offers provider training, and Aetna is considering any additional support needed. It’s important to keep in mind this outage has a nationwide industry impact. Availity is a multi-payer portal and has confirmed with Aetna they are prepared to handle an increased volume of digital transactions.

<https://apps.availity.com/availity/web/public.elegant.login>

How can providers submit prior authorizations to Aetna during the Change Healthcare outage?

Providers need to use Availity to submit prior authorization requests.

<https://apps.availity.com/availity/web/public.elegant.login>

Will you start to temporarily liberalize some policies such as prior authorization requirements to help further ensure member access to care while the outage continues?

We are not liberalizing any policies at this time. We have assessed the situation over the last few days and the alternative processes in place – in addition to available Aetna phone call support – should help us manage this important utilization management step with our network providers during this time. If this changes, we will provide an update.

What mitigation plans are in place for provider payments?

We are aware that some providers across our lines of business and affiliates may not be getting timely payments at this time, and we take this very seriously. At this time, we're exploring contingency payment options.

Will interest payments be included in any payments that are past “timely payments” deadlines as a result of this outage?

We are working to assess the impact to claim payments and will share more at a later date.

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

Thank you,

Provider Experience Department
Aetna Better Health of Kansas